



CAYMAN ISLANDS
**NATIONAL
MUSEUM**

Employee Handbook Best practices

A Guide for Explaining How
Things Work at Work

Handbook Approved by CINM Board of Directors
(Meeting 31 May 2022)

Contents

KEY OPERATIONAL POLICIES

Code of Conduct Policy.....4

OFFICE MANAGEMENT/ADMINISTRATIVE PROCEDURES

Phone Usage Policy.....6

Email & Internet Usage Policy.....10

Printer Usage Policy.....13

Grievance Policy.....16

Media Communications Policy.....21

Clear Desk Policy.....24

EMPLOYMENT & HR PROCESSES

Hiring Policy.....28

Volunteer Policy.....33

Personal Data Management Policy.....37

Anti-Harassment Policy.....39

Employee Training & Development Policy.....43

Attendance Policy.....48

Dress Code Policy.....51

Annual Leave & Compensatory Time Off.....53

WORKPLACE HEALTH & SAFETY

Emergency Procedures & Disaster Management Policy.....58

Child Safety Policy.....60

Drug & Alcohol Policy.....62

Incident Reporting Policy.....64

COVID-19 Operations Policy66

FACILITY/VEHICLE MANAGEMENT

Museum Vehicle Maintenance Policy.....70

Museum Vehicle Usage Policy.....71

Fuel & Mileage Allowance Policy.....73

Parking Policy.....74

Building Management & Maintenance Policy.....75

Appearance of Office Space Policy77

Code of Conduct Policy

Preamble

Cayman Islands National Museum is committed to providing a workplace that is dignified and respectful. The aim of this policy is to promote a positive work environment in furtherance to the Museum's values and mission statement.

Policy:

The Museum has formally adopted the Public Servant's Code of Conduct, and all Museum employees, the Museum Board of Directors, volunteers, and affiliates, shall abide by the [Cayman Islands Public Servant's Code of Conduct](#).

Responsibilities:

It is the responsibility of all individuals to abide by this policy, and Managers to ensure staff adherence to this policy.

Compliance

Failure to comply with this policy could result in action in line with the Museum's Disciplinary Procedure.

References / Related Laws and Policies:

This Policy should be read in the context of the Cayman Islands Public Servant's Code of Conduct (attached), and other policies and procedures outlined in

the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Labour Act
- The Public Service Management Act
- The Public Authorities Act

Approved by CINM Board

Date 30 March 2022



**Office
Management/
Administrative
Procedures**

Phone Usage Policy

Preamble

This Policy describes the service standards to be applied and the operational procedures to be followed by employees of the Museum when using the Museum's landline or mobile telephones for internal and external calls, and for personal use. It also offers general guidelines for using personal cell phones during work hours.

A Phone Usage Policy ensures effective and efficient use of the Museum's telephones. It also minimizes the impact of abuse of Museum resources by reducing telephone costs; outlining expected recourse for misuse of telephones; minimizing lost time due to employees devoting Museum's time in pursuit of personal or private interest; regulating what is permissible when using Museum's resources; standardizing what may be allowed as being reasonable calls that may be made for private purposes; and instilling in the organisation a spirit of promoting cost effectiveness and accountability to the general public and other stakeholders of the Museum.

Applicability:

This policy applies to all museum

personnel and concerns the use of Museum equipment (i.e. land line telephone, or cellular phone), and conducting personal affairs during work hours.

Responsibilities:

- It is the responsibility of all individuals to implement this policy, and Managers to ensure staff adherence to this policy.
- Employees are responsible for all calls made on a Museum cellular phone, and for the safe-keeping of the phone.
- Staff are responsible for any penalty incurred for breach of legislation if using a Museum provided mobile phone or "hands free" device whilst driving.

Policy:

During work hours, personal calls must be kept at a minimum, whether made on a Museum phone or personal cell phone.

Museum Cell Phones

- Employees in possession of a Museum mobile cellular phone are expected to protect the equipment from loss, damage or theft. Upon resignation, termination of employment, or at any time upon request, the employee shall produce the cellular phone for return or inspection. Employees unable to

present the equipment in good working condition within a reasonable period will bear the cost of a replacement.

- Museum mobile telephones are provided for Museum related use only. Employees are to use their personal cell phones for non-Museum business.
- At no time should the Museum mobile phone contain Text or picture messages (SMS or MMS), or have attachments that contain defamatory, offensive or harassing language, fraudulent material, sexually explicit images or language, or otherwise involve lawful or wrongful conduct. Nor should they contain any remarks that might be potentially embarrassing to the Museum, its employees or the general public.

Museum Land Line

- In making use of the Museum’s landline and mobile telephones all users are expected to act responsibly and keep costs to a minimum. Personal use of the Museums Land Line is strictly forbidden except in a case of emergency.

Personal cellular telephones

- Employees should limit use of personal cell phones including text messaging to their authorized break and lunch periods. Personal cell phones should be used outside the work area or in designated break areas.

- Individuals may not use cameras, including those on personal cellular phones, to take unauthorized photographs and videos of the Museum, Museum staff, or the contents of the Museum and its collections.
- The use of a personal cellular phone could pose a security or safety risk, or when they distract from work tasks:
- Personal cellular phones must be:
 - left on an inaudible setting during work hours and meetings;
 - used away from co-workers in non-work related areas during breaks, unless there is an emergency;
- Do not use cellular phones for surfing the internet or gaming during work hours.

General Telephone Etiquette

- Information must never be given out over the phone unless it is absolutely clear who it is being given to and that they are entitled to the information and are ready and able to accept it.
- Care must be taken to ensure that conversations involving confidential and/ or personal information cannot be overheard.
- Voicemail messages containing personal information should only be left after due consideration has been given to any security and confidentiality risks

involved.

- Voicemail should not be used as a substitute for staff coverage. It should only be used as a backup when staff is unavailable, and messages should be returned within one business day of retrieving the message. Voicemail box recordings should include:
 - Person's name and title.
 - A brief message stating you are unavailable and asking the caller to leave a message including a name and telephone number.

Where there is evidence of a high level of personal usage which is not compliant with this Policy the staff member responsible may be liable to pay any excess call charges and may be subject to disciplinary procedures.

Procedures:

- When making or receiving any calls, internal or external, employees should aim to be pleasant, informative, helpful and brief.
- All Museum and personal smartphones setup with Museum email accounts and/or internet based access to Museum data must be protected with a four digit passcode, or fingerprint.
- If a Museum cellular phone is lost, it must be reported to a Manager as soon

as possible. If a Museum cellular phone with work emails synchronised to the device is lost, then it must be reported to the Manager and the Museum's IT provider.

- Apps should not be purchased for personal use at the Museum's expense and may not be replaced or refunded if bought from personal funds and downloaded to a Museum handset.
- Employees should be aware that calls to mobile phones are more costly than to land lines, and therefore any calls should be clear, succinct and as brief as possible.
- International Roaming should be approved in advanced by the Director prior to use during official overseas travel.
- When answering calls via a Museum telephone, staff shall answer each call quickly, courteously, professionally, and with a helpful attitude within two rings.
- If an employee must leave the line to obtain information, give the caller the option of waiting or being called back. If the caller waits, give progress reports every 30-45 seconds. When you return to the line, thank the caller for waiting.
- When transferring a call to another extension, the caller shall be notified that a transfer will be made; given

the extension of the number to be transferred; and the person’s name or the department to which they are being transferred. The employee shall stay on the line with the caller until the appropriate party is reached, and notify the receiver of the incoming call and give them any information available.

- When leaving messages, be sure to include your name, the company name, and your full telephone number.
- Never use a cell phone while operating equipment.
- Avoid using work cell phones for personal tasks.
- Avoid using personal cell phones for work tasks.
- Do not use cell phones during meetings.
- Do not use cell phones to record confidential information.

Compliance

Failure to comply with these procedures could result in action in line with the Museum’s Disciplinary Procedure.

Cell phone usage for illegal or dangerous activity, for purposes of harassment, or in ways that violate the company confidentiality policy may result in employee termination.

Abusive calls, inappropriate use of the telephone system such as personal long

distance calls, damaging telephone equipment, unauthorized personal cell phone usage or other violations of this policy may result in disciplinary action up to and including termination of employment.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 31 March 2022

Email & Internet Usage Policy

Preamble

The Cayman Islands National Museum (CINM) has outlined the standards that employees and affiliates of the Museum are held in relation to the usage of the Museum's Email and Internet systems. This policy outlines the guidelines for acceptable use of The Museum's technology systems.

Applicability:

This policy applies to all Museum personnel and those affiliated with the Museum, using the Internet and/or electronic mail in and on behalf of the Museum.

Responsibilities:

Every employee has a responsibility to maintain the Museum's image; to use its electronic resources in a productive manner, and to avoid placing the Museum at risk of legal liability based on their use.

It is the responsibility of all individuals to immediately report any actual or suspected breaches in email or internet usage to their Manager and or the Museum Director.

Policy:

- All technology provided by the Museum including computer systems,

communication networks, Museum work records and other information stored electronically, is the property of the Museum and not the employee.

- Use of the Museum's technology systems and electronic communications should be job-related and not for personal convenience. The Museum reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files, and all other content, including Internet use, transmitted by or stored in its technology systems, whether onsite or offsite.
- The Museum's internet connections are intended for activities that either support the Museum's business or the professional development of employees. System users are expected to be responsible, considerate and ethical in using the organization's systems, to protect valuable Museum data and information, and to exercise prudent judgement.
- Misuse of the Museum's systems may result in restriction or termination of access privileges and other disciplinary action, up to and including termination.
- All messages distributed via the

Museum's email system, even personal emails, are the property of the Museum.

- Users of the Museum's internet, e-mail or other electronic communications are strictly prohibited from transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- Employees may not use the Museum's computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files.
- Every Museum employee, and affiliate, is responsible for the content of all text, audio, video, or image files that he or she places or sends over the Museum's networks.
- No e-mail or other electronic communications may be sent that hides the identity of the sender or represents the sender as someone else. The Museum's identity shall be attached to all outgoing e-mail communications and should be reflective of the Museum's values.

Procedures:

- Users should be aware that internet usage or emails can be monitored without prior notification if the Museum deems this necessary. If there is evidence that an individual is not

adhering to the guidelines set out in this policy, the Museum reserves the right to take disciplinary action, including termination and/or legal action.

