

# EMERGENCY PLAN

**Postcode:** BA2 4DB  
**Grid Reference:** ST 75677 65247

Copy number (1) of (5)

Responsibility of the Building Manager and Curator

**To be kept at:** Hard copy is kept in Buildings folder Front Desk

Also available <X:\Holburne\Resources\Facilities\Emergency Plan\Emergency Plan - FINAL 19.05.23.doc>

A copy of this plan is lodged with Avon Fire & Rescue Service at Bath Fire Station

**CONFIDENTIAL** – if found please return to:

THE HOLBURNE MUSEUM  
Great Pulteney Street  
Bath BA2 4DB

Telephone: 01225 388569  
Email: [enquiries@holburne.org](mailto:enquiries@holburne.org)

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**Date of issue/or last review:**

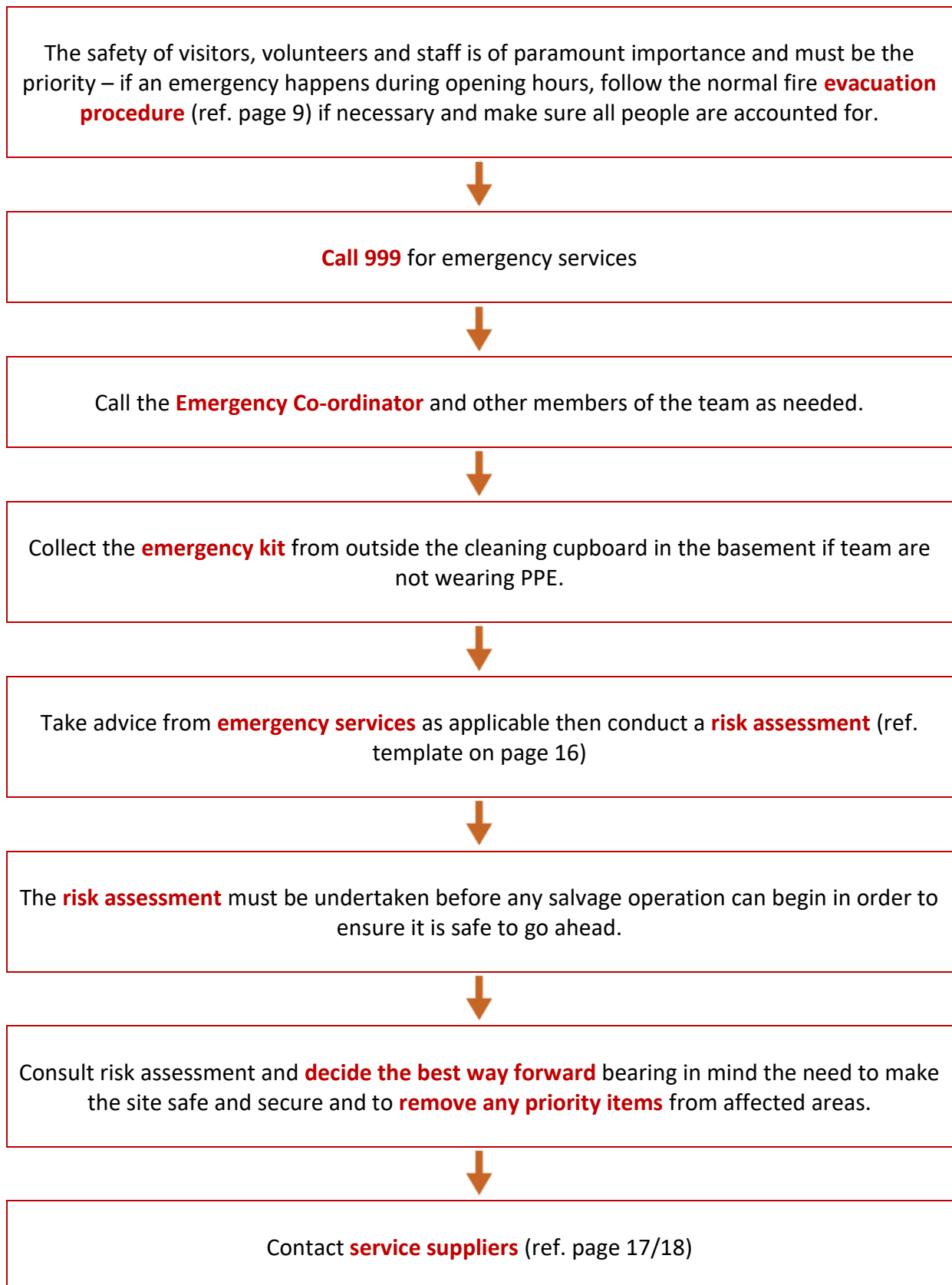
Originally created: 09/2012

Last review: 05/2023

**Date to review contents:**

08/2027

What to do in an Emergency – how to respond to specific emergency situations is described in the following table:





Remember to **document** what has happened and is happening – this will be required for any insurance claims that have to be made.

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This plan is based upon the [Accreditation Guidance](#) (Arts Council England,2019); the Spectrum 5.0 procedure for [emergency planning for collections](#), a template provided by East Midlands Museums Service (EMMS); ‘[Be prepared: emergency planning toolkit for museums](#)’ (Norfolk Museums & Archaeology Service/ Renaissance East of England, 2008) and resources on the ‘[Emergency Response Plans](#)’ web pages (Historic England, 2020)

# 1 Introduction

## 1.1 Definition of an emergency

An emergency is any incident which threatens human safety and/ or damages or threatens to destroy the museum's buildings, collections, contents, facilities or services. Common threats include...

### Risks to people:

- Hazardous materials
- Injuries (slips, trips and falls)
- Heavy lifting
- Safeguarding (children and vulnerable adults)
- Lone working
- Pandemic

### Risks to the building/ collection:

- Flood/ water ingress
- Fire
- Theft
- Breakages
- Pests (insect and rodent)
- Cold temperatures
- Mould
- High winds
- Blocked chimney
- Vandalism
- Inappropriate cleaning/ conservation
- Power cut
- Pandemic

### Risks to the organisation:

- Data breach
- Lack of staffing
- Lack of business plan
- Lack of business continuity plan
- Lack of succession planning
- IT systems failures
- Pandemic

## 1.2 Aim of the Emergency Plan

This plan details procedures and guidelines to be followed in the event of an emergency, enabling the Emergency Management Team (EMT) to act swiftly to minimize damage to the buildings and their contents.

The museum is committed to ensuring the safety and security of its staff and the public at all times; risk management has been carried out.

At no stage is any member of staff or volunteer expected to put themselves in danger in a salvage situation. The museum will ensure that health and safety is properly assessed and adequate personal protective equipment (PPE) is provided.

### 1.3 Emergency Plan availability

Hard copies of the Emergency Plan are kept in the

- Reception Desk
- Curatorial Office

A digital copy is kept here: <X:\Holburne\Resources\Facilities\Emergency Plan>

Further copies are held at home by

1. Director (Emergency Coordinator)
2. Head of Business and Development (Deputy Emergency Coordinator)
3. Building Manager (Building Recovery Manager)
4. Curator (Salvage Recovery Manager)
5. Exhibitions Coordinