

# THE NATIONAL GALLERY

## POLICIES AND PROCEDURES FOR THE NATIONAL GALLERY EVENT CONTRACTORS

The following policies and procedures are issued to assist event contractors in complying with preventative conservation, health and safety, fire precautions and security measures within their own discipline. They will be updated from time to time and variations will be brought to your attention. The version of the document and date are clearly marked on each page. These policies and procedures apply regardless of whether you are booked by the National Gallery (“the Gallery”), National Gallery Company Limited (“NGC”) or a directly by a client of either the Gallery or NGC.

### 1. Event Spaces

- 1.01 Contractors can find a full list of event spaces in the National Gallery Approved Event Spaces guide.



Approved Event  
Spaces - 2018.doc

- 1.02 The Sunley Room is the only approved exhibition space that can be used as an event space in any way during events and as an exhibition space its use has the additional requirements noted below which all contractors must adhere to:



Procedures for the  
Sunley Room.docx

### 2. Health and Safety Documents and Procedures

- 2.01 The contractor shall allow the Gallery’s health and safety officers and other persons authorised by the Gallery in writing to have access to carry out a health and safety audit of the contractor’s place of business and records.
- 2.02 On an annual basis, the contractor shall ensure that they provide the Gallery Events team with their documentation for:
- Public Liability Insurance, minimum £10 million
  - Employers Liability Insurance, minimum £10 million
  - A health and safety manual in a form acceptable to the Gallery
- 2.03 The contractor will undertake to provide the Gallery Events team with the following health & safety documentation no less than ten (10) working days prior to the date of an event:
- Risk Assessment specific to the event
  - Method Statement specific to the event

- 2.04 The contractor shall not impede access to any Gallery area to anyone from the Gallery Events team, or any persons authorised by them, along with the Gallery's Fire Safety Manager or Security Supervisor, and shall comply with recommendations resulting from any fire, security, health and safety or other inspection.

### **3. Environmental Controls**

- 3.01 To maintain the Gallery's internal environment at the appropriate conditions to safeguard the paintings, the doors of Galleries 30,31,32,35,36,37,38,39 and 40 must not be propped open for more than 30 minutes during set-up and de-rig, and must never be propped open during an event. These measures are required to ensure that the increased heat input from the guest numbers does not affect the environmental conditions in these rooms because of the particular environmental control systems currently in use. The doors into Central Hall from the Mosaic Terrace must never be propped or held open when the entrance/exit doors to the Portico Terrace are open/being regularly opened and closed, as this exposes Gallery spaces to the external environment. The entrance/exit doors of the Sainsbury Wing must never be propped or held open for the same reasons. The door between the Espresso Bar and the Sunley Kitchen back-of-house area must never be propped open or held open for extended periods both for security reasons and to avoid external conditions affecting the Ground Floor Galleries (this can be mitigated by closing the door from the Espresso Bar into the Room 13 lift/stairwell area, but this is often not feasible during events). If in doubt consult the Gallery Event Manager.
- 3.02 No vapour or mist-based products, or equipment producing a vapour or mist are permitted in the picture galleries e.g. no smoke machines, dry ice, atomisers, scent vaporisers, oil burners, candles, aerosols, cleaning products, steam irons or spray able devices.
- 3.03 Aerosols must also not be used in any back-of-house area.

### **4. Fire Precautions and Evacuation**

- 4.01 To prevent the rapid spread of fire, temporary buildings and combustible storage shall be situated where possible outside the main buildings and as far apart as space allows. Any location of such storage shall require the written authority of the Gallery Events team or Gallery Fire Safety Manager.
- 4.02 Access to the all Gallery areas shall be kept free for fire service use and all front-of-house and back-of-house fire escape routes shall be kept clear at all times. The contractor shall maintain an access of one clear meter at all back of house fire escape routes.
- 4.03 For the back-of-house area around the Sunley kitchen specifically, please be aware of these additional fire precaution and evacuation requirements:



Event Contractors  
use of space - Event

- 4.04 The contractor shall ensure, by all reasonable means, that no process undertaken by him or by any subcontractor shall have the effect of hazarding means of escape from any part of the Gallery premises. Any proposal to introduce anything into the Gallery's circulation spaces must receive prior written approval from the Gallery Fire Safety Manager.
- 4.05 Hydrants, hose reels and other fire fighting apparatus shall be kept clear and readily accessible. Neither they, nor signs indicating their positions, shall be removed, relocated, interfered with or disabled.

- 4.06 The contractor shall ensure, by all reasonable means that his representatives, employees and the employees of any actual or potential subcontractor or contractor do not smoke or vape on the premises. Any person contravening this regulation is liable to immediate dismissal from the premises. Smoking or vaping may occasionally be permitted by the guests of clients attending an event on the Portico Terrace, subject to special agreement with the Gallery Fire Safety Manager and additional equipment being put in place to manage this.
- 4.07 No candles or any kind of naked flame may be used inside the picture galleries or exhibition spaces.
- 4.08 Candles or naked flames used in outdoor event spaces (e.g. the Portico Terrace) may be considered with prior written approval from the Gallery Fire Officer and the Gallery Events Team.
- 4.09 All fires shall be reported immediately to the Gallery Fire Safety Manager, Gallery Events Manager or the Gallery Security Supervisor whether or not damage has been caused.
- 4.10 In all cases of fire or suspected fire, the contractor shall operate the nearest Fire Alarm Call Point and immediately inform the Security Control Room (Emergency Extension 2200) who will call the Fire Brigade or other emergency service. The contractor's staff and any subcontractors shall immediately comply with the instructions on the Fire Action Notices.
- 4.11 Any possible evidence as to the cause of the fire shall be preserved.
- 4.12 Any employee of the contractor, or the employee of any subcontractor, who may have relevant knowledge of an incident shall be made available to be interviewed by the Gallery Fire Safety Manager.
- 4.13 If the contractor's (including any sub-contractor) work activities activate the fire alarm system and the Fire Brigade attends the premises and if the Gallery determines that the contractor has been negligent, the costs of responding to the incident and the re-setting of the control system, currently £250 per incident, will be deducted from any payments due to the Contractor, or invoiced separately as appropriate. The contractor will be notified of such occurrences in writing.
- 4.14 The out-of-hours evacuation procedure will effectively be as for normal daytime operation, with sufficient Gallery Assistant staff on duty to ensure visitors are escorted from the building, and manning exits as necessary.
- 4.15 In order to ensure safe evacuation, all fire doors will be kept unlocked until the function is over and the building cleared of all visitors. It is the responsibility of the Gallery Security Team Leader to ensure that all doors are unlocked. Once the building is cleared it is again the responsibility of the Security Team Leader to ensure the doors are relocked. This will be checked by the Control Room Security Officer on CCTV.

## **5. Security**

- 5.01 All escorted and unescorted pass, proximity passes and wristbands are issued at the discretion of the Gallery security team.
- 5.02 Everyone who has access to the Gallery premises is required to have received prior employment and security clearance and security passes must be issued before access is granted. To obtain security clearance for unescorted access to the Gallery premises the contractor will be required to submit a fully completed security questionnaire for each member of his workforce who requires a swipe pass, providing all such personal details as shall be required. Please note that any form which is submitted in an incomplete or inaccurate manner will be returned to the contractor unprocessed.

- 5.03 The Gallery requires that all contractors, sub-contractors and agencies undertake various checks, in accordance with the Cabinet Office Baseline Personnel Security Standard, on all their workers who will have access to the Gallery premises as part of the process of submitting the pass applications and to make their records available for auditing by the Gallery upon request. These checks shall comprise four main elements:
- a) Identity - This includes checking the individual's full name and signature, date of birth, National Insurance Number (NINO) and full permanent address. The contractor will also need to compare the likeness of the person to the photographic documentation presented as proof of identity and status.
  - b) Nationality and Immigration status - This includes carrying out the required checks to establish the employee's right to work in the UK, as stipulated in the Prevention of Illegal Working, Immigration, Asylum and Nationality Act 2006.
  - c) Employment history (past three years) - This requires that the contractor checks the employee's employment or academic history for the past three years (as a minimum).
  - d) Criminal record (unspent convictions only) – The contractor shall obtain Disclosure Scotland or enhanced DBS certification as advised by the Gallery. Such record will only be considered valid if dated less than six months prior to date the pass application is submitted to the Gallery Security department.
- 5.04 When applying to renew a pass, the contractor shall be required to carry out at least the criminal record (unspent convictions) checks. Certification obtained within the three months prior to the renewal application may be accepted by the Gallery. The Gallery reserves the right to require new checks to be carried out and, where considered necessary, to conduct further checks. The Head of Events will inform the contractor when passes are soon to expire (as informed by the Gallery Security team).
- 5.05 Further advice and guidance is available from the following:
- Cabinet Office <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>
- Home Office UK Border Agency  
<https://www.gov.uk/government/collections/employers-illegal-working-penalties>
- 5.06 Fully completed pass application forms for all personnel must be submitted in advance of that person being required on site so that the requisite accreditations can be carried out by the Gallery.
- 5.07 The issuing of a security "swipe" pass cannot be guaranteed. Should a security pass be refused the decision shall be final and conclusive and no explanation will be given. It is the contractor's responsibility to provide, at his own expense, adequate security cleared labour and no claim will be considered for loss, delay or inconvenience as a result of rejection of labour on security grounds.
- 5.08 Use of "Swipe" Passes
- 5.08.1 Once staffs have been issued with passes they are required to wear them, prominently displayed and easily seen, at all times that they are on the Gallery's Premises.
- 5.08.2 Passes will only remain valid for the agreed period as requested and confirmed by the Gallery Head of Events and authorised by the Vetting and Quality Assurance Manager or

the Head of Security. Lost passes are to be reported to Security at the earliest opportunity and in any circumstances within 24 hours. Failure to notify loss may result in the access privilege being withdrawn. Lost passes will be subject to a replacement fee of £10 on each occasion. Loss of more than one pass in the relevant period may result in the access privilege being withdrawn.

5.08.3 When a contractor becomes aware of a change in a passholder's circumstances which may affect their clearance status (including, but not limited to, right to work status or becoming subject of criminal proceedings), the contractor shall notify the Vetting and Quality Assurance Manager or the Head of Security, via the Events team, immediately. The Security management team will consider what steps the Gallery shall take, which may include withdrawal of access privilege.

#### 5.09 Requirement to Comply with Audits

5.09.1 The contractor shall keep full and proper records and all the documents relating to the employment and security checks carried out. The Gallery shall have at all reasonable times access to and the right to reproduce the contractor's and its associated companies' and its sub-contractors' books, documents, correspondence, instructions, receipts, vouchers and memoranda of any description including that stored on microfilm or in computers which shall be made available in legible form together with any other information (such as access codes) needed for its ready comprehension, (hereinafter referred to collectively as 'the **Documents**') plus access to the contractor's personnel and their records relating to the work and/or services executed and/or provided under this contract for the purpose of auditing and verifying compliance with these requirements and for any other reasonable purposes.

5.09.2 The contractor (and any person acting on the contractor's behalf) shall permit an auditor nominated by the Gallery free access at all reasonable times to all such Documents (including computerised records and data) and other information as he may reasonably require for the purposes of his audit on behalf of the Gallery. The contractor shall furnish such explanations as are reasonably required for these purposes.

5.09.3 The contractor and its associated companies and its sub-contractors shall preserve the Documents for two years after the termination of this framework agreement.

#### 5.10 Requirement to comply with security processes

5.10.1 Whilst on the Gallery's premises, the contractor's staff shall comply with all security measures implemented by the Gallery and their security contractors. The Gallery shall provide copies of its written security procedures to the contractor on request.

5.10.2 The Gallery shall have the right to carry out any search of the contractor's staff or of vehicles used by the contractor at the Gallery's premises.

5.10.3 The contractor shall co-operate with any investigation relating to security which is carried out by the Gallery or by any person who is responsible to the Gallery for security matters and when required by the Gallery representative.

5.10.4 The contractor shall use their best endeavours to make any contractor's staff identified by the Gallery representative available to be interviewed by the Gallery representative, or by a person who is responsible to the Gallery for security matters, for the purposes of the investigation. Contractor's staff shall have the right to be accompanied by a contractor's representative and to be advised or represented by any other person whose attendance at the interview is acceptable both to the Gallery representative and the contractor.

- 5.11 The contractor shall, subject to any legal restriction on their disclosure, provide all documents, records or other material of any kind which may reasonably be required by the Gallery or by a person who is responsible to the Gallery for security matters, for the purposes of the investigation, so long as the provision of that material does not prevent the contractor from performing the contract. The Gallery shall have the right to retain any such material for use in connection with the investigation and, so far as possible, shall provide the contractor with a copy of any material retained.
- 5.12 All 'swipe' passes must be returned to the Control Room in the designated Loading Bay at the end of the event. Any passes not returned may incur a charge to the contractor.
- 5.13 No contractor staff are permitted to enter any Gallery public space without the presence of Gallery security staff or a member of Gallery staff in possession of a Gallery security pass. Uniformed staff will be present in all areas used for the event, and throughout the event, to safeguard the Collection. The contractor must follow any directions given by Gallery staff at all times.
- 5.14 Security and Gallery Event team staff may ask the contractor's and subcontractor's staff to show their visitors' pass/wristbands at any time during the event. It is the contractor's responsibility to ensure their staff keep their pass/wristband on their person for the duration of the event.
- 5.15 Inappropriate behaviour and/or language is not permitted during the event.
- 5.16 The National Gallery reserves the right to remove any persons from the building if the Gallery Event Manager or Security management team regards their removal as essential for the safety of the Gallery, Collection or its staff.
- 5.17 In respect of the high security requirements and considerations in relation to the Collection and building, the Gallery reserves the right to refuse entry to any person, vehicle or piece of equipment to the site at any time and for any reason without any liability to the contractor client or any third party.

## **6. General Cleaning and Hygiene**

- 6.01 All products and equipment supplied by a contractor shall be prepared, stored and served in proper and sanitary conditions in accordance with the common law duty of care and all legal requirements.
- 6.02 The contractor shall ensure that the areas of the Gallery and the equipment being used for the event are kept clean and tidy at all times. In particular, the contractor shall throughout and at the end of each event clear and clean these areas. All areas used for the event must be left as found. Final checks will be carried out by the Gallery Event Manager before the contractor leaves site.
- 6.03 All floors should be swept with a soft broom at the end of the evening.
- 6.04 The catering contractor must in addition supply cleaners and porters to support their operations unless otherwise agreed with the Gallery Events team. Kitchen areas are to be left clean after the event, with final checks carried out by the Gallery Event Manager before the catering contractor leaves site. There should be no cause for complaint from the resident caterer when he takes-over his daily business.
- 6.05 The catering contractor must in addition ensure that kitchen porters double bag all rubbish bags to prevent spillages, and shall ensure that all waste material including used bottles are removed from the Gallery and disposed of, doing so off the Gallery premises.

- 6.06 The catering contractor must in addition exercise due care so as not to discharge any grease into the building drains and must keep grease in containers for disposal by the contractor. If the contractor fails to comply with this provision, any cost, charge or expense involved in opening, cleaning or repairing drains will be charged to the contractor.

## **7. General Equipment**

- 7.01 All equipment brought into the Gallery must be in a clean and serviceable condition. The National Gallery reserves the right to insist on the removal of any object brought into the Gallery which has not been approved by the Gallery Events team or which is considered to represent a risk to the Gallery's building, the collection, contents, visitors or staff or to be inappropriate in any way to the character and integrity of the National Gallery.
- 7.02 As a general rule for all items brought into the picture galleries, they must be positioned the same distance away from the rope barriers as they are high. This is to prevent damage to a picture or the walls if the object or items were to fall or be knocked over.
- 7.03 The use of any tape, even low-tack tape, on any of the Gallery's wooden floors and the stone floor of the Annenberg Court is prohibited. No bolts, nails, tacks, screws, adhesives, tape or other such fixing devices must be attached to the walls or fabric of any building or fence at the Gallery.
- 7.04 The contractor must ensure that any trolleys used to move equipment around the Gallery do not mark or damage the floors or cause undue vibration, and have rubber type wheels. There must be two people operating a trolley at all times.
- 7.05 Items of furniture must not be dragged across floors and should not be propped against woodwork or wall fabric. Care must be taken when transporting heavy or pointed furniture; these should never be in close proximity to paintings on display (see clause 8.02 on rope barriers).
- 7.06 The contractor cannot store catering or other equipment provided for an out-of-hour's event at the Gallery beyond the time agreed in advance with the Gallery. All equipment and food brought into the Gallery must be removed at the end of the evening from the kitchen(s), preparation area(s) and public spaces used. National Gallery staff reserve the right to dispose of anything left in the Gallery after the event.
- 7.07 The National Gallery accepts no liability whatsoever for the loss or damage of any property left on the premises, including the cloakrooms, during and after the event.
- 7.08 Chairs, crates, flight cases and any general equipment must not be stacked any higher than the bottom of the lowest hanging painting on a wall.

## **8. Use of Gallery Equipment**

- 8.01 Use of movable equipment already in place at the Gallery is prohibited.
- 8.02 Kitchen equipment in situ in the Gallery kitchens (ovens, sinks, surfaces etc.) can be used but cutlery, crockery, kitchen utensils and other movable pieces of equipment cannot.
- 8.03 Furniture and objects belonging to the Gallery must not be moved without permission from the Gallery Events team, either in advance or at the event and must be returned to their location at the end of the event.

## **9. Gas and Electrical Equipment**

- 9.01 All portable electrical equipment, temporary lighting cables and leads shall be in safe working order and maintained properly. When first brought to the premises every item of equipment shall be subject to a portable appliance test (PAT) administered by the National Gallery or on its behalf by another contractor. Contractors must ensure that they deliver equipment to the designated loading bay; otherwise equipment may need to be PAT tested again. Any item found to be defective shall not be used but removed from the premises immediately. As soon as it is known that equipment is to be brought to the premises, arrangements shall be made with the Project Supervisors or Gallery Events team for it to be tested.
- 9.02 Every electric kettle shall be of a type not exceeding 2.5 kilowatt rating, incorporating a safety cut-out which will operate if it boils dry and shall stand on a non-combustible base when in use.
- 9.03 The contractor must supply the Gallery with a full list of all electrical equipment to be brought into the Gallery well in advance of the event (minimum of 10 working days).
- 9.04 Gas appliances, including appliances using liquid petroleum gases, shall not be used on the premises.
- 9.05 No additional lighting, heating, power or other electrical appliances are to be installed or used without our prior consent, to be requested in writing no later than ten (10) working days in advance of the event. With consent, only LED lighting is permitted within the Gallery building. In some areas interior lighting levels and the use of brought-in lighting equipment will be severely restricted due to potential dangers posed by high levels of visible light, UV and heat to the displayed paintings.

## **10. Lifts and Ladders**

- 10.01 The Gallery's picture lifts (from the Sainsbury Wing Loading Bay to all floors of the Sainsbury Wing and from the Orange Street corridor to the Sunley Room exhibition space and leading to the main floor galleries) are the lifts most suitable for carrying equipment to the main galleries. These lifts should be used unless Gallery Events team advise otherwise. Please note, during exhibition periods when transporting items through the Sunley Room from the Sunley lift, screens must be in place to protect the artworks before staff and equipment move through. Further details can be found in the Exhibitions section in Section 2.
- 10.02 The use of ladders is not permitted at the Gallery without prior written consent, and if permitted would only be for areas without artwork.

## **11. Rope Barriers**

- 11.01 The contractor must make sure their staff and any subcontractor staff are aware that it is prohibited to step behind the rope barriers in picture galleries at any time or under any circumstances. Staff must be made aware that nothing must cross over or below the line indicated by the barrier ropes. No one may step behind or allow parts of the body to pass over the line and must not allow equipment to be passed over the line.
- 11.02 It is occasionally necessary for sound/lighting engineers to place speakers/lights/cabling behind rope barriers. This can only happen with the advance permission of Gallery Events Team and under direct supervision by them or a member of Gallery Security staff. Sound/light engineers must also be directly supervised by Gallery Events or Security staff when connecting up or making adjustment to such equipment and must remain aware of where they are working and their proximity to artworks.

## **12. Deliveries**



- 12.01 Equipment for the event must be delivered to the Sainsbury Wing Loading Bay or Orange Street Loading Bay no earlier than 4pm on the day of the event and must be collected directly after the event. The only exception to this is electrical equipment. All electrical equipment must be delivered to the Sainsbury Wing Loading Bay or the Orange Street Loading Bay at the Gallery before 9am on the day of the event to be PAT tested by Gallery contractors that day. The contractor must notify the Gallery in advance of their intended arrival and departure times.
- 12.02 All kit must be left in the clear white spaces in the Loading bay away from hazard areas marked by the Gallery in yellow paint.
- 12.03 Please note that the height of the Sainsbury Wing Loading Bay is 4.75 meters and the height of the Orange Street Loading Bay door is 4.75 meters tall. The contractor must ensure that all delivery vehicles will fit into the allocated loading bay.
- 12.04 The contractor shall ensure that all deliveries to the National Gallery are made in accordance with the instructions of the Gallery and that minimal obstruction is caused by such deliveries.

### **13. Staff and Vehicle Arrival and Departure**

- 13.01 The contractor shall provide a list of staff working at the event, and registration numbers of vehicles to be parked in the Loading Bay, to Gallery Events team at least 48 hours before the event. This list must be supplied in the format supplied by the Events team.
- 13.02 The contractor shall agree with Gallery Events team at which entrance(s) both vehicles and staff will arrive for access to the Gallery for the event.
- 13.03 The Gallery reserves the right to dismiss vehicles which do not adhere to Event documentation and no vehicles may be left over night.
- 13.04 The Security team may not allow access to any of the contractor's staff if their name has not been provided 48 hours in advance of the event.
- 13.05 The contractor's staff must each sign in on arrival at the Security Office in the designated Loading Bay for access to the main building (or other area if agreed in advance with the Gallery Event Manager), where they will be issued with a wristband which must be displayed on their person whilst they are on site.
- 13.06 The last member of staff for each contractor on-site must sign out with the Control Room in the designated Loading Bay, to confirm that all staff have exited the premises.
- 13.07 Catering contractors using the National Dining Room kitchen must complete a walk-round of the kitchen with a member of the Security team to confirm that all appliances have been switched off before leaving the premises.
- 13.08 Upon arrival, contractor staff may not get changed at the Gallery except for in agreed back-of-house rooms, as assigned by the Gallery Event Manager. Please note staff may use their phones on supervised breaks in the allocated back-of-house areas, as instructed by their Manager.

### **14. Back of House Area Set-Up**

- 14.01 The contractor shall not begin set up for events in Gallery public space without prior permission from the Events Team. Permitted start times are:

14.01.1 For breakfast events from 08:00

14.01.2 For Evening events from 18:00

14.02 The catering contractor is allowed access to back of house areas, the National Dining Room kitchen and Gallery Assistants' kitchen and Education centre on the day of the event with prior approval from the Events team. Permitted times are generally:

14.02.1 for breakfast Events from 07:30

14.02.2 for Evening events from 17:30

## **15. Gallery Assistants Kitchen**

15.01 In line with fire regulations, there can be no access to the Gallery Assistants' kitchen in the Sainsbury Wing basement before 6pm, except in special circumstances when it has been agreed in advance with the Gallery's Events team. If your event will require you to use the Gallery Assistants' kitchen before 18:00, the earliest catering staff can be admitted is 17:30, and in these circumstances the following arrangements must be made:

15.01.1 The doors from the back corridor (from the bottom level of the Picture Lift) into the Gallery are fire doors and so must not be propped open. The Gallery's Events team will provide the contractor with a swipe card that works for these doors and for the door into the Gallery Assistants' kitchen so that the catering contractor can bring equipment through, opening and shutting the doors behind you each time.

15.01.2 It is important that this corridor, which provides access to the back staircase and is a fire escape, is not blocked at any time. Please make sure access is maintained and this space is kept clear both before 6pm and throughout the event.

15.01.3 The area between the Gallery Assistants' kitchen and the back corridor (to the bottom level of the Picture Lift) cannot be screened off before 6pm as this conceals the fire escape on this level while members of the public are still in the building. Therefore please ensure that only the minimum amount of equipment needed is brought through to the Gallery Assistants' kitchen from the Picture Lift before 6pm. This is a public space and so these movements should impact as little as possible on members of the public still in the Gallery at this time.

## **16. Food and Drink – Service and Preparation**

16.01 Food and drink may only be prepared, stored and served in designated gallery spaces where no loan pictures (i.e. pictures or objects that do not belong to the National Gallery collection) are on display.

16.02 Buffets and foods that require separate utensils and/or self-service are not permitted. Foods eaten standing are more likely to be dropped with the potential to cause damage to the floor finishes or to the paintings and/or providing a potential food source for pests. The same caution should be applied to highly coloured food and drink. (Please note: red wine is permitted in Annenberg Court but the floor is not completely sealed and so special care and attention is required whilst operating in this area for any spillages.)