- Staff shall not launch, detach or save any executable file (i.e. those ending in 'exe' or 'vbs') under any circumstances. If such material is received which one believes has the potential to be dangerous or damaging, one should contact the Museum's IT provider immediately.
- All portable storage devices (e.g. USB sticks) brought into the office from home PC's should be virus checked. The preferred option is to forward those attachments by e-mail as they would automatically be screened by the Museum's anti-virus software.
- Do not open, detach or save any unofficial file attachments to any network drive. Official attachments should be placed in the relevant document Library or detached to a shared drive. Please beware of saving any documentation to the hard drive of your PC as this will not be backed up and will be irretrievable in the event of your PC breaking down.
- Users of the Museum's network are subject to all legislation regulating Internet use, including the provisions regarding obscenity, and the incitement of hate. All users have obligations not to

allow any of its systems (mail, Internet etc.) to be used for downloading or distributing offensive material.

- Staff shall not send any unofficial graphics or executable files under any circumstances, nor instigate or forward “unofficial mail” to users either within or outside the organisation, or send any material which may be offensive or disruptive to others or which may be construed as harassment.
- All e-mails leaving the Office should have the following text or equivalent automatically appended :-
“The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and / or privileged material. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you have received this message in error, please contact the sender and delete the material from any computer.
- No material or software shall be downloaded from the Internet for which a registration fee is charged without first obtaining the express permission of the Director. Only the software installed by the Museum’s

IT provider, is deemed to be legally sourced by the Museum and covered by the appropriate license agreement. No other software is approved for use on any of the Museum’s computers or laptops without the expressed permission from the Director.

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Printer Usage Policy

Preamble

The Cayman Islands National Museum’s (CINM) Printer Usage Policy describes the general guidelines for using the Museum’s network printers for business purposes, with the intent to facilitate the efficient, cost-effective use of printing and copying.

The goal of this policy is to facilitate the appropriate and responsible use of the Museum’s printer assets, as well as control the Museum’s printer cost of ownership by preventing the wastage of paper, toner, and ink.

The Museum is mindful of the necessity for employees to print documentation in the normal course of business, but reinforces the objective for staff to optimize the print environment with a focus on efficiency and security.

Museum staff and authorized users should be mindful of the cost of print and shall keep the usage of print and paper to an absolute minimum by adhering to the following policy.

Applicability:

This policy applies to Museum staff, as well as contracted personnel utilizing

printing facilities provided or funded by the Museum.

Responsibilities:

It is the responsibility of all individuals to implement this policy, and Managers to ensure staff adherence to this policy.

Policy:

- All property of the Museum – including computer systems, copying machines and printers – must be used properly and maintained in good working order. Employees who lose, steal, or misuse Museum property may be personally liable for replacing or repairing the item.
- Employees will be provided access to Information Technology (IT) assets and other equipment and resources required to conduct the duties associated with their jobs. Access to and usage of Museum provided IT assets, equipment and resources are provided for the express purpose of conducting Museum business.
- Staff are prohibited from utilizing Museum office equipment for use in in any activities which are in violation of this policy or local legislation.
- Staff should make every effort to limit the printing of hard copy documents when

provision and retention in electronic format is acceptable.

- When possible, staff shall use the lowest cost printing device and configuration settings available such as: print to duplex, mono (black) printing default settings; draft, economy; “Shrink to Fit” or “Shrink to One Page”;
- When possible, staff shall remove unnecessary backgrounds, shading, and graphics from print jobs unless there is a business requirement to do so.
- Staff are encouraged to share and distribute files electronically when possible.
- At a minimum, staff shall use alternatives, such as providing a PDF via email or sending to a shared location when able.
- Printers are to be used for documents that are relevant to the day-to-day conduct of Museum business only.

Procedures:

- Staff shall collect printed material from the printer in a timely fashion. In the event the document is no longer required, staff shall properly dispose of the document.
- Any unclaimed print jobs should be stacked neatly on the table next to the printer. All unclaimed output jobs will be discarded by the end of the business day.

- When printing a job in excess of 25 pages, staff shall remain next to the printer to collect it when it comes out to ensure adequate paper supply for the job and that the output tray is not overfull.
- Color printing is typically not required by general business users. Staff are strongly encouraged to avoid printing in color when monochrome (black) will do.
- In the event of a physical problem with the printer (paper jam, out of toner, etc.) and the staff member is not “trained” in how to fix the problem, the issue should be reported to the Operations Manager or the Museum Director.
- Staff shall report any malfunction of any printing device to the Operations Manager or the Museum Director as soon as possible.

Compliance

Failure to comply with these procedures could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Grievance Policy

Preamble

The Cayman Islands National Museum (CINM) is committed to ensuring that any person working for, or affiliated with the Museum, has the right to lodge a grievance and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The Museum endeavours to provide a complaints management procedure that ensures grievances are fairly assessed and responded to promptly; is procedurally fair and complies with legislative requirements.

The Museum is committed to creating and maintaining a professional and healthy working environment that is respectful and free of conflict. Employees are invited to raise complaints, issues, and concerns and to actively participate in the constructive resolution of these matters. It is the Museum's view that early resolution of conflict and difficulties will foster enhanced job satisfaction.

This policy and procedures establish the process to be followed by staff when filing a grievance, and the process to

be followed by Management of the Cayman Islands National Museum when considering the grievance.

Definition:

A grievance is a matter which relates to workplace conditions or safety, the behaviour of another employee in the workplace, or the compliance of other employees with the Public Servant's Code of Conduct and this manual; and which the employee wishes to be addressed.

Applicability:

This policy applies to all Museum personnel and affiliates.

Responsibilities:

Employees are expected to:

- raise issues or file complaints in an honest, forthright, and constructive manner.
- attend any meetings to discuss complaints made which involves them in a positive, professional and problem-solving manner; and
- not participate in gossip, slander or libel. These are not acceptable behaviours and staff who engage in such behaviour may be subject to disciplinary action.

Policy:

- Staff, affiliates, and visitors, must be treated with respect.
- All grievances are to be handled in a professional, responsible, timely, empathetic, and problem-solving manner, utilizing the highest level of privacy and fairness.
- Employees shall either make their complaint to their immediate Manager, or the Museum Director (providing the person is not the offender or deemed to be personally conflicted in the matter).
- To protect the privacy of the persons involved, all complaints will be treated as confidential information. Confidentiality will be maintained throughout any investigatory process to the extent possible and appropriate under the circumstances. The complainant is entitled to be informed as to the status of the investigation and its outcome.
- If the complainant is dissatisfied with the outcome or resolution of his or her complaint, that individual has the right to appeal the decision to the Museum Director, or Board, whichever is appropriate under the circumstances.
- Retaliation against an individual who makes a report of harassment is strictly prohibited. A person accused of harassment may be placed on administrative leave (where the Director determines it to be appropriate to protect the complainant or to preserve evidence), pending the conclusion of an investigation.
- Any person found to have retaliated against another individual for reporting harassment will be subject to appropriate corrective action, up to and including termination.
- If an investigation results in a finding that the complainant knowingly made a false or vexatious harassment complaint, the complainant will be subject to appropriate disciplinary action, up to and including termination.
- The Law provides for any employee working within the Government or private sector, to make a report or disclosure of suspected wrongdoing to the Office of the Ombudsman or a practicing Attorney. All reported complaints shall be kept in the strictest confidence.
- However, the Law does not protect employees or persons who disclose false information, which they know is false. Additionally, reports of wrongdoing will not qualify for protection against retaliation unless they are made “in the

public interest.” If it would normally be an offense to disclose information, or if the information disclosed is considered legally privileged, the person disclosing it would not be protected.

- The Museum will not be liable for any complaints or claims, which may arise from outside of employment. However, an employee must advise the Museum of any such complaints or claims within 30 days of the complaint or claim being filed.

Procedures:

1. Informal Resolution: The employee shall try to resolve problems informally by discussing it with his/her immediate Manager or the offending party.

Informal resolution is to be encouraged as a first measure in all instances. Should this approach not resolve the problem to the employee’s satisfaction, the employee is entitled to raise it formally as a grievance.

Accordingly, Managers are to take seriously any initial approach from an employee.

The Manager must take all reasonable steps to ensure that the employee is protected from any repercussions resulting from the filing of a complaint. Employees are to keep their involvement

and complaint confidential (failure to do so may result in disciplinary action).

2. Grievance Submitted to Manager: The employee submits the grievance, in writing and signed, to his/her immediate Manager. The complainant should state their proposed resolution.

If the grievance is about the immediate Manager, the grievance is to be submitted to the Museum Director.

3. Arrange Grievance Meeting: The Manager arranges a meeting with the aggrieved employee.

A mutually agreeable time and place for the meeting is to be agreed. The location is to allow privacy.

4. Grievance Meeting(s): The Manager meets with employee to discuss grievance. Discussion is to be held in as relaxed atmosphere as possible.

5. Resolution by Manager: The Manager gives the grievance careful consideration and determines an appropriate resolution. The Manager meets with the employee to explain the resolution decision and provides a letter confirming the decision. Copy of the letter should be submitted to the Museum Director.

The letter is to outline:

- the nature of the grievance;

- the facts as the Manager understands them;
- the Manager’s decision/ proposed resolution and the basis for that decision;
- the process for taking the grievance further if the employee is not satisfied with the Manager’s decision.

This step to be completed within 5 working days of receipt of the grievance by the Manager.

6. Grievance Re-submitted to Museum Director: If the employee is not satisfied that the grievance has been resolved, the employee re-submits the grievance, in writing and signed, to the Museum Director. An employee may be furnished with reasonable information that will allow him/her to properly make their appeal.

If the grievance involves the Museum Director, the grievance is to be submitted to the Museum Board.

7. Grievance Meeting(s): The Director arranges a meeting with the aggrieved employee. The Director meets with the employee’s immediate Manager and other related parties, as appropriate. A mutually agreeable time and place for the meeting is to be agreed. The location is to allow privacy. Discussion is to be held in as relaxed

atmosphere as possible with the employee given every opportunity to explain their complaint and say how they think it should be settled in a non-threatened way.

If necessary, the Museum Director may adjourn the meeting (to seek advice or for further investigation).

8. Resolution by Director: The Director gives the grievance careful consideration and determines an appropriate resolution. The Director meets with the employee to explain the resolution decision and provides a letter confirming the decision. Copy of the letter to be filed.

The letter is to outline:

- the process to date and the nature of the grievance;
- the facts as the Director understands them;
- the Director’s decision/ proposed resolution and the basis for that decision;
- the process for taking the grievance further if the employee is not satisfied with the Director’s decision.

This step to be completed within 5 working days of receipt of the grievance by the Senior Manager.

Compliance

Failure to comply with these procedures could result in action in line with the

Museum's Disciplinary Procedure.

Under no circumstances will an employee be subject to ridicule, intimidation, threat, or retaliation for raising an issue or complaint. Any person found in violation of this principle will be subject to disciplinary action. Similarly, any employee who maliciously or falsely files a complaint will be subject to disciplinary action.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.
- The Whistleblower Protection Act

Approved by CINM Board

Date 30 March 2022

Media Communications Policy

Preamble

The Cayman Islands National Museum's (CINM) Media Communications Policy ensures that communications made on behalf of the Museum are well coordinated, effectively managed and responsive to the information needs of the public.

It is important that all employees and affiliates of the Museum, understand and commit to the positive management of media relations for the organisation.

Purpose

The Media Communications Policy sets out the principles which underpin the approach of the Cayman Islands National Museum to media relations, and the procedures for coordinating and managing media relations. The policy also ensures that any communications relayed to the public on behalf of the Museum, are consistent with organisational branding and style guidelines.

Definition:

Media: the main means of mass communication (i.e. television, radio, newspapers, and the Internet) regarded collectively.

Applicability:

This policy applies to Museum staff, and affiliates, and covers all external news media, including broadcast, electronic and print. It also stipulates the policy for planned media engagement.

Responsibilities:

It is the responsibility of all individuals to implement this policy.

As it relates to this policy, the Marketing/ Events & Design Coordinator is primarily responsible for promoting the purpose, activities and public profile of the Museum, and to provide branding and design services to all Museum Departments.

Policy:

- Media communications shall be projected in a positive and consistent manner and be aligned with the Museum's mission statement and values.
- The Museum shall foster and encourage an atmosphere of openness and transparency to:
 - Provide the public with timely, accurate, and complete information about its programs, services, events,

- and initiatives;
 - Employ a variety of ways and means to communicate, and provide information in multiple formats;
 - Address communication needs and issues routinely in the development, implementation and evaluation of policies, programs, services, and initiatives;
 - Consult the public, listen to, and take account of people’s interests and concerns when establishing priorities, developing policies, and planning programs and services.
 - All official communication with the public on behalf of the Museum, shall be coordinated and supported by the Marketing/ Events & Design Coordinator and facilitated by the Museum Director.
 - Prior to accepting an invitation to speak or provide written information at a meeting, conference, or other gathering, employees must submit a request to act in an official capacity. The Director will review the request and may grant approval.
 - Depending on the specific circumstances, the Director may designate another employee to serve as spokesperson on a particular issue.
 - In the event of a crisis or emergency situation, the Director or a “delegate” (i.e. lawyer or the Chairman of the Board) will handle all contacts with the media.
 - Confidential Museum information must not be disclosed to the public under any circumstances. Request for information that is confidential must be referred to the FOI Manager, so it can be considered within the provisions of the relevant legislation.
 - No Museum employee, or affiliate, is authorized to speak to the media on behalf of the Museum without prior approval from the Director.
 - An employee shall not attribute his or her personal views as those of the Museum when talking with the media.
 - No images, files or text shall be posted which depict the Museum’s property, equipment or personnel in any manner that would adversely affect the reputation of the Museum. Nor shall any post or commentary be made by Museum staff that is insulting or offensive, or construed as harassment.
 - Comments made by the public to the Museum’s social media sites shall be reviewed and deleted or hidden if it is construed as obscene, indecent, threatening, or hateful.
- Procedures:**
Social Media
The Museum engages with the public

through many digital outlets. The Museum’s social media sites are considered an extension of the Museum’s information network and is governed by this Media Communications Policy.

- The Museum’s Marketing/ Events & Design Coordinator is the official spokesperson for the Museum’s social media sites.
- The Museum’s Marketing/ Events & Design Coordinator will monitor content on all the Museum’s social media sites to ensure that the content is appropriate and consistent with the values of the Museum.
- Social media shall be used as a public education and communication tool while advocating to help the Museum reach its goals.
- When interacting with the public, the values shared by the Museum must be upheld at all times.

Compliance

Failure to comply with this policy and these procedures could result in action in line with the Museum’s Disciplinary Procedure as outlined in the Museum’s Human Resources Manual.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other

policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Clear Desk Policy

Preamble

The Cayman Islands National Museum's (CINM) has a Clear Desk Policy for workspaces to improve the security and confidentiality of information held and processed by the organization.

A Clear Desk policy reduces the risk of unauthorized access, loss, and damage to information during and outside of normal business hours, or when workstations are left unattended.

Policy:

- Workspaces must be kept tidy and neatly organized at all times
- Sensitive/Protected information must not be left out on desks when unattended to prevent information being read by unauthorized parties.
- Computer screens must be locked when left unattended.
- Physical papers containing sensitive information must be placed out of sight and, where necessary, in a locked drawer when desks are unattended.
- Paper for destruction (in accordance with the National Archives Law) which contains sensitive information must be shredded, and should never be thrown away in normal trash bins.

Applicability:

This policy applies to all museum personnel and concerns information of a personal, or sensitive nature. It considers information that is accessed within a shared space (for example within the main office or home).

Responsibilities:

It is the responsibility of Managers to implement this policy and to monitor associated work areas.

It is the responsibility of all individuals to immediately report any actual or suspected breaches in data security to their Line Manager and or Director.

Procedures:

- At the end of each day, users should clear and neatly organize their desks with all information stored in locked drawers or within a locked room. Computer equipment must be shut down, and where appropriate laptops should be taken home with the employee.
- Printed material should be immediately removed from printers and not left for others to pick up. At no time should sensitive information be left lying on printers or photocopiers even if they

are in a locked room. These should be checked at the end of the working day and any papers stored securely overnight.

- Whenever moving away from computers (regardless of period) computer screens should be locked by pressing Ctrl+Alt+Delete and then confirm that you wish to lock your workstation. All users should set their computer/ laptop screens to automatically lock after a period of 15 minutes when inactive.
- If you are working on protected information and you have a visitor to your desk who does not have a need to know that information, ensure that you lock your screen or ensure that the information is not visible to them to prevent the contents being read.
- Protected information should not be stored in boxes and/or folders on top of any cabinets. This is insecure as they can still be accessed.
- Care should be taken when working away from the office, including at home, to ensure that the same guidelines stated above are followed.

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act

Approved by CINM Board
23 March 2022



Employment & HR Processes

Hiring Policy

Preamble

Hiring qualified individuals to fill positions within the Cayman Islands National Museum contributes to the overall success of the organisation.

Policy:

- The National Museum shall adhere to fair, equitable, and transparent hiring practices, and to employing qualified, high performing candidates who reflect the Museum’s core values. Qualifications include but are not limited to education, training, skills, experience, and/or ability to perform the work satisfactorily.

Applicability:

This policy applies to all internal and external hiring (full-time, part-time, temps, seasonal, open, or closed contracts) for any vacant Museum position. The term ‘appointments’ includes those involving: the recruitment of new staff; the appointment of existing staff to significantly new roles by way of promotion or transfer; the appointment of staff to short-term roles; and the appointment/reappointment of staff on fixed-term employment agreements.

All steps of the process should be completed as quickly as practicable,

preferably within 8 weeks.

Procedures:

1. Identify Requirements: The Museum Director identifies a staffing requirement within the Museum.
 - a. The position should be part of the approved organizational staffing structure.
 - b. If appropriate part-time or short-term appointments are to be considered.
2. Prepare or update Job Description: The Director shall prepare and/or update (if necessary) the Job Description for the position, the selection methodology & criteria. The Director shall also update the Organizational Chart if necessary.
 - a. Job Description shall ensure that the qualifications and experience required are consistent with the duties of the position.
3. Have the job appraised and Confirm Funding: The Finance Manager shall confirm that the total value of the remuneration for this position is available within the Museum’s budget for the period. If it is a new post, the Director shall send the appropriate request for funding via the budgeting process.

- a. Remuneration for all employees is to fall within the parameters established by the budget for the position unless compensatory savings has been found and agreed by the Director.
 - b. Funding confirmation must consider the entire period (or a pro-rated portion thereof) of the current approved budget.
 - c. If it is a new post, the Director shall submit signed and electronic copies of the Job Description to the Portfolio of the Civil Service for evaluation.
4. Advertise Vacancy: The Director shall advertise the position in a local newspaper of wide circulation, on the Museum’s website and on the Government’s recruitment website.
- a. The advertising media used is to be selected to maximise coverage and minimise cost.
 - b. All advertisements should encourage the submission of electronic applications and must include:
 - i. Job title
 - ii. Remuneration
 - iii. A summary of the duties
 - iv. Qualifications/experience/competencies required for the position
 - v. Closing date/time for applications
 - vi. At least fourteen days should be allowed between the first appearance of the advert and the closing date.
 - vii. Vacancy must be advertised for at least two consecutive weeks.
5. Receipt and Record Applications: The Director shall receive and log all applications, and send an acknowledgment of receipt.
- a. All applications to be logged without exception
 - b. Date and time of receipt must be noted for each application.
 - c. All applicants should be sent an acknowledgment of receipt of their application and notified that they will only be contacted if they are shortlisted.
6. Collation of Applications: The Director shall collate the applications and screen them against the requirements in the Job Description.
- a. This step is to be completed within two working days of the application deadline.
7. Shortlisting: The Director shall review the applications, applying the selection methodology & criteria. If there were no (or insufficient) suitable applications,

then the job shall be re-advertised. If there were suitable applicants, then a shortlist is to be established. A shortlist of candidates must be completed within two weeks following the closing date of the application.

- a. The applicants must only be placed on the shortlist if they have the necessary qualifications/competencies/experience.
 - b. Qualified applicants should be placed on the shortlist based on merit; and where two applicants have similar qualification and experience, a Caymanian applicant should be shortlisted in preference to a non-Caymanian applicant.
 - c. If the Director considers it appropriate, candidates may be pre-screened by phone conversations or other means to reduce the travel costs associated with interviews.
 - d. Consideration must be given to the Immigration guidelines on the number of dependents an applicant can be expected to support.
8. Appointment of Assessment Panel: The Director shall appoint an assessment panel consisting of a Senior Manager, Subject matter expert, or other person as appropriate.
- a. The Panel is to consist of at least three persons, and unless exceptional circumstances apply should be no more than four persons.
 - b. The members of the Panel must have an appropriate understanding of the job, no conflicts of interest, and must be able to act independently in relation to the assessment.
9. Interviews/ Assessments Arranged: The Director shall establish the date and location for interviews/assessments to be held in conjunction with the panel, and notify applicants of relevant dates, and agree times with them.
- a. An in-person interview is preferred when recruiting for any position within the Cayman Islands National Museum.
10. Assessments Conducted: The Panel shall conduct the interviews/assessments, ensuring that detailed records regarding the candidate's performance against the criteria are prepared and retained.
- a. Assessments must use a comparable approach for each candidate.
11. Preferred Candidate Selected: Assessment panel analyses suitability of applicants based on the interviews/assessments. Panel selects the preferred and second choice candidate

(where there is a suitable second choice candidate). If no candidate has the required qualifications/ skills/ experience, the job must be re-advertised.

- a. Candidates to be ranked objectively, and preferred candidate selected with the best mix of qualifications, competencies, knowledge, and experience
- b. Caymanians are to be given preference only when ranked similarly.
- c. Assessment can only be based on:
 - i. Information provided by the applicants
 - ii. Results of the assessments
 - iii. Personal knowledge of the assessors where this is disclosed to the panel
 - iv. Other verifiable information the interview panel considers relevant

12. Appointment Report Prepared: Appointment report drafted by the Director. Panel Members agree & sign report. Panel analysis and appointment reports must be retained by the Director.

- a. The appointment report to contain:
- b. For each short-listed candidate:
 - i. Brief biographical details

- ii. Assessment of qualifications, skills, knowledge, and experience compared to job description
- iii. Conduct at interview
- iv. Other information relevant to the panel recommendation
- c. Recommendation for the appointment.

13. Reference and Background Checks: The Panel shall decide with the Director which background checks are appropriate/ required given the risks associated with the position. The Director is to obtain the medical certificate, proof of qualification and copy of passport (if applicable). Discuss with the candidate any existing additional employment and any potential conflicts of interest.

- a. Two (2) professional references from previous employers (if possible) and one (1) character reference are to be obtained.
- b. Background checks and other information are to be obtained for positions deemed as sensitive.
- c. Proof of citizenship to be provided.
- d. Originals or certified copies for any certification documents must be presented.

14. Offer Preparation: The offer package

must comply with the Museum's terms and conditions & remuneration policies, the budgetary limit, and the remuneration band.

- a. The employee is not to take up the appointment, commence any duties involved in the appointment or begin work in the workplace before the Employment Agreement is signed.
- b. The Director may not offer a benefit to an employee that is not specifically approved by the Board unless he/she first obtains a policy exemption from the Board.

15. Notify Unsuccessful Candidates: The Director is to notify unsuccessful interviewed candidates in writing (email where possible).

- a. All unsuccessful candidates must be advised of their non-selection to the advertised post within two weeks after interviews are concluded.

Conflict of Interest

- If a Museum employee or Board Member is in or will be in a conflict of interest during the hiring process or upon hire of a candidate, the employee/ Board Member must immediately declare the conflict of interest.
- Any information gathered during the hiring process should be kept

confidential and only shared with employees who need to know the information for purposes directly associated with their work.

Compliance

- All hiring files are subject to periodic audits in order to ensure compliance to this policy.
- Complaints under this policy will be addressed by the Director through the Museum's grievance process, where applicable.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Volunteer Policy

Preamble

This Volunteer Policy describes the framework that ensures volunteering at the Museum is fair and consistent with the Museum's values, while providing a positive experience and outcome for volunteers, visitors and staff. It reflects the Museum's commitment to facilitating volunteering at the Museum and sets out a framework of procedures and best practices, which the Museum endeavors to follow when recruiting and working with its volunteers.

Definitions:

Volunteer: an individual who offers their services, skills, and experiences of their own free will to perform agreed tasks, outside of those designated for paid staff, for no financial reimbursement, in designated volunteer positions only

Applicability and responsibility:

This policy applies to Museum staff, as well as all volunteers working at the Museum.

It is the responsibility of all individuals to implement this policy, and Managers of volunteers to ensure staff adherence to this policy.

The Museum shall ensure Volunteers know their roles and responsibilities, as well as the time commitment required.

Volunteers are responsible for maintaining the confidentiality of all personal or sensitive information to which they have access while serving as a volunteer. Failure to maintain confidentiality may result in termination of the Volunteer's relationship with the Museum. The completion of a confidentiality agreement may be required prior to volunteering.

Staff managing volunteers are responsible for ensuring that volunteers are appropriately engaged, managed, and assigned appropriate projects, and supported in their role, in accordance with this policy.

If there are concerns with a volunteer's performance or behaviour, these will be addressed by their Supervisor or Director.

Policy:

- The Museum recognises and values the skills and experience that volunteers bring to the organisation. Volunteers play a crucial role in helping the Museum achieve its goals and mission.

Accordingly, the Museum seeks to ensure that all volunteers have a safe, rewarding and enjoyable experience while serving the Museum.

- Volunteers will be recruited by the Museum as needed. The Museum will ensure an individual volunteer has the necessary experience, qualifications and training for the tasks to be performed.
- If any volunteer has access to children (i.e. camp) they need to have child abuse training.
- All Volunteers must agree to abide by all applicable Museum policies and procedures.
- As appropriate, Volunteers may be asked to complete screening procedures to ensure the Volunteer may safely perform the task, which may include a criminal records check. Volunteers who do not agree to this may be refused a volunteer assignment.
- All core work at the Museum is carried out by paid staff. Volunteers make a valuable contribution to the Museum by undertaking value-added tasks, but do not replace staff or carry out the work of paid staff.
- The Museum is an equal opportunity employer and is committed to providing an environment free of harassment and

discrimination.

- All volunteer applications are considered on a merit basis. Assessment of suitability includes relevant experience and competencies that demonstrate the ability to achieve agreed outcomes, and capacity to attend at agreed times.

Procedures:

Volunteer roles

Volunteer hours and attendance times will be agreed between the volunteer and their supervisor/ the Museum Director based on the requirements of the role and the availability of the volunteer.

Recruitment and selection

Recruitment of volunteers is coordinated by a Museum staff member as directed by the Director. The staff member supervising volunteers is responsible for interviewing and selecting candidates to meet the requirements of the volunteer role.

Professional and or Character references, and police background checks may be conducted as part of the assessment process.

Any possible conflict of interest a volunteer may have will be openly declared and satisfactorily resolved as soon as possible between the volunteer

and the Museum.

The offer of a volunteer role at the Museum is in no way a commitment to an offer of a future paid role at the Museum.

Volunteers should be provided with and acknowledge receipt of a document that includes: a description of the volunteer activity; specific terms or conditions for the volunteer assignment; accountabilities; any restrictions or requirements; and the name and contact information for the Volunteer Supervisor or person to contact if there are questions or concerns. These volunteer agreements are not required for staff who volunteer for special events. It is the responsibility of the Manager to determine the nature and extent of the volunteer agreement required.

Health and safety

The Museum is committed to providing volunteers with a safe workplace.

On commencement, volunteers will be provided with relevant information and guidelines to ensure the maintenance of a safe and healthy workplace along with training and information regarding emergency procedures.

Volunteers are required to report all incidents to their Supervisor/ Museum Director as soon as possible.

Dress Code

Volunteers are representatives of the Museum and are responsible for presenting a positive image to the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers that are face-to-face with the public will wear a Museum name tag.

Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

Termination and resignation

Both the Museum and the Volunteer shall have the right to terminate the volunteer relationship at any time, without notice.

Termination of volunteers may be necessary where it is determined a volunteer:

- Fails to adhere to the Volunteer Agreement and all relevant policies and procedures;
- Does not have the necessary skills for the role;
- Breaches safety, privacy or confidentiality obligations specified by the Museum;

- Breaks the law

Volunteers are entitled to end their volunteering activities at any time. Upon request, volunteers may be given an appropriate reference detailing their contribution to the Museum, such as length of hours, range of activities, and achievements.

Compliance

Failure to comply with this policy and associated procedures could result in action in line with the Museum's Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Personal Data Management Policy

Preamble

The Cayman Islands National Museum (CINM) is aware of the risks that the collection and use of personal data may entail for persons’ privacy and, therefore, has made personal data protection and respect for privacy a major concern.

This Personal Data Management Policy sets out the commitments made by the Museum, and its employees, to enable the responsible collection and use of Personal Data strictly for the purposes of the Museum’s activities.

The purpose of this policy is to ensure that Museum handles personal data in accordance with the Data Protection Act.

Definition:

Personal data is any information that can be directly or indirectly attributed to a living person. For example, name, image, contact information, banking details, etc.

Responsibilities:

The Director has overall responsibility for the content of this policy and that it is implemented and enforced by the organisation. The Director may delegate the responsibility of this policy to a Manager.

All Museum employees, and affiliates, are responsible for acting in accordance with this policy

Policy:

- The National Museum collects and process Personal Data in compliance with applicable laws and regulations, in particular, the Data Protection Act.
- The Museum endeavours to limit the data collected, and to keep it current.
- Personal data shall only be processed for specific and explicit purposes and shall not be used for anything beyond these purposes, nor kept for longer than is necessary for the purpose it was collected.
- All data collected shall be appropriately stored on secure servers, or locked in filing cabinets, and shall be discarded in accordance with local legislation.
- The Museum may only disclose personal data to third parties (such as the police or other authorities), in the event that it is legally obliged to disclose such information with the support of law or authority decisions.

Procedures:

- The Museum Director, and or delegate, undertakes to protect Personal Data

in accordance with this Personal Data Management Policy and the Data Protection Act.

- Personal Data obtained by the Museum shall be used for specific objectives or purposes, of which the employee or person providing the information is informed. These objectives relate to recruitment; personnel management; internal management; administrative management of staff (management of working hours, leave, absences, etc.); preparation of reports and compliance with local legal and regulatory obligations; payroll management, training, professional evaluations; disciplinary procedures; management of the employment contract; etc. Personal Data collected is only used for the purposes prior mentioned, and may not be used for purposes other than those determined for each processing operation.
- The consent of the data subjects must be obtained before their data is collected, and the purposes for processing the personal data shall be explicit and specific at the time of collection.
- Personal data must be processed in a manner that uses appropriate measures to ensure adequate security to protect the data against unauthorised or

unlawful processing and against loss, destruction, or accidental damage.

- In the event that the integrity, confidentiality, or security of collected data is compromised, the Director may inform the appropriate individual for which the data pertains, if necessary, and in accordance with appropriate legislation.

Compliance

Failure to comply with these procedures could result in action in line with the Museum's Disciplinary Procedure, up to or including termination.

Legal action may be pursued in the event of a breach of this policy

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Anti-Harassment Policy

Preamble

The Cayman Islands National Museum (CINM) has a zero-tolerance policy for workplace harassment and discrimination and will strive to create and maintain a work environment free from harassment and discrimination by anyone within or associated with the organization.

The employees of the Cayman Islands National Museum are entitled to work in an environment that is respectful, courteous, fair, and equitable. To achieve this goal, everyone, regardless of role or position in the organisation, must conduct himself or herself accordingly.

In the event that harassment occurs, this policy provides the means for intervention on informal and formal levels.

Applicability:

This policy applies to all employees, applicants for employment, interns, whether paid or unpaid, volunteers, Board Members, contractors and persons conducting business, regardless of immigration status, with the Museum.

Responsibilities:

It is the responsibility of all individuals

affiliated with the Museum, to implement this policy.

Creating a work environment which is free from harassment is every staff member's responsibility. Staff should conduct themselves in accordance with the Public Servant's Code of Conduct.

Managers play a crucial role by informing their staff about the policy; setting an example; fostering a positive working environment in which harassment by individuals does not occur; and ensuring adherence to the policy, including taking corrective action if needed.

Persons who become aware of a harassment complaint, or are involved in its resolution, must recognise its seriousness and respect the sensitivity and confidentiality of the matter. They must refrain from discussing the complaint amongst themselves or with anyone who does not have a "need to know". Every effort must be made to preserve the dignity and self-respect of the parties involved. Parties to the complaint must also observe this requirement of confidentiality.

Policy:

The Museum strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the Museum should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. The Museum will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, the Museum will seek to prevent, and correct behaviour that violates this policy.

Every employee has the responsibility to treat every person who works, visits, or conducts business with the Museum with due consideration and respect. It is the responsibility of every employee to act against offending, humiliating, or degrading behaviours whenever it is observed. Acting includes speaking up or reporting the incident when he or she sees another person or co-worker being harassed or harassing someone else.

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action

will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

Managers who knowingly allow or tolerate discrimination, harassment or retaliation, including the failure to immediately report such misconduct to the Director, are in violation of this policy and subject to discipline.

The Museum will not tolerate any type of harassment within the workplace or associated with the work performed on behalf of the organization.

The Museum shall emphasize prevention through awareness-raising and training.

All allegations of harassment will be fully, fairly and promptly dealt with in a confidential manner.

Procedures:

- Management personnel have a responsibility to prevent workplace harassment and must take appropriate measures to prevent harassment. If harassment happens, Management must act swiftly to prevent its recurrence and to protect the complainant and

witnesses from retaliation. Actions may include disciplinary action, up to and including the dismissal of the offending employee.

- Where an employee believes that they are being harassed or discriminated against, they may either advise the individual concerned personally that their behaviour is offensive and request that the behaviour cease, and/or pursue matters through the Grievance Procedure outlined in the Museum’s HR Manual.
- Employees may complain to either: their immediate Manager, or the Museum’s Director (providing the person is not the offender or deemed to be personally conflicted in the matter).
- To protect the privacy of the persons involved, all complaints will be treated as confidential information. Confidentiality will be maintained throughout any investigatory process to the extent possible and appropriate under the circumstances. The complainant is entitled to be informed as to the status of the investigation and its outcome.
- If the complainant is dissatisfied with the outcome or resolution of his or her complaint, that individual has the right to appeal the decision to Director, or Board of Directors, whichever is

appropriate under the circumstances.

- Retaliation against an individual who makes a report of harassment is strictly prohibited. A person accused of harassment may be placed on administrative leave (where the Director determines it to be appropriate to protect the complainant or to preserve evidence), pending the conclusion of an investigation.
- Any person found to have retaliated against another individual for reporting harassment will be subject to appropriate disciplinary action, up to and including termination.
- If an investigation results in a finding that the complainant knowingly made a false or vexatious harassment complaint, the complainant will be subject to appropriate disciplinary action, up to and including termination.

Compliance

Failure to comply with these procedures could result in action in line with the Museum’s Disciplinary Procedure, up to and including termination of employment.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in

the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Cayman Islands Public Servant's Code of Conduct
- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Employee Training & Development Policy

Preamble

The Cayman Islands National Museum (CINM) recognizes that maintaining and/or enhancing the skills and abilities of Museum staff is essential to the Museum’s success; the success of the Museum is driven by its human capital.

The Museum’s goal is to build a strong culture of lifelong learning and continuous development that allows every person to thrive, contribute and grow. This policy outlines the commitments that the Museum makes to train and develop its employees, and to establish a workplace environment where everyone can play an active role in achieving the Museum’s strategic and sustainable goals while feeling a sense of pride being part of the organisation.

Responsibilities:

- The Director and Managers of the Cayman Islands National Museum are responsible for implementing this policy.
- Staff within the organization shall adhere to this policy.

Policy:

- The Museum shall prepare an annual training and development plan for each

employee as part of the performance agreement process for that employee.

- The Manager/ Director will consolidate these requirements with the overall needs of the organisation, to produce an annual Training and Development plan with due consideration for relevance, benefit to the organisation, and compliance with legal and professional requirements. These will be presented to the Board to ensure that adequate budgetary provision is made for planned training and development needs.
- The Museum encourages employees to consider ways in which their own skills, knowledge, and abilities can be developed, and provide these suggestions to their Manager/ Director, either as part of the performance agreement and assessment processes or at any other time.
- The Museum’s annual Training and Development plan is subject to budgetary constraints and the requirements to maintain adequate staff coverage. The organization commits to:
 - Fully support individual development, or any other development undertaken at the Museum’s request; and or

- Assist with examinations by providing time off to sit exams and a day per subject to study for exams.
- The Museum may require an employee to enter a Training Support Agreement. Failure to provide proof of the successful completion of courses under a such an Agreement or the resignation of the staff who received support from the Museum within the timescale specified in the Agreement will result in the employee having to repay a pro-rated amount of all expenditures the Museum has incurred.
- The Manager/ Director will determine the timescale an employee is expected to remain employed with the Museum following training support on a case-by-case basis. Generally, the higher the training cost incurred, the longer the timescale will be set.
- Support for an Associate Degree will usually attract a commitment for the employee to remain employed with the Museum for no less than 12 months following the successful completion of the programme. Support for a graduate or undergraduate programme will normally require a commitment period of no less than 2 years.
- The Museum recognises capability development as an important aspect of an employee's own personal growth, and for succession planning.
- The Museum is committed to ensuring Managers guide and coach employees to succeed in their current positions, experience, and on-the-job training being the primary source of learning.
- The Museum's training and development policy shall support training opportunities which will enhance the skills, knowledge, and abilities of individual employees for:
 - Any training or development required by the Museum whether for the employee's current job or to support their development within an approved succession plan within the organisation; and or
 - Relevant training and development to support their wider personal development.
- The Museum shall encourage collaboration among employees through practices such as lateral professional development, extension of responsibilities, and cross functional teams to acquire additional skills, and widen accountability.

Procedures:

1. Identification of Development Needs:
The employee's Manager shall identify

development needs of the employee (in the case of the Director, it shall be the Board), and the employee shall also consider their own development needs. This process shall be undertaken as part of the annual performance agreement each year.

a. In identifying the employee’s development needs, the Manager shall consider:

- The competencies required of the employee over the short and medium term; the current competencies; and the consequential skills and abilities gap that needs to be developed;
- The Museum’s staff succession plan and its applicability to the employee concerned;
- The future training and skills development needs of the employee identified as part of the last performance assessment with the employee.
- The skills and abilities required in the future are to be based on an assessment of the future competency requirements of the department within the Museum.

- Accordingly, they should reflect a medium term, strategic view of the future outputs and production processes the employee will contribute to, together with any managerial attributes that might be required over the medium term.

2. Provisionally Agree on an Annual Development Programme: The Manager and employee shall meet to discuss and provisionally agree a development programme for the forthcoming year. Note: This step, together with step 1 above, should be undertaken as part of the Annual Performance Agreement process each year.

- a. The annual development programme is to be documented in the performance agreement and agreed as part of the process of agreeing the Performance Agreement.
- b. The annual development programme is to consider the best ways to develop the necessary competencies including training options and other means (e.g. mentoring, on-the-job support).
- c. Where the development programme includes a training component, it is

to specify the nature and subject matter of the training but does not need to identify the specific training course unless such a course is to be specifically targeted.

d. In agreeing annual development programmes, the Manager is to:

- i. consider the effectiveness of previous development programs for that employee;
- ii. ensure that the programme conforms with the Museum’s policy on training & development;
- iii. consider their section’s budget for training & development and only agree programmes that can be met from that budget.

e. The annual development programmes are not to be confirmed/ finally agreed with the employee concerned until after the Consolidated Training Plan has been completed.

3. Consolidated Training Plan Developed and Approved: The Director shall collect the Development Programmes for all staff of the Museum and aggregate the individual Development Programmes into an overall Training Plan for Museum for a specified period. The overall Training

Plan is to be considered by the Board of Directors who shall confirm that the plan is consistent with the Museum’s training & development policy, and appropriately supports the Museum’s staff succession plan. The Training Plan is to be finalised and approved by the Director in accordance with the resources and policies approved by the Board.

a. The Training Plan is to:

- i. Consider the focus of the development programmes in the context of the short and medium term capability needs of Museum;
- ii. Identify common training needs across the organisation;
- iii. Identify specific training solutions/courses to address those needs;
- iv. Identify specific solutions to other development options (like mentoring);
- v. Summarise and prioritise requests for study leave included in the development programmes, and assess their impact on short-term and medium-term capability and their contribution to

- vi. Identify the budgetary implications of the training plan;
 - vii. In the case of study leave proposals, identify the short-term capacity implications for the Museum and how the duties of the employee(s) will be covered while they are on study leave.
- b. In identifying specific training solutions, the following are to be considered:
- i. Outsource training vs in-house training with resident expert;
 - ii. Alternative modes of training delivery e.g. classroom, online, on-the-job, one-on-one, group, self-directed (books, interactive programs, etc.).
4. Organise & Deliver Training: The Managers/ Director shall organize the training courses in accordance with the agreed development plans, and ensure other development actions (e.g. mentoring) are put in place in accordance with the agreed development plan.
5. Monitoring of Training & Development Implementation: The Director shall

monitor implementation of training & development during the year against the agreed aggregate development programme, and prepare an annual report or analysis of development programme implementation for consideration by the Board.

Compliance

Failure to comply with these procedures could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Data Protection Act
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board
Date 30 March 2022

Attendance Policy

Preamble

This Policy outlines arrangements for the Cayman Islands' National Museum's handling of employee absences and tardiness. The aim is to promote efficient operations and minimize unscheduled absences.

Responsibilities:

It is the responsibility of all individuals to implement this policy, and Managers to ensure staff adherence to this policy.

Policy:

Timely and regular work attendance is expected for all Museum employees.

Employees must adhere to their workplace schedules to ensure adequate staffing, and the Museum's ability to meet productivity standards.

Punctual and regular attendance is an essential responsibility of each Museum employee. Employees are expected to report to work as scheduled, on time and to commence work at their scheduled time. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences (without prior approval) are disruptive and must be avoided.

The normal hours of work for an employee shall be as indicated in their Employment Agreement but shall be no less than 37.5 hours per week for full-time employees.

An employee may take a reasonable amount of time for medical, optical or dental visits if these occur during normal working hours but shall provide evidence of such visit(s) if required by the Manager to do so. Prior notification must be provided to the employee's Manager for attendance to scheduled appointments during normal working hours.

An employee is entitled to two rest breaks of at least fifteen minutes and a meal break of at least 30 minutes in every working day of 7.5 hours or longer.

The Museum may withhold compensation for employee work absences without prior approval from his/her Manager.

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their manager no later than their regular

starting time. This notification does not excuse the tardiness but simply notifies the Manager that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify their Manager immediately.

Repeated or excessive tardiness and early departures may be subject to disciplinary actions in accordance with this policy.

Disciplinary Action

Excessive absenteeism is defined as two or more occurrences of unexcused absence in a 30-day period and may result in disciplinary action. Eight occurrences of unexcused absence in a 12-month period are considered grounds for termination.

Procedures:

- Standard office hours are 8.30 a.m. to 5 p.m. Monday to Friday, however, the Museum may at its discretion, institute a Museum Staff Flex Time Schedule.
- Managers may consider flexible working arrangements for an employee when such an arrangement is requested in writing. Managers shall create a written record/file note of the relevant facts and circumstances in deciding whether to approve the request.

- An approved flexible work arrangement shall be structured to ensure the employee dedicates a minimum of 37.5 hours per week (or such other period contractually required under a part-time working arrangement) to the Museum’s duties. Arrangements must also ensure adequate coverage within the Museum.
- An employee shall personally report absences or late arrival due to illness, injury or any other reason, and the expected duration of leave to his/her Manager as soon as practicable (and prior to the normal starting time wherever possible). If the employee is unable to do this personally, he/she must ask someone to telephone on their behalf. The employee shall keep his/her Manager abreast of progress and their estimated date of return to work.
- Sick leave is to be applied only to the illness of staff and does not extend to the illness of family members or relatives.

Compliance

Failure to comply with these policies and procedures could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other

policies and procedures outlined in the Museum's Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Public Servant's Code of Conduct
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board

Date 30 March 2022

Dress Code Policy

Preamble

This Dress Code Policy provides guidance to staff of the Cayman Islands National Museum on appropriate work attire. It seeks to encourage employees to be conscious of their standards of dress and personal appearance while working at the Museum. This policy is not exhaustive, and staff must use common sense in adhering to the principles underpinning this policy.

Responsibilities:

It is the responsibility of all individuals to abide by this policy, and Managers to ensure staff adherence to this policy.

This Dress Code policy should be followed while physically working at the Museum as well as when staff are off Museum premises, representing the Museum on assignments such as meetings, events, conferences, etc.

Policy:

The standard Museum dress code is Business Casual, and employees are expected to dress in business casual attire unless otherwise directed.

Employees are to uphold an appropriate standard of dress and personal

appearance while at work, and conduct themselves in a professional manner both on and off Museum premises, when representing the organisation.

All employees must be clean and well-groomed; clothes must be clean and in good shape. Rips, tears or holes are not allowed.

All clothes must project professionalism and an image of respect at all times; clothes that are too revealing or inappropriate are not allowed.

Employees must avoid clothes with detailing and or wording that may be deemed offensive or inappropriate.

Procedures:

It is responsibility of Managers/Museum Director to inform employees if there is a perceived violation of the dress code policy. In the event of a violation, the employee should be afforded the opportunity to immediately correct the problem by leaving work to go home to change.

The repeated violation of dress code may lead to disciplinary action which includes termination.

Prohibited Wear:

- Dirty/frayed/torn clothing;
- Very short miniskirts;
- Leggings;
- Caps (unless staff are working outside as part of a Museum event);
- Shorts;
- Hoodies;
- Low cut blouses and transparent clothing;
- Slippers (unless medically necessary); and
- Any other type of clothing that could cause damage to the Museum's reputation.

Compliance

If an employee's attire fails to meet the standards set out in this policy, and as determined by the employee's Manager/Museum Director, the employee will be asked not to wear the inappropriate item to work again, and depending on the severity of the non-compliance, the employee may be sent home to change clothes.

Progressive disciplinary action, in line with the Museum's Disciplinary Procedures, will be applied if dress code violations continue.

References / Related Laws and Policies:

This Policy and its associated procedures

should be read in the context of other policies and procedures outlined in the Museum's Human Resources Manual.

This Policy is intended to further support:

- The Public Servant's Code of Conduct
- The Public Service Management Act
- The Public Authorities Act

Approved by CINM Board

Date 30 March 2022

Annual Leave & Compensatory Time Off

Preamble

This Policy outlines arrangements for the Cayman Islands’ National Museum’s handling of employee Annual Leave and Compensatory Time Off (“comp time”). This policy is to be used in conjunction with the Cayman Islands Labour Act (2021 Revision). Where there is a discrepancy between this policy and the law, the law shall prevail.

The Museum is committed to helping staff achieve a good work-life balance. Accordingly, this policy aims to ensure that staff take regular breaks from work in the form of paid annual leave, or comp time (in the event of overtime hours worked) to help manage that balance.

Definition

Compensatory time off (comp time) is an optional way of paying employees who work overtime hours; i.e. an employee may earn paid vacation time instead of overtime pay.

Responsibilities:

This policy applies to all employees of the Museum.

It is the responsibility of all individuals to implement this policy, and the Museum

Director to ensure staff adherence to this policy.

Policy:

All employees are entitled to paid annual leave as stipulated in their employment contract.

All employees are expected to take their full leave entitlement each year unless otherwise agreed with the Director.

The Museum Director is to ensure that all leave requests are considered fairly, promptly, and consistently, and that every effort is made to approve leave requests, subject to reasonable notice and operational need.

The leave year runs from 1 January to 31 December. Unused annual leave may be rolled over to the subsequent year, subject to the Director’s prior approval.

It is the policy of the Museum to permit employees who work more hours than regularly scheduled to receive compensatory time off on a pro-rata basis.

The compensatory time off is usually granted as Paid Time Off (PTO) in relation to the number of hours worked on a

one-to-one basis. The Director shall maintain an accurate, detailed method for recording comp time hours as they are accrued.

The Board shall manage the Director's leave requests.

Procedures:

Requesting Annual Leave

Leave requests must be submitted in writing to the Museum's Director at least two weeks prior to the requested leave date (when possible). If the leave is unforeseeable, the leave request should be completed and submitted to the Director as soon as reasonably possible.

The Director is to verify whether the employee has the leave available before approving a request for paid leave. Once confirmed, the Director shall notify the employee, in writing, of the approved leave. If the leave is not approved, the Director shall notify the employee in writing, stating the reason the leave was not approved.

Carrying Forward Annual Leave

All leave should be taken within the current leave year. However, in very limited circumstances, the ability to carry the equivalent of up to one week of leave time over to the next leave year may be

approved.

In exceptional circumstances and with the agreement of the Director, the employee may be able to carry forward more than one week, if:

- The employee was on long term sick leave and couldn't take their annual leave; or
- An exceptional business need precluded the employee from taking leave during the year.

An employee is prohibited from 'borrowing' leave from the next leave year to make up for having taken too much leave in the current one.

Staff Resigning

Staff shall take their leave entitlement before their last day of work.

In the event that an employee took more leave than they have accrued by their last working day, they will be required to repay the cash value of the excess leave taken, via a deduction from their final pay.

Staff will only be paid for any outstanding leave that, for operational reasons, they were not allowed to take.

Calculating Compensatory Time Off

Museum employees are entitled to

overtime hours in accordance with the Labour Act; accordingly, if an employee works one hour of overtime, they should get an hour of compensatory time off. Where the additional hours exceed 9 hours in a working day or 45 hours in aggregate for the week, the employee may be compensated at 1.5 hours of compensatory time off for each hour work above those thresholds.

The Director shall monitor and record each employee’s time worked and time taken on a timesheet.

Using Compensatory Time Off

An employee who has accrued compensatory time and requests use of the time must be permitted to use the time off within a “reasonable period” after making the request.

Similarly, to requesting annual leave, the Director may deny the request if the use of compensatory time will disrupt the organisation’s operations.

The Director can require an employee to take compensatory time off to manage the accrual limitation.

Employees shall not accrue compensatory hours in excess of 40 in a two-month period.

Compliance

Failure to comply with these policies and procedures could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of other policies and procedures outlined in the Museum’s Human Resources and Finance Manuals.

This Policy is intended to further support:

- The Public Servant’s Code of Conduct
- The Public Service Management Act
- The Public Authorities Act
- The Labour Act.

Approved by CINM Board
Date 30 March 2022



Workplace Health & Safety:

Emergency Procedures & Disaster Management Policy

Preamble

The Cayman Islands National Museum has an Emergency Procedures Policy to ensure that all employees are knowledgeable on how to prepare, manage and respond to potential emergency and disaster situations.

The Emergency Procedures and Disaster Management Policy reduces the risks of loss of life, potential damage to the Cayman Islands National Museum whilst improving preparation, response, and post emergency communications.

The Emergency Procedure Policy is derived directly from the Cayman Islands National Museum Emergency Management Plan which outlines procedures in the event of a natural or man-made disaster, necessary for an orderly and efficient transition to emergency operations. The plan includes information on emergency evacuation procedures, medical emergencies, disaster response, emergency delegation of authority, assignment of responsibilities, assurance of continuity of operations, prevention and preparedness measures, sources of external material and technical assistance, and recovery measures.

Policy:

This plan will be reviewed and updated every year by the Director, Emergency Plan

Coordinator and Core Leaders, and may change as the buildings, collections, external resources, staff and physical surroundings change. The Plan will be reviewed annually by the Board of Directors.

Upon being hired, each staff person will receive a copy of this plan. It will be read at that time, and thereafter at each annual review held in May/June. If a staff member discovers any material related to disaster prevention or recovery that may be helpful, they should forward copies to the Director and Emergency Plan Coordinator who will review them with the Core Leaders for possible addition to this plan.

Applicability:

This policy applies to all museum personnel. It considers the response to natural or man-made emergencies.

Responsibilities:

- Director and Emergency Plan

Coordinator (EPC): It is the responsibility of the Director and EPC to implement this policy.

- Employees: It is the responsibility of all staff to attend the annual review and walk-through exercise, as well as to participate in actions during emergencies.

Procedures:

Click the following link to access the [Cayman Islands National Museum Emergency Management Plan](#).

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy and its associated procedures should be read in the context of the Cayman Islands National Museum Emergency Management Plan, and other policies and procedures outlined in the Museum’s Human Resources Manuals.

This Policy is intended to further support and be influenced by:

- Hazard Management procedures
- Cayman Islands Government issued procedures

Approved by CINM Board

Date 30 March 2022

Child Safety Policy

Preamble

The Cayman Islands National Museum has a Child Safety Policy to ensure that all children are protected from physical abuse, emotional abuse, sexual abuse & exploitation of children through organizational negligence.

Policy:

Parents and caregivers are responsible for child supervision at all times inside the museum and on the museum grounds. All children must be accompanied by an adult. Child drop-offs are not permitted. The Cayman Islands National Museum will ensure that all members of staff and volunteers understand they have a duty to report concerns of abuse and know the procedures for doing so via The Department of Children and Family Services (DCFS), MASH Unit. The Cayman Islands National Museum will have all staff, and volunteers working with children, trained by the DCFS, MASH Unit in 'Safeguarding Children' and/or recommend a supplemental online training programme 'Darkness to Light'. <https://www.d21.org/get-trained/>

Applicability:

This policy applies to all visitors and all museum personnel, particularly museum staff and volunteers that have frequent interaction thru camps and school tours with children.

Responsibilities:

- Employer: Have all staff trained by the Department of Children and Family Services, MASH Unit in 'Safeguarding Children'. Take any allegations or concerns about abuse seriously and refer concerns immediately following the museum procedures and ensure that all staff are empowered to support the safeguarding of children. Create an Online Training Login - Darkness to Light (d21.org) for the Cayman Islands National Museum.
- Employees: Attend 'Safeguarding Children' training with Department of Children and Family Services, MASH Unit at 945-0545 or MASH@dcfs.gov.ky

Procedures:

- Report suspected cases of abuse to the Operations Manager, who will immediately advise the Museum Director. The Museum Director will

discuss with the employee their observations prior to contacting the MASH Unit at 945-0545 or MASH@dcfs.gov.ky. At that time, they will speak with a social worker or a RCIPS Officer and complete a requisite form.

- Volunteers working with the Cayman Islands National Museum in activities involving children must be trained in ‘Safeguarding Children’ by the MASH Unit or the Darkness to Light online programme.

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy is intended to further support:

- The Children’s Law 2012 Sect. 32A
- Non-Profit Organisations Law (2020 Revision)

Approved by CINM Board

Date 31 March 2022

Drug and Alcohol Policy

Preamble

The Cayman Islands National Museum takes seriously the problem of drug and alcohol abuse and is committed to provide a substance abuse free work environment for its employees and visitors. This policy applies to all employees and visitors of the Cayman Islands National Museum, without exception, including part-time and temporary employees.

Policy:

No employee or visitor is allowed to consume, possess, sell, or purchase any alcoholic beverage (with the exception of Museum Special Events, during normal work hours) or controlled substance on any property owned by or leased on behalf of the Cayman Islands National Museum (with the exception of the Old Gaol Café), or in any vehicle owned or leased on behalf of the Cayman Islands National Museum. The exceptions are aspirin or ibuprofen-based products and legal drugs which have been prescribed to that employee, which are being used in the manner prescribed.

No employee or visitor is allowed to consume a tobacco product on any property owned by or leased on behalf

of the Cayman Islands National Museum, or in any vehicle owned or leased on behalf of the Cayman Islands National Museum.

The CINM endeavours to provide a healthy environment, and therefore prohibits any form of tobacco consumed in its workplace. Additionally, no smoking is allowed within ten (10) feet of exterior entranceways.

The CINM takes seriously the problem of drug and alcohol abuse, and is committed to provide a substance abuse free work place for its employees. This policy applies to all employees of the CINM, without exception, including part-time and temporary employees.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverage on any property owned by or leased on behalf of the CINM, or in any vehicle owned or leased on behalf of the CINM. No employee may use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individuals mental or physical capacity. The exceptions are aspirin or ibuprofen based products and legal

drugs which have been prescribed to that employee, which are being used in the manner prescribed.

Applicability:

This policy applies to all visitors and all museum personnel.

Responsibilities:

- Employer: Must ensure the employee has acknowledged receipt and review of the Cayman Islands National Museum Staff Handbook.

Procedures:

- Report suspected cases of alcohol, tobacco, or drug use by museum staff to the Operation Manager who will immediately report it to the Museum Director who will discuss with the employee the observations that have been reported.
- Report suspected cases of alcohol, tobacco, or drug use by a visitor to the Operation Manager who will immediately contact the George Town RCIPS Beat Officer to attend the museum and support the Operation Manager in requesting the visitor to leave the museum premises.

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy is intended to further support:

- Misuse of Drugs Law 2017
- Tobacco Regulations 2010
- [CINM Workplace Rules 2022](#)

Adopted by CINM Board

Date 31 May 2022

Incident Reporting Policy

Preamble

The Cayman Islands National Museum is committed to providing a safe, healthy, and functional location for its visitors, staff, associated activities and to ensure that the museum facility is maintained and operated so that the Museum can meet its objectives in a safe and functional environment. Reports of emergency and non-emergency incidents allows management to implement better policy and protocols.

Policy:

All emergency incidents that are life threatening should immediately be reported to 911 and immediately to the Director and the Operations Manager/ Emergency Plan Coordinator. After the person's needs have been taken care of and the incident is concluded, the employee should prepare a report of pertinent information to assist the Director or Operations Manager/ Emergency Plan Coordinator with preparation of an incident report.

All non-emergency incidents that are building maintenance issues, safety incidents, minor injuries, unsafe conditions should immediately be

reported to the Operations Manager.

All non-emergency incidents that are related to damage to exhibits should immediately be reported to the Operations Manager who will immediately report the incident to the Director. The employee should prepare a report of pertinent information to assist the Operation Managers with preparation of an incident report for the Director.

Applicability:

This policy applies to all museum staff.

Responsibilities:

- Employer:
Continue annual review of Emergency Management Plan.
- Employees:
Report any building maintenance issues safety incidents, injuries, unsafe conditions.

Procedures:

- The employee should prepare a report of pertinent information.
- Employees should report building maintenance issues, safety incidents, injuries, and unsafe conditions immediately to the Operations Manager.

Compliance

- Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

References / Related Laws and Policies:

This Policy is intended to further support:

- Cayman Islands National Museum Emergency Management Plan

Adopted by the CINM Board

Date 31 May 2022

COVID-19 Operations Policy

Preamble

The Cayman Islands National Museum is committed to providing a safe, healthy, and functional location for its visitors, staff, associated activities and to ensure that the museum facility is maintained and operated so that the Museum can meet its objectives in a safe and functional environment.

Policy:

The Cayman Islands National Museum will continue to make the safety and health of its staff and visitors a top priority. Museum Operations will continue in accordance with our '(2020-03-13) 'Cayman Islands Government – Cayman Islands National Museum Pandemic Response Plan (COVID-19)'; '(2021-12-01) Cayman Islands National Museum Pandemic Continuity of Operations Plan'; 'National Museum COVID-19 Best Practices for Sanitization' developed with the Department of Tourism, and bi-weekly LFT Testing. Mandatory use of masks for all visitors as well as all museum staff continues as part of our 'Best Practices'.

Applicability:

This policy applies to all museum staff and visitors.

Responsibilities:

- Employer: Continue to provide PPE and LFT Test Kits for staff and continue to monitor updates of COVID Regulations by Public Health, and the Chief Medical Officer. Continue to monitor and abide by Cabinet decisions related to COVID-19.
- Employees: Comply with Museum policies and report any behavior that creates a risk of hazardous environments for museum staff and visitors now and in the future.

