

Project Arts Centre

2011

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Mission Statement

Project Arts Centre is artist centred. Its purpose is to foster innovative work and to develop the potential of the Centre as a site for creative encounter between the artist and the public. It aims to facilitate and stimulate all forms of the visual and the performing arts.

Company Structure

Project Arts Centre is a not-for-profit organisation supported by the Arts Council, Dublin City Council.

Project Arts Centre is a multidisciplinary contemporary arts centre located at the heart of artistic life in Dublin, with a national profile and an international attitude. With an extensive programme covering everything from visual arts to dance, music and theatre, there is plenty to fuel the imagination from an exciting year-round programme.

Home to two performance spaces and a gallery, Project Arts Centre offers diverse and innovative contemporary artwork. The gallery space presents a series of free exhibitions throughout the year.

Project Arts Centre is also host to a number of productions from local and internationally focused festivals including: Dublin Writers' Festival; Dublin Theatre Festival; Dublin Fringe Festival; Dublin Dance Festival; 12 Points! Europe's New Jazz Festival and many more.

Board of Directors

The Board of Directors are elected from Project's Membership.
The Board of Directors currently are:

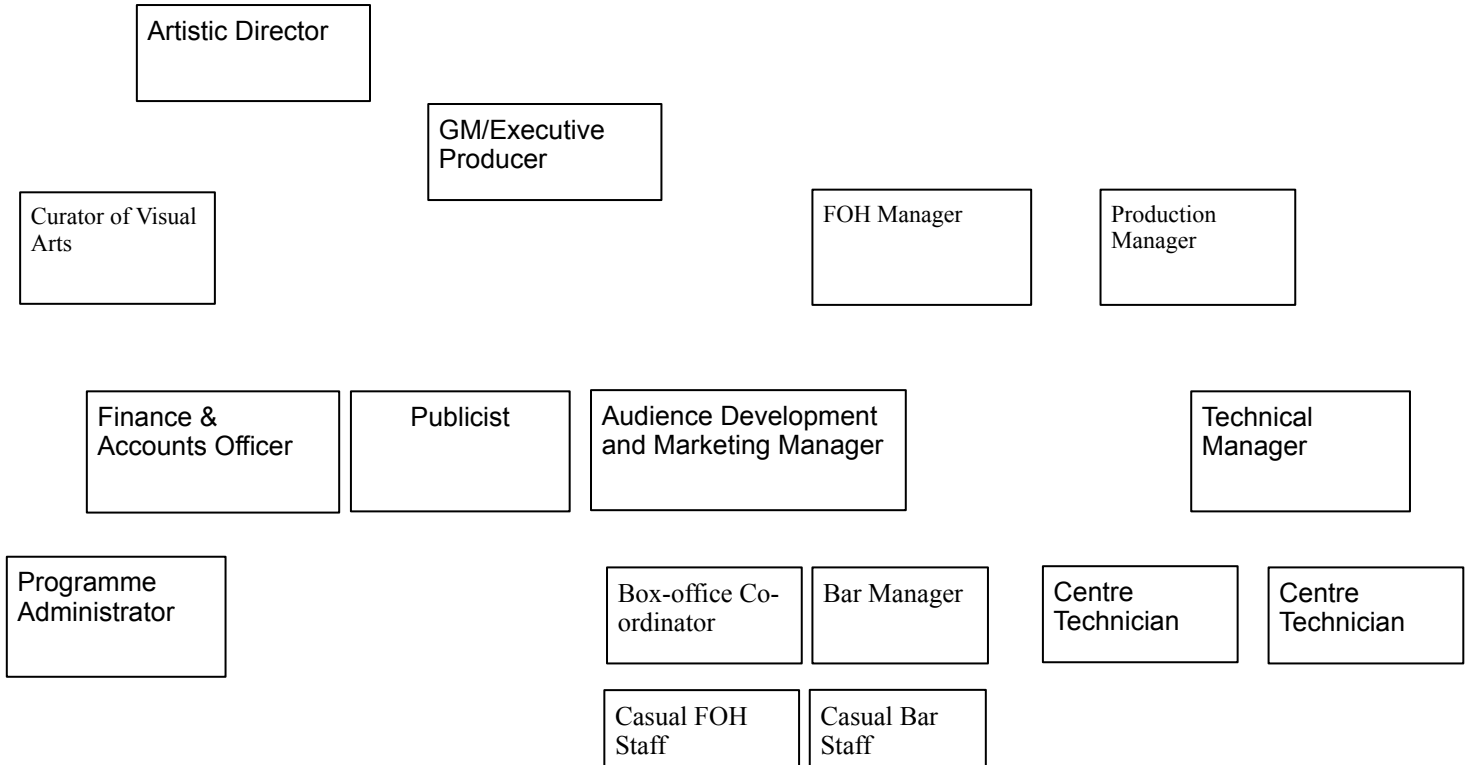
[NAME] Chair
[NAMES] Directors

These board members act in a voluntary capacity and their principal roles and functions are:

1. Policy development, strategy formulation and planning
2. Selection of the Artistic Director and General Manager
3. Legal responsibilities
4. Lobbying, networking and fund-raising
5. Responsibility to stakeholders, i.e. audiences, funding, artists, staff, volunteers, the local community, creditors and sponsors etc.

Staff

From [DATE]



Reporting Structures

The General Manager functions as the personnel officer within Project and all staff report to her on matters of terms and conditions of employment.

Below is an outline of the staff positions within Project and the reporting structures.

Job description	Activity Reporting
Artistic Director	Board
General Manager/Executive	Artistic Director/Board
Curator: Visual Arts	Artistic Director/General Manager
Production Manager	General Manager/Artistic Director
Manager: FOH/Bar	General Manager/Artistic Director
Press Officer	Artistic Director / General Manager
Marketing Officer	Artistic Director / General Manager
Finance Officer	General Manager
Technical Manager	Production Manager/General Manager
Programme Assistant	Artistic Director / General Manager / Curator of Visual Arts
Assistant Curator of Visual Arts	Visual Arts Curator / General Manager
Centre Technician	Production Manager / General Manager
Box-Office Supervisor	Manager: FOH/Bar
Box-Office Assistant	Manager: FOH/Bar
FOH Staff	Manager: FOH/Bar
Bar Supervisor	Manager: FOH/Bar
Bar staff (3)	Bar Supervisor

Staff Profiles

Artistic Director	[NAME]
Responsible for	Researching, developing and implementing overall artistic and strategic policies for the organisation in consultation with the board;
Full Time	overseeing and implementing budgets in conjunction with the General Manager;
General Manager / Executive Producer	[NAME]
Responsible for	Overall management and responsibility for the business, legal and financial resources of the organisation and the efficient delivery thereof. This includes financial planning and reporting; human resource management; staff development and training; management and development of IT systems;.responsibility for health and safety.
Full Time	
Curator of Visual Arts	[NAME]
Responsible for	Researching, developing and implementing a visual arts programme of activities in consultation with the Artistic Director. This involves liaising with and the General Manager as appropriate, regarding the needs of incoming artists and agreements between them and Project;
Full Time	and the promotion of Project's venue to artists both nationally and internationally
Production Manager	[NAME]
Responsible for	The development and maintenance of Project's building, equipment and technical provision to incoming artists. This involves the co-ordination of the technical team; liaison with programme staff, the general manager and incoming artists and producers as regards Project's technical provision; and ensuring that all health, safety and fire regulations are adhered to by technical staff and by incoming artists and producers.
Full Time	
FOH & Bar Manager	[NAME]
Responsible for	The management, development and implementation of Front-of-House policy and service. This involves the co-ordination and training of all bar, box-office and front-of-house staff; ensuring a high standard of customer care for members of the audience and public, including their health and safety; and reconciliation of bar and box-office receipts on a daily basis.
Full Time	
Finance & Accounts Officer	[NAME]
Responsible for	This involves the management of the payroll; maintaining up-to-date financial records; and prompt payment of suppliers, artists and producers.
Full Time	
Marketing and Audience Development Manager	[NAME]
Responsible for	The development and maintenance of Project's communication strategies. This involves the development of appropriate marketing strategies, management of Project's print and design and the Project People scheme.
Full-time	

Publicist	[NAME]
Responsible for	The development and maintenance of press lists and weekly listings for Project; advice to young companies in co-ordinating media contact; solicitation of press coverage where possible; liaison with media on all matters pertaining to events at Project; organisation of photo calls; Developing and maintaining accurate individual event press files and press cuttings archive; maintenance of the website and attendance to critics on opening nights
Full Time	
Technical Manager	[NAME]
Responsible for	The provision of technical services to incoming artists and producers and the maintenance of Project's spaces and equipment. This involves implementing the Head of Technical Service's policies in this area and acting as deputy Head of Technical Services when required.
Full time	
Box-Office Supervisor	[NAME]
Responsible for	The provision of a comprehensive and high standard box-office service for Project. This involves co-ordination of box-office staff; the arrangement of publicity material in front-of-house area; ensuring a high standard of customer care for all members of the audience / public; and the co-ordination of all ticket booking, sales and distribution via Databox system.
Full-time	
Bar Manager	[NAME]
Responsible for	The provision of a high standard bar service to Project's audience and public. This involves maintenance of bar area and equipment; and general administration of the bar area in accordance with health and safety legislation.
Casual position (part-time)	
Programme Administrator	[NAME]
Responsible for	The provision of administrative support to the Artistic Director and the Visual Arts Curator. The provision of an effective service to the artistic community including the co-ordination of travel and accommodation for artists; maintaining records, and assisting the General Manager with office and it support.
Part Time	
Centre Technician	[NAME]
Responsible for	Under the direction of the Production Manager, the provision of technical support to Project in all activities relating to artistic programme. This includes assisting in-coming producers and artists with get-in, get-out and set-up requirements; assisting with the implementation of Project's Health, safety and fire policies; and maintenance of the building and its equipment
Full-time	
Centre Technician	[NAME]
Responsible for	Under the direction of the Production Manager, the provision of technical support to Project in all activities relating to artistic programme. This includes assisting in-coming producers and artists with get-in, get-out and set-up requirements; assisting with the implementation of Project's Health, safety and fire policies; and maintenance of the building and its equipment
Part-time	

Box-Office Assistant**[NAME]**

Responsible for

The provision of box-office support to the Box-Office Supervisor. This includes ensuring a high standard of customer care for all members of the audience / public; ensuring the safety of the public whilst on the premises; booking/distribution of tickets via the Databox system.

Full Time

Bar Tenders & Front Of House [NAME]

Responsible for

Acting as bar tender and Front of House under the supervision of the Bar Supervisor and FOH Manager. This includes implementing policies and strategies as regards customer care, standards of service, hygiene and safety; and maintaining current product knowledge.

Casual positions

Employment Policies

Equal Opportunity

Project is committed to providing equal opportunity to all employees and those being considered for employment. It is against Project's policy (and unlawful under the Employment Equality Act 1998) to discriminate on the grounds of sex, marital status, family status, sexual orientation, religious belief, age, disability, race, or membership of the traveller community.

Conditions of Employment (Contract Staff)

Every staff member is entitled to receive a letter of appointment and a contract of employment within two weeks of starting work at Project. The terms and conditions of employment for each staff member are set out in his/her contract. Any changes to these conditions will be agreed by Project Management with the individual employee concerned.

Working Conditions

39 East Essex Street is the main place of work for all employees.

Core working hours are 10.00 to 18.00 with a one-hour lunch break. Technical and box-office support staff provide services throughout the week.

Operational demands may result in certain individuals having to work different hours. Where this occurs, the number of core hours per week is 35 excluding lunch breaks.

All employees are expected to work such additional hours as the demands of Project's business require. No overtime is paid but time-in-lieu will apply by prior arrangement with the General Manager or the Head of department as appropriate.

The Organisation of Working Time Act, 1997

Project is committed to implementing The Organisation of Working Time Act, 1997. This Act sets out statutory rights for employees in respect of rest, maximum working time, and holidays. In summary, they provide for:

- An average weekly working time limit of 48 hours (averaged over 4 months)
- A daily rest break of 11 consecutive hours per 24 hour period
- An uninterrupted rest period of 24 hours per 7 day period
- A rest break of 15 minutes where an employee has been working continuously for more than 4.5 hours. A total rest break entitlement of 30 minutes (which includes the 15 minutes already referred to) if more than 6 hours are worked.

Leave

Annual Leave

All employees are required to take an uninterrupted period of leave of at least ten working days during each holiday year. The General Manager should be advised of all dates of annual leave which have first been approved by your Manager at least four weeks in advance.

The official year runs from January to December and all due leave should be taken by 31st December. Where employees join the company mid-year, annual leave should be taken on a pro rata basis.

Information on annual leave is also contained within each employee's contract of employment.

Public Holidays

In addition to annual leave, employees are entitled to paid leave on the following Irish public holidays:

- New Year's Day
- St Patrick's Day
- Easter Monday
- First Monday in May
- First Monday in June
- First Monday in August
- Last Monday in October
- Christmas Day
- St Stephen's Day

Where the date of a public holiday falls on a Saturday or Sunday, another day will be nominated as the Public Holiday.

From time to time, employees are required to work on a public holiday. In such cases, the employee is entitled to a day's leave in lieu of the public holiday.

Sick Leave

Project will support employees through cases of genuine illness. Staff are entitled to 2 consecutive days uncertified sick leave subject to a maximum of 6 days in any one period of 12 months.

After successful completion of probation, employees who are absent from work due to sickness or injury will continue to be paid by the Company. Payment for sick leave is subject to employees complying fully with the sickness reporting procedures as outlined below for all periods of sick leave.

On your first day of illness, you should telephone the General Manager by 10.30 a.m. giving reason for your absence. If you are unable to speak directly to the General Manager, you must leave a message.

Where illness extends beyond two working days, you should supply a medical certificate from your General Practitioner. This certificate should be sent to the General Manager by post no later than the 4th day of absence. Certificates should be sent at regular intervals if illness is prolonged and should cover the entire period of absence.

Where an employee is certified ill on a day of annual leave, s/he retains that leave day to be taken at a later date to be agreed with the Project.

Leave of Absence

Bereavement – at the discretion of Management, paid leave may be granted following a death in an employee's family. This comprises up to 5 working days for death of a spouse, partner, child, brother, sister or parent of an employee; up to 2 working days for death of another close relative e.g. uncle, aunt or grandparent.

Jury Service – Employees called for jury service are maintained on full salary for the duration of their service. If jury service would disrupt business, employees may be asked to request a deferment.

Medical, Dental and Optical Appointments – These appointments should be arranged outside of working hours where possible. Where this is not possible, reasonable time off work may be granted for visits to your doctor,

dentist, optician or hospital if necessary. Such time off should be agreed with your Manager and advised to the General Manager.

Other Leave Entitlements Under Law

- Maternity Protection
- Adoptive Leave
- Parental Leave

Information pertaining to the above is contained within each employee's contract. Additional information can be requested from the General Manager.

Force Majeure Leave is also granted, in the case of a family emergency that requires an employee's immediate presence.

Other Leave Entitlements at the discretion of Project

Paternity leave – 3 working days' paid leave will be granted to male employees at the time of the birth of their child

Study Leave – At the discretion of Project, up to 1 week's paid leave will be granted for the purposes of study or sitting exams.

Internships at Project Arts Centre

We are delighted that you've chosen to join Project for your internship, and we were pleased to select you from the numerous proposals that we receive from all over the world.

We have put together a brief synopsis of your role to help you ease into the organisation:

Work days are Monday – Friday, 10am to 6pm.

We need you to arrive promptly at 10am, as interns quickly become a reliable part of the team. If you are ill, please let [General Manager] know by emailing [email address], or call box office on 01 881 9619.

It is often the case that staff at Project will need to work late to achieve certain goals, and if your time can be managed such that this is possible, you can adjust your working week accordingly. (ie leave early on a Thursday afternoon if you work late on a Wednesday). We all often stay late for openings, shows or networking events but these are not considered part of the working week.

As an intern, your most important contact in the organisation is [NAME], General Manager. If you are experiencing any major general difficulties or problems which you need to discuss, you should ask to see [NAME]. For technical problems with email, phones etc, ask to see [NAME]. Otherwise you will generally respond to the individuals inside the organisation who invite you to work on a project or help in an area. What we appreciate most from an intern, is someone who can see a job through and find solutions to problems themselves, and then *report back on your progress* to the person who gave you the job. This is how we all keep track of progress in our individual areas. Project staff generally work very well together, and having clearly written emails and summaries of meetings contributes to the smooth management of the organisation. Although there is always a lot of hubbub at Project, people do try very hard to keep the noise levels down, particularly on the 2nd floor, or in [NAME], [NAME] and [NAME]'s office, so please keep this in mind when speaking with people there. They'd prefer you to whisper than to shout over the telephone conversations.

Much of your internship will be taken up with fulfilling jobs, tasks and responsibilities given to you by the various area managers, or by the Artistic Director or General Manager.

You will also be invited along to meetings as an observer, and sometimes also to take notes. These are good learning opportunities, and when visiting with outside collaborators (artists, company directors, board members, funding partners) you will generally be there in an *observation* role, unless directly called on for your opinion. However you are also encouraged to propose your own projects to work on, if you feel there is a job that could be done internally to benefit how we all work together, or whatever is your specific area of expertise.

We like to learn as much from our interns as we can, so please come forward with ideas in the right situations – and don't worry if a few ideas are rebuffed without too much deliberation – it happens to all of us!

If there is any moment when working on a project where you feel out of your depth, just take a pause, explain to the person you are working with that you are an intern who has been asked by Project to follow the subject, and that you'll consult with (whoever gave you the task) and update your contact immediately. Many people in the arts have done internships and will understand this.

While working with Project you are also a representative of Project, so it is important to always be respectful of the organisation in public.

Networking: there is always a full schedule of openings and theatre launches going on in Dublin, which we can tell you about if you are interested – just ask [NAME] or [NAME] for the best contacts. Make the most of it - Project Arts Centre has a strong profile and by working with us you are part of it – so use that to your advantage!

Volunteer Intern Policy

Project Arts Centre recognises that volunteering makes a contribution to society. On a societal level it can enhance active citizenship and social cohesion, as by its very nature volunteering is about bringing people together. On an individual level people see volunteering as a way of developing social contacts and putting something back.

The Project Arts Centre volunteers have the right to:

- Work in a healthy and safe environment;
- Be interviewed and taken on in accordance with equal opportunity and fair employment legislation;
- Be adequately covered by insurance;
- Receive evaluation and recognition of their work;
- Be given accurate and truthful information about the Project Arts Centre;
- Be reimbursed for genuine out of pocket expenses;
- Have a volunteer job description and agreed hours of volunteering;
- Have access to a grievance procedure;
- Be provided with guidance and orientation to the organisation;
- Be provided with adequate training;

Project Arts Centre volunteers are not taken on:

- To fill a position previously held by a paid worker;
- To do the work of paid staff during industrial disputes;

Project Arts Centre volunteers are required to:

- Familiarise themselves with and follow Project Arts Centre policies, Health and Safety Policy Statement; Staff handbook.
- Ensure their own safety, the safety of other members of the society and the general public;
- Must not carry out a task about which they are uncertain, or if they are unsure of the correct safety procedure;
- Inform the General Manager if they have a medical condition which may affect them in the course of their duties;
- Co-operate in a spirit of mutual understanding and respect with other volunteers and employees of Project Arts Centre;
- Undertake training as required;
- Maintain confidentiality in their activities where appropriate.

Health & Safety

Project wishes to provide a safe and healthy working environment for all employees and to promote a balanced approach to work and life.

Legal Obligations on Project

Under the terms of the Safety, Health and Welfare at Work Act, 1989, Project has a duty so far as is reasonably practicable to ensure the health, safety and welfare at work of employees, customers and the public.