16.03 With regards to food sauces, they should be thick and canapés should be 'bite sized' and stable.

16.04 The catering contractor shall ensure that bottles of champagne or similarly pressurised bottles are only opened in areas where no paintings are hung, as agreed in advance with a member of the Gallery Events team.

- 16.05 Due to licence restrictions, food and soft drinks, including water, must be available at all events where alcohol is served. By way of example a minimum of 8 canapés per head is required for a two and a half (2.5) hour reception; any longer and substantial bowl is required equivalent to dining portions.
- 16.06 Drinks receptions can last no more than two and a half hours where alcohol is served.
- 16.07 No food or drink should be left on the table for self-service. For example, wine bottles. Glasses and bottles may only be placed on designated tables and must never be placed on architectural features or any part of the painting mounts (e.g. not on plinths, walls, architraves, frames etc). Any glasses noted in such positions must be removed immediately and reported to Gallery Event or security staff who will record the incident and arrange for their removal.
- 16.08 Staff are allowed bottles of water but may only have and consume them in the designated back of house areas, and may not take these bottles into the Sunley Room or any gallery spaces where loan pictures are on display.
- 16.09 Challenge 21 must be in operation during drinks service.
- 16.10 Where dancing is taking place, drinks must only be served from plastic glasses.
- 16.11 When being moved through galleries all food and drink items must be covered, even if they are being held within open trolleys, cases or boxes. The only exception to this rule is when trays of canapes, plates of food or drinks are being taken directly from the food service area into an entertaining space. In all instances staff must be operating in designated galleries and must move in a careful manner, concentrating at all times to ensure no trips, slips or falls whilst holding food, drinks or any other items.
- 16.12 A flame retardant temporary floor covering should be laid when food preparation must take place outside kitchen space. The contractor placing the covering should ensure this does not present a trip hazard.
- 16.13 Locations of bars and kitchens in the picture galleries must be agreed in advance with the Gallery Events Manager. Adequate and suitable drugget must be used under all bars.
- 16.14 Field kitchens must be centralised when set up in the designated picture galleries as directed by the Gallery Events Manager.
- 16.15 The use of hot cupboards is restricted to previously agreed areas of the Gallery and must remain in designated picture galleries only for the minimum period they are required. Hot cupboards must not be initially opened in the picture galleries. To avoid steam escaping in the picture galleries, hot cupboards must be opened elsewhere first.
- 16.16 For catering service taking place in the Wilkins Boardroom and Former Viewing Room, tablecloths and any additional protection for the tables must be supplied by the contractor in order to protect the furniture within this space.

## **17. Floristry and Décor**

- 17.01 Flower arrangements must not be situated in a way that detracts from the pictures, obscures a picture or touches a frame. Elaborate arrangements must be approved by the Gallery Events Manager at least ten (10) working days before the event.
- 17.02 Flowers and plants brought into the Gallery may constitute a hazard for paintings in the Collection. Certain pollens, including that of the lily, will stain surfaces with which they come into contact; therefore the pollen stamens of such flowers must be removed before they come

into the Gallery. All plants or flowers coming into the Gallery need to be sprayed to remove any insects, pupae or larvae that may be present, as these can cause direct or indirect damage to organic materials in paintings, or to fabrics in the galleries. Alternatively, flowers/plants can be packed in pyrethrum, a natural repellent. Silk flowers coming on site must be certified to be grade one flame-proof.

- 17.03 Flower arrangements must not be placed in water. Containers with water are not permitted in the Gallery.
- 17.04 No preparation for floral arrangements is permitted on site, including no use of sprays. Vases and arrangements should only contain damp oasis, no standing water should be on display.
- 17.05 No glitter, party poppers, balloons or confetti style table decorations are permitted in the Gallery.
- 17.06 No decorations can be physically attached to any part of the National Gallery property or its contents.