Procedures:

- Implement hygienic practices, social distancing guidelines and routine daily sanitizing of all exhibit areas and restrooms.
- Museum staff will continue to conduct bi-weekly LFT testing and reporting to the Director.
- Report breaches of National Museum COVID-19 Best Practices for Sanitization' to the Operations Manager.

Compliance

- Failure to comply with this procedure

could result in action in line with the Museum's Disciplinary Procedure.

References / Related Laws and Policies:

This Policy is intended to further support:

- Public Health Act 2021
- Control and Management of COVID-12 (No.2) Regulations 2022
- The Cayman Islands Government Border Phased Reopening Plan
- [National Museum COVID-19 Best Practices for Sanitization'](#)
- [\(2020-03-13\) Cayman Islands Government - Cayman Islands National Museum Pandemic Response Plan \(COVID-19\)'](#)
- [\(2021-12-01\) Cayman Islands National Museum Pandemic Continuity of Operations Plan](#)

Adopted by the CINM Board

Date 31 May 2022



Facility/Vehicle Management:

Museum Vehicle Maintenance Policy

Preamble

This policy has been created to increase the life cycle of this fixed asset and ensure it is fuel efficient, safe, and clean when operating.

Policy:

Scheduled maintenance is performed every 6 months or 5,000 miles whichever comes first.

Responsibilities:

- Employer:

Ensures that the museum van is routinely serviced every 6 months or 5,000 miles, whichever comes first.

- Employee:

Operations Manager to arrange recommended scheduling of maintenance.

Procedures:

- Employer should contact dealers service department and schedule a service appointment.
- Prior to taking the museum vehicle for service, pictures of the exterior of the van should be taken to substantiate damage that may occur at the dealership.
- Vehicle to be washed once a quarter by hand if decal wrapped or by carwash if

not wrapped.

- An email should be sent to all staff by Operations Manager advising of the scheduled maintenance and cleaning.

Compliance

Failure to comply with this policy could result in action in line with the Museum's Disciplinary Procedure.

Approved by CINM Board

Date 31 May 2022

Museum Vehicle Usage Policy

Preamble

The Cayman Islands National Museum provides a vehicle to employees allowing them to transport various items needed to meet the museum’s objectives. This vehicle is primarily operated by museum staff, however, occasional usage by contracted service providers is required.

Policy:

This policy has been created to lower overall costs and liability associated with the operation of a museum vehicle by museum staff and museum service providers.

Museum vehicles are to be used to conduct museum business only.

Responsibilities:

- Employer:

Ensure that the museum van is properly licensed, insured, in safe working condition and van contains the necessary forms/logs to record usage.

- Employee:

Ensure that they possess a valid Cayman Islands Driving License when operating the museum van and obey all Road Laws of the Cayman Islands. When authorizing a museum service provider to use the

museum van a parking access card must be provided allowing the individual to return the museum van to the secured parking area.

- Service Provider:

Ensure that they possess a valid Cayman Islands Driving License when operating the museum van, obey all Road Laws of the Cayman Islands.

Procedures:

- Employees should reserve the museum van 3 days in advance by emailing the Operations Manager outlining the date, time and the duration of usage required.
- When 3 days advance notice is not possible, then the employee shall notify all staff by sending an email outlining the date, time and the duration of usage required.
- Employees utilizing a service provider to operate a museum vehicle should reserve the museum van 3 days in advance by emailing the Operations Manager and outlining the date, time and the duration of usage required.
- When 3 days advance notice is not possible, then the employee utilizing the service provider shall notify all staff by sending an email outlining the date,

- time and the duration of usage required.
- All usage of the museum van must be recorded in the van logbook found in the vehicle. This logbook is to be audited monthly and irregularities recorded for explanation to the Operations Manager.
 - At the end of every month pictures should be taken of the front, sides and back of the vehicle along with identification of any damages by the Operations Manager. Any damages received during usage of the museum vehicle must be immediately reported to the Operations Manager along with pictures of the damage. The Operations Manager will immediately report it to the Director.
 - No items should be stored in the museum vehicle. After events where the museum vehicle is used to transport items, no item(s) shall remain in the museum vehicle for a period longer than 24hrs.
 - When using the museum vehicle to transport rubbish special attention must be paid to ensuring the vehicle is cleaned and ready for the next user.
 - Employees and service providers are not allowed to provide transport to persons not conducting museum business.
 - Fuel tags must be obtained from the Operations Manager to access fuel at

the DVES Fueling Facility.

- Refueling of the museum vehicle shall only be done at the DVES Fueling Facility on the Public Works Compound. The museum vehicle must be fully refueled when the fuel light illuminates by the museum staff member utilizing the museum vehicle.
- When finished using the museum vehicle it must be returned to the secured employee parking area accessible by parking card only.

Compliance

- If a museum employee fails to comply with this policy, it could result in action in line with the Museum's Disciplinary Procedure.
- If a museum service provider fails to follow, then a warning letter will be immediately delivered in person and a copy placed on their file and any further incident will warrant cessation of services.

References / Related Laws and Policies:

Adopted by CINM Board

Date 31 May 2022

Fuel & Mileage Allowance Policy

Preamble

Occasionally museum staff utilize their personal vehicles to conduct business on behalf of the Cayman Islands National Museum, when the museum vehicle is in service elsewhere.

Policy:

This policy has been created to ensure that museum employees are compensated for fuel consumption in their personal vehicle in the event the museum vehicle is not available for use to conduct museum business only.

Responsibilities:

- Employer:

Verify the museum vehicle is inaccessible to the employee.

- Employee:

Notify Operations Manager that the employee will be using their personal vehicle to conduct museum business.

- Service Provider:

Not applicable.

Procedures:

- Notify the Operations Manager the museum vehicle is inaccessible, and the museum employee will be utilizing their

private vehicle to undertake museum business.

- Museum employee to identify starting location and end location along with the corresponding milage for those locations.
- Must be conducted separately either before or after museum business so that calculations can be easily made.
- Calculations based on Vehicle MPG ÷ Milage claimed and to be reimbursed via petty cash.

Compliance

Failure to comply with this policy could result in action in line with the Museum’s Disciplinary Procedure.

Adopted by CINM Board

Date 31 May 2022

Parking Policy

Preamble

This policy has been created to ensure that museum employees are provided parking for their personal vehicles near each museum facility.

Policy:

Parking will be provided for all employees in designated parking facilities. Employees will be able to park in such facilities during normal work hours and extended hours for special events.

Applicability:

This policy applies to all full-time museum personnel.

Responsibilities:

- Employer:

National Museum to negotiate contracts that provide parking spaces near each museum facility during normal business hours.

- Employee:

Museum staff to utilize the parking spaces and obey all parking directives. Parking only in marked spaces if provided.

- Service Provider:

Not applicable.

Procedures:

- Park only in designated space within the lines.
- In the event a parking pass is lost notify the Operations Manager or Director immediately. In instances where parking passes are issued, it will become the responsibility of the employee to secure the parking pass and pay for the replacement of any lost cards.

Compliance

Failure to comply with this policy could result in action in line with the Museum's Disciplinary Procedure.

Adopted by CINM Board

Date 31 May 2022

Building Management & Maintenance Policy

Preamble

The Cayman Islands National Museum is committed to providing a safe and functional location for its visitors, staff, collection, associated activities and ensure that the museum facility is maintained and operated so that the Museum can meet its objectives in a safe and functional environment.

Policy:

The Cayman Islands National Museum will maintain museum buildings in compliance with all planning requirements regarding the physical safety of staff, visitors, and property.

The Cayman Islands National Museum will take all steps to ensure the historic fabric of the building and character-defining architectural features, building elements like doors, windows, roofs, and ornamental detailing are maintained and remain as features of the museum buildings historic appearance. The Director shall review all major capital projects inclusive of those requiring planning permission, having structural impact on the museum building, and significant impact on the character defining elements of the building, and will

consult with the Board. The Operations Manager, on behalf of the Museum, will coordinate, manage, oversee the approved capital projects and shall ensure the Building Management and Maintenance Checklist is implemented.

Applicability:

This policy applies to all museum personnel and those tasked with facility management, maintenance, and oversight of major capital projects.

Responsibilities:

- Employer: Management must ensure that there is a designated building maintenance budget. Maintain contact with specialized service providers. Maintain a fire and intrusion alarm system, along with other security measures, for the protection of its physical assets and the security of museum staff and visitors.
- Employees: Report any item to management that creates a risk of hazardous environments for museum staff and visitor now and in the future.

Procedures:

- Annual inspections of the fire and intrusion alarm systems by the contracted maintenance providers.

- Place emphasis on utilizing the Public Works Department to make assessments and conduct building repairs, when possible, with oversight from museum staff.
- Operation manager prepares an annual facilities report outlining an estimated timeline and estimated costs to highlight major capital projects requiring attention and approval.
- Management and maintenance of the building will be coordinated and conducted through a maintenance checklist outlining weekly, monthly, annual inspections.
- Implementation and application of the building maintenance checklist.

Compliance

Failure to comply with this procedure could result in action in line with the Museum's Disciplinary Procedure.

References / Related Laws and Policies:

This Policy is intended to further support:

- [Routine Maintenance Schedule & Checklist](#)

Adopted by CINM Board

Date 31 May 2022

Appearance of Office Space Policy

Preamble

It is expected that museum staff will maintain office space professional in appearance.

Policy:

This policy has been created in accordance with Cayman Islands National Museum’s values of efficiency and professionalism to ensure that museum employees maintain their work areas, common areas and public areas in a professional, neat, and orderly appearance.

Responsibilities:

- Employer:

Provision of sufficient resources, alternative storage, and alternative processes to eliminate or reduce paper documents. Consistent reinforcement of policies prohibiting workplace discrimination and harassment of any kind, including images, graphics or other visual displays that may constitute offensive or inappropriate workplace conduct.

- Employee:

Employees should leave public areas in a clean and orderly condition for guests and other employees. Any item,

picture, poster, or graphic hung must be appropriate for workplace display and are not offensive to other employees.

Procedures:

- Employees should keep their individual work areas as neat as possible during the regular workday. Before leaving the area at the end of the workday, Employees should organize their areas to secure work materials to present an orderly and professional image.

Compliance

Failure to comply with this procedure could result in action in line with the Museum’s Disciplinary Procedure.

Adopted by CINM Board

Date 31 May 2022



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