In order to comply with the provisions of the Act, Project will:

- Prepare a full safety statement and bring it to the attention of all employees
- Display a copy of the statement on all notice boards
- Appoint a Health and Safety Officer to implement the safety plan
- Provide and maintain a safe and healthy working environment
- Provide fully stocked first-aid kits
- Ensure that safety and emergency plans are in place and that evacuation training is provided for all employees.

Legal Obligations on Employees

Under the Act, all employees must:

Take reasonable care for their own safety, health and welfare

Co-operate with their employer on safety issues

Use any protective clothing or equipment provided for their safety

Report any safety defects in equipment to the Health & Safety Officer

Not intentionally or recklessly interfere with or misuse any appliance or equipment

Any employee who neglects, intentionally or otherwise, to protect themselves from injury, or who commits an act that exposes others to risk of injury, will be subject to disciplinary action.

Policy on the Creation and Maintenance of a Healthy and Dignified Workplace

Project believes strongly that staff should be enabled to carry out their roles in a work atmosphere which is healthy, positive, supportive, invigorating and motivating. An environment which allows for differences to be channelled towards good, creative outcomes and which provides for open dialogue and resolution of difficulties will ensure that staff can carry out their roles to the best of their ability.

Project wants to ensure that structures, procedures and interpersonal working relationships are developed in **Project** to ensure a safe and healthy working environment where staff can thrive in carrying out their functions. This includes, but is not limited to, staff meetings, feedback on performance, clear procedures for dealing with working difficulties and escalation where such difficulties are not resolved, discussion of training and development needs, meeting reasonable training and development needs identified, provision of promotion opportunities (though this will be limited due to size) and the provision of a working atmosphere which encourages professional growth and development.

Behaviour such as sexual harassment, discrimination or bullying is contrary to a safe and healthy workplace, is unacceptable and will not be tolerated. It is fundamental to the concept of respect for others that all staff should be free from any conduct which adversely affects the dignity of people in the working environment. Sexual harassment, discrimination or bullying will not be tolerated whether it is effected by an employee, supplier, client, or customer and the workplace is so defined to include associated events outside of the office such as meetings, conferences and other off-site events.

Staff are required to bring to the attention of the General Manager instances of sexual harassment, discrimination or bullying.

Definitions

Sexual harassment includes all unwelcome and sexually offensive, humiliating or intimidating conduct involving an act of physical intimacy, requests for sexual favours, spoken words, gestures or the production, display or circulation of written words, pictures, or other material. It may occur in the workplace, during the course of employment or where a person is treated differently because of rejection of such behaviour.

Discrimination in employment practice against an individual or group of individuals on any of the following grounds: -

1. Gender
2. Marital status
3. Family status
4. Age
5. Disability
6. Race
7. Sexual orientation
8. Membership of the Travelling Community
9. Religious belief

Management will ensure that discrimination on any of the above grounds does not take place in the organisation in any employment area including but not limited to recruitment, training, grievance handling, promotion, and remuneration and will make every reasonable effort to ensure an inclusive and non-divisive work environment is maintained.

Bullying is defined as persistent and systematic aggressive conduct whether verbal, physical or psychological, by an individual or group against others. Some of the main ways in which bullying occurs are: -

- Manipulation of the victim's reputation or good name by rumour, gossip, ridicule or insults.
- Preventing the victim speaking by making loud noises or speaking in a loud and aggressive way
- Social exclusion or isolation
- Arranging the nature of work or the ability of the victim to do the work by overloading, withholding information or setting meaningless or impossible tasks
- Physical abuse or the threat of physical abuse
- Persistent unwarranted criticism or sarcasm
- Displays of aggressive rage over trivial matters
- Jokes, displaying pictures, graffiti and use of other material which states or implies prejudicial attitudes which are offensive to the victim.
- Public or private humiliation.

This list is not exhaustive but is meant to give examples of the more common ways of bullying.

Designated Persons

A number of persons will be designated by **Project** who will advise any complainant on a confidential basis on how to proceed. The people available for giving such advice are [NAME], or if she is not available, [NAME].

Informal Procedure

Initially the person experiencing the bullying should consider whether the behaviour falls within the definitions above, or if it is an isolated incident which may be due to misunderstanding. The person may then consider raising the issue with the aggressor/offender, advising them of the unwelcome nature of the behaviour and requesting that it stop immediately. It is advisable to make a note of the time, date, and place of any incidents and to note the name of any witnesses who may have been present.

If this fails to stop the unwelcome behaviour or if the person decides not to proceed on an informal basis then the formal procedure should be used.

Formal Procedure

1. The complainant must put the complaint in writing and the alleged harasser will be made aware of the nature of the complaint. The complaint will then be processed through the Grievance Procedure.

2. Every effort will be made to facilitate the complainant but **Project** will ensure that both parties have the opportunity to make their case and to be heard, and to have representation if required.
3. Both will be interviewed separately and further investigation including interviewing witnesses may be necessary. The importance of confidentiality will be stressed to any witnesses so interviewed.
4. Both parties will be informed in writing of the outcome. Where it has been found that the complaint has been upheld then the matter will be dealt with under the Disciplinary Procedure and appropriate action will be taken up to and including dismissal, depending on the seriousness of the case.

Unacceptable Behaviour from Outside the Organisation

Due to the open nature of Project's working environment it may happen that unacceptable behaviour by someone who is not a staff member is alleged. In this case it is expected that Project will deal seriously and carefully with the allegation which may include interviewing the person against whom the allegation is made. If the allegation is upheld, suitable sanction will be enacted, though this cannot be done through the Disciplinary Procedure as the person is not a member of staff.

Retaliation and Malicious Claims

Retaliatory behaviour and malicious claims will be dealt with promptly under the Disciplinary Procedure.

Electronic Media

The use of electronic media is covered under this policy and so staff are advised to take care in how they use such media.

Grievance Procedure

Project wants to ensure that any grievances are dealt with in a fair, speedy and careful manner. Where any employee has a grievance or issue that he/she wants to be addressed the following steps should be followed:

1. The matter should be raised and discussed initially with the immediate supervisor/manager who will listen to what is said and will attempt to find an acceptable solution.
2. Where no solution is found within 3 weeks the matter may then be referred, in writing, to the Artistic Director or General Manager (depending on which part of the organisation the complainant is based in) who will attempt to find a solution. A written response will be given to the employee at the conclusion of this step.
3. Where no solution is found within 2 weeks the matter may then be referred, in writing and outlining progress made to date, to a member of the Board who will attempt to find a solution. A written response will be given to the employee at the conclusion of this step.
4. Where no solution is found at this stage the matter may be referred outside of Project in an attempt to find a solution.
5. In the case of a grievance held by the Artistic Director or General Manager the appropriate steps are (1) referral to a member of the Board and then (2) referral to the Chairperson of the Board, prior to referral outside the organisation.
6. Where a grievance is about an employee's supervisor or manager then the grievance must be heard by a different supervisor or manager.
7. Every employee has the right to be accompanied by a representative in raising or appealing a grievance.
8. No action will be taken by the employee while the grievance is being dealt with through this process and he/she will continue to carry out normal job duties.

At any stage in the process mediation may be sought by either party. If the other party agrees then this will be set up in an attempt to find a mutually agreeable solution.

Emergency Procedures

Evacuation Procedures In The Event Of Fire Alarm Activation

On hearing the pre-alarm warning on the fire panel, Box Office Staff and Security staff on duty must immediately check the Panel.

FIRE READING – If the panel displays ‘Fire’ staff **MUST NOT** press silence alarm. Security / Box Office staff must immediately use the house PA to inform all staff (in public areas) of the pre-alarm status and where the problem exists.

Sample texts:

- URGENT Call to staff – Pre alarm status –need to evacuate - exits not in use office stair well repeat EXITS NOT IN USE OFFICE STAIRWELL
- URGENT Call to staff – Pre-alarm status – need to evacuate - exits not in use dressing room stairwell repeat EXITS NOT IN USE DRESSING ROOM STAIRWELL.
- **In all announcements the only exits to be mentioned are those that cannot be used.** If the location of the fire is uncertain staff must assume all are clear and evacuate accordingly.
- The fire alarm/bells activate within thirty seconds of the pre-alarm. All emergency lights are automatically activated when the alarm sounds. Evacuation must start as soon as the alarms sound or **Box Office Staff should press the panic button as soon as they know we are to evacuate.**
- Central station will phone box office as soon as the alarm activates. Box Office staff should answer and confirm emergency status requesting the fire brigade. (If staff do not answer the phone the fire brigade is automatically contacted)
- Once evacuation starts it must be completed. Audiences, casts and staff must go directly to the meeting point (Meeting House Square) to ensure audiences are accounted for, deal with any first aid issues and report to the fire services.
- Silence Alarms can only be pressed if it is confirmed by safety or production staff **PRIOR TO** the pre-alarm that there is an issue and that there is no emergency.

IN NO OTHER CIRCUMSTANCES CAN THE FIRE PANEL BE SILENCED.

FAULT READING - If the panel reveals a fault staff should press ‘Silence Alarms’ and immediately inform Production staff using the house PA. Production staff must investigate the fault and correct the fire panel immediately. Siemens must be informed at the time of the fault and an immediate or next day appointment should be arranged in order to address the fault as a matter of urgency.

ALARMS SOUNDING WITH NO WARNING ONLY HAPPENS IF SOMEONE HAS DISCOVERED A FIRE AND HITS A BREAK GLASS PANEL. Evacuation must start immediately. Box office staff should check the panel for the location of the fire and use the house PA (emergency zone) to announce which exit should or should not be used and then evacuate immediately.

Other reasons to evacuate (bomb scare or other threats)

Box Office staff / Security Staff use House PA to tell staff we are in a pre-alarm status outlining which exits to be used. If there are two staff present one should contact the Gardai if not then the panic button should be pressed. (Central Station will ring Box Office and should be informed of the situation ie Gardai or fire brigade required)

When pre-warning announcements have been made Box Office should turn on the lights in both spaces and then use the emergency zone on the House PA and announce that the building must be evacuated. Security Staff need to open Cube doors and direct audiences to exits.

Sample text:

This is not a drill. We must evacuate immediately. All customers, cast and crew are asked to make their way to their nearest exits calmly and quickly. Everyone must evacuate without delay. Please make your way to the nearest exit this is not a drill.

- When the announcement has been made three times box office and security staff should open the fire panel and press ‘Sound Alarms’ and continue with their responsibilities.

Gas Leaks

- Cease all operations.
- DO NOT SWITCH LIGHTS OR ANY OTHER ELECTRICAL EQUIPMENT ON OR OFF. Remember electrical arcing can trigger an explosion. Turn two-way radios and cellular phones off.
- Notify Project Staff immediately and evacuate the building

Suspicious or Unusual Behaviour

- To make Project a safe place everyone needs to be alert to suspicious situations and report them promptly.
- Notify Project Staff at once, and report any incident, including the following:
- Nature of concern;
- Description of person(s) involved;
- Description of property involved.
- Never try to handle a dangerous or unpredictable situation on your own.

Medical and First Aid Procedures

If serious injury or illness occurs notify Project Staff immediately.

Responsibilities**Security and Box Office Staff**

- When the alarms sound Box Office Staff should press the panic button and use the PA system to announce on the emergency zone ‘This is not a Drill – calmly make your way to the nearest exit with no delay. Please listen to Project staff and evacuate immediately – this is not a drill.
- Security must open the cube doors as soon as the alarms sound and direct audiences to exits.
- After three announcements on the PA Box Office / Security Staff staff must ensure the Cube audience have evacuated checking the gallery, Scene Dock, Control Room, Dressing Rooms and Toilets on the ground floor (only) are clear.
- Box Office Staff and Security Staff must take the front of house file and fire file and leave the building. The files and a verbal report must be given to the most senior staff member or the fire services at the meeting point. The verbal report will include anyone who is not evacuated (eg any technicians on the roof or other secluded areas – plans of all floors are in the Fire File).
- Outside of the building all staff should continue to direct audiences etc to meeting house square (including those exiting the rear of the building)

Bar and FOH Staff (upper foyer)

- As soon as FOH Staff hear the pre-alarm announcement they must pick up emergency hand lights turning them on and go to the performance space doors and open them ready to enter.
- The pre-alarm warning from Box Office will have identified which exits cannot be used. At this stage one Bar Staff member should position themselves at the exit which should not be used to ensure audiences do not try to evacuate through them.
- As soon as the alarms sound FOH Staff enter the spaces. They should announce loudly and calmly we need to evacuate and direct the audiences to the clear exits. Keep repeating while the audience leaves.
- The second Bar Staff member must inform anyone in the yard, bar and toilets to evacuate the building quickly but calmly.
- Staff should leave with the last of the audience and go directly to the meeting point. (Staff shouldn’t argue with anyone who refuses to leave but continue to assist others and then leave themselves)

Production

- Are responsible for evacuating the Dressing Rooms, Green Room and Back Stage Area and assisting with the SU performance space where possible.
- Production should be aware of any technicians working on the roof or other secluded areas and ensure they are evacuated.

2nd Floor and 3rd Floor offices

- Staff should evacuate ensuring their colleagues can evacuate also. The most senior staff member present on the second floor staff should check the balcony and control room.
- The most senior staff member on the third floor should check the toilet, three offices and kitchen.
- If the office stairwell is not safe to evacuate staff must stay where they are until the fire brigade make it safe. Staff should go to the balcony areas closing all doors between them and the stairwells. The Lift MUST NOT be used.
- On exiting the building office staff should assist and direct audiences to the meeting point.

General guidelines

- If a fire is located it should not be tackled by any staff until evacuate is underway.
- Not more than 60 seconds should be spent searching each floor. (No staff member should enter a room without placing their hand on the door – if they feel heat they are not to enter even if they believe there is someone inside)
- Disabled persons should be given the appropriate assistance but should not slow down or hinder the evacuation. They should be escorted by staff to a safe refuge (through fire doors onto the stairwell out of the way of audiences exiting) After other occupants have vacated the area staff tell the wheelchair user they are going to get help. Staff exit the building and report to the most senior staff member present. The senior staff member will report to the fire services directly telling them where the person is located. No staff member should attempt to lift a wheelchair user (a minimum of two staff are required per wheelchair user).
- If members of the public refuse to evacuate time should not be wasted arguing with them staff should continue to evacuate all others and themselves and inform the fire brigade as to the location of the remaining individual.
- ALL DOORS SHOULD BE CLOSED AS THE BUILDING IS BEING EVACUATED.

General Information

- Familiarize yourself with locations of fire alarm stations, fire exits and locations of extinguishers.
- Activate the nearest wall mounted fire alarm. Setting off an alarm automatically notifies the Fire Brigade and Project Staff through electronic monitoring.
- Use a fire extinguisher only if you can do so safely and you have already activated the fire alarm. Do NOT attempt to extinguish a fire by yourself - have someone stand by with another extinguisher. Leave a serious fire to the fire-fighters.
- It is important to give the Fire Brigade and Project Staff any information you may have about the fire or about persons still in the building after general evacuation.
- If you know the cause of an accidental false alarm, notify Project Staff immediately and make yourself available to the responding police and fire officials outside the building as appropriate to help them confirm the source.
- Always close the door behind you when leaving any room involved in fire.
- When the nearest exit is unsafe due to flames or smoke, select an alternate fire exit. Do not use the lift.
- Report all fires, as well as smoke or fumes of undetermined origin, to Project Staff.

Emergency Services**General emergency number 999 or 112**

Garda (Police) at Pearse St t. 016669000

Dublin Fire Brigade t. 016734100

Temple Bar Cultural Trust t. 016772255

Public Services:

An Bord Gáis Emergency
Tel: 1850 20 50 50

Dublin City Council Emergency
Tel: 01 6707316

Public Hospitals:

BEAUMOUNT HOSPITAL
Beaumont Rd, Dublin 9
Tel: 01 809300
<http://www.beaumont.ie>

MATER HOSPITAL
Eccles St, Dublin 7
Tel: 01 8032000
<http://www.mater.ie>

ST JAMES HOSPITAL
James St, Dublin 1
Tel: 014103000
<http://www.stjames.ie>

Maternity Hospital:

COOMBE HOSPITAL
Dolphins Barn, Dublin 8
Tel: 01 4085200
<http://www.coombe.ie>

Childrens Hospitals:

CHILDRENS UNIVERSITY HOSPITAL (TEMPLE ST)
70 Eccles St, Dublin 7
Tel: 01 8784200
<http://www.cuh.ie/>

OUR LADYS CHILDRENS HOSPITAL (CRUMLIN)
Crumlin, Dublin 12
Tel: 01 4096346 / 01 4096326
<http://www.olhsc.ie/>

Communications Policies

Project is committed to regular communication with employees in order to facilitate the smooth operation of Project's business. A number of informal and formal communications are used, including the following:

- Weekly area management meetings
- Monthly all staff meetings
- Internal and External Email system
- Voicemail system

Policy on Use of Electronic Mail and Internet Access

The use of electronic mail and internet access is a tool to help staff do their job. Staff are advised to take care in how they use it and to confine usage as far as possible to work purposes.

Occasional personal use is allowed where this is of a limited nature and where it is made clear that any statements made are personal and do not represent the views of Project. From time to time monitoring of e-mail may occur to ascertain levels and types of usage.

Chain letters, jokes, material of an inappropriate or offensive nature and other such activities are specifically excluded. Where such material is received unsolicited it should be answered politely asking that no further material be sent.

It should be remembered that sexual harassment and bullying can be carried out electronically. This is expressly forbidden as it damages the right to dignity at work. Such behaviour will be dealt with seriously by Project.

Care should be taken that viruses are not introduced to the system from e-mails, floppy disks, internet traffic and up to date virus protection software should be used.

Voicemail

Individuals should use the voicemail facility on the phone system. Personal greetings should be changed when individuals are out of the office. Messages should be checked and responded to on a daily basis.

Contact with the Media

All contact with the media should be co-ordinated via the Artistic Director, or in his/her absence with the Press Officer or the General Manager.

Customer Charter

Project Arts Centre serves a wide range of publics, including general visitors, artists, arts professionals, production companies, students and community groups. We also work with a number of other entities, such as The Arts Council, the Department of Arts, Sport and Tourism, other Government departments and agencies and the media.

The centre's activities can be divided into two main areas:

Programming, comprising exhibitions and performances, co-productions, an associate artists programme, talks, lectures and dialogues

Support, comprising box office and bar, marketing and publicity, production and administration, finance and security.

Further details on the work of Project Arts Centre are available on request.

Everyone at Project Arts Centre is committed to serving all of our visitors and customers in accordance with the highest standards of quality customer service. This Customer Charter and the associated Customer Action Plan have been put in place in order to improve customer service, by setting out and measuring customer service levels.

Across our full range of activities we undertake to:

- Ensure that our public spaces are safe, clean and accessible
- Offer services of value that meet the needs and expectations of all parts of the communities we serve
- Interact with all our visitors and customers courteously and informatively in a consistent and impartial manner
- Provide prompt, accurate and detailed information on our programmes, services and facilities to visitors and customers
- Provide immediate response to telephone enquiries and for more substantive queries respond within five working days
- Always give a name, phone number and email address to assist customers in your dealings with the Centre
- Provide an accessible and fair complaints and redress system wherein complaints are given high priority and responded to within one working day
- Work to continually improve our service to the public

Performance against the service standards set out in this Customer Charter will be continuously monitored and updated as needed. In order to assist us in complying with these undertakings, we welcome your comments as to how we might build on these commitments in the future.

Comments and complaints can be made to:

Project Arts Centre
39 East Essex Street,
Temple Bar, Dublin 2, Ireland
+353 (0)1 881 9618
[EMAIL]