## **18. Lighting and Production (including Flambeaux)**

- 18.01 In some areas interior lighting levels and the use of brought-in lighting equipment will be severely restricted due to potential dangers to the paintings posed by high levels of visible light, UV and heat. Details and approval of lighting plans may be necessary prior to an event in the picture galleries.
- 18.02 Only LED lighting is permitted on site at the Gallery, no other form of lighting can be brought in.
- 18.03 No UV lighting can be used above 10 micro watts per lumen. Contractor lighting on the paintings must never exceed 250 lux (or 50 lux for particularly sensitive objects) but should be kept significantly lower if possible (below 200 lux). In some case further reductions may be required. Gallery Event Managers will advise in individual cases.
- 18.03 Please adhere to attached Guidelines for Lighting for Photography and Television:



Guidelines for  
Lighting for Photogra

- 18.04 The use of Flambeaux are acceptable at the Pigott Education Centre Entrance and the Portico Terrace within the following conditions:
  - 18.04.1 The Gallery will not be responsible for seeking approval from Westminster Council for these to be placed on a public highway.
  - 18.04.2 They must be sited clear of the building.
  - 18.04.3 The Contractor must supply fire extinguishers appropriate to the risk.
  - 18.04.4 Certificates of compliance for the flambeaux must be submitted to the Gallery in advance of the event.
  - 18.04.5 The contractor must include the use of flambeaux in Risk Assessment.

**19. Entertainment Criteria**

- 19.01 Only non-amplified music can be played outside the Gallery building.
- 19.02 Any music or audio to be played inside the building, and particularly within picture galleries and in proximity of the paintings, must be agreed with the events team in advance of the event to reduce the risk to paintings from high sound or sound-induced vibration levels. Decibel and frequency limits will be applied. Note that, in addition to sound level limits, frequencies below 100 Hertz are of highest concern and as such the following restrictions are likely to be applied as a minimum requirement for amplified sound: 12dB per/oct HP filter@50Hz, plus -6dB cut @80Hz 1/3 oct. Restrictions are also placed on live instruments (and particularly low frequency live instruments including live drums). The contractor must check any music or audio production with the Event Manager before confirming them with the client so we can advise if any further mitigations are required.
- 19.03 Dancing is only permitted in certain specified areas of the Gallery
- 19.04 All entertainment, including music and dancing, must be approved by the events team 14 days in advance of the event. Street performances or circus acts such as juggling, stilt walking or fire stunts are not permitted.

**20. Photography**

- 20.01 The contractor shall not take photographs or film within the Gallery without prior agreement of a member of the Gallery Events team.
- 20.02 All photography or filmography must be completed by the Gallery's approved contractors.
- 20.03 Photography contractors must not use flash photography. Refer also to clause 18.04.

**21. Artwork**

- 21.01 Artwork cannot be brought in to the Gallery without special permission from the Gallery's Registrars. Please see below for further information on what constitutes an artwork and contact the Gallery Event Manager for more information as required:



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**22. Gambling**

- 22.01 No sweepstake, raffle, tombola, lottery or other form of gambling is to permitted to take place in the National Gallery without the prior written consent of the Gallery.

**23. Overrunning Events**

- 23.01 Should the client overrun on their agreed end time for the event they will be required to pay a surcharge to the Gallery. Food and drink cannot be served beyond the time agreed by the Gallery Events staff and the client in advance of the event.
- 23.02 The contractor has one hour after client departure to derig and remove all equipment from site. If you believe you will require longer than one hour this must be arranged in advance and a time extension charge will be invoiced to the client. In the instance it is not prearranged, the contractor is liable to pay the time extension fee.

**24. Social Media**

24.01 The mention of the National Gallery or images / photographs taken cannot be used in any form of social media by contractors without prior consent of the National Gallery Events Manager.

24.02 Social media may include (although is not limited to):

- social networking sites (for example Facebook, LinkedIn )
- video and photo sharing websites (for example Flickr, YouTube, Instagram, Pinterest)
- blogs, including corporate blogs and personal blogs
- blogs hosted by media outlets (for example 'comments' or 'your say' feature on theage.com.au)
- micro-blogging (for example Twitter)
- wikis and online collaborations (for example Wikipedia)
- forums, discussion boards and groups (for example Google groups, Whirlpool)
- podcasting
- instant messaging (including SMS)

## 25. Declaration

25.01 I / we have read and understood the terms set out above and confirm that I / we shall be bound by these policies, the details listed in this Policy Procedures for Contractors and any other documents referred to, all of which form the contractual arrangements between us when working with the National Gallery and National Gallery Company Limited.

	<b>Contractor</b>	<b>National Gallery Events</b>
<b>Signed</b>		
<b>Name (BLOCK CAPITALS)</b>		KATE ROLFE
<b>Job Title</b>		Head of Events
<b>On behalf of (Name of Organisation)</b>		The National Gallery
<b>Date</b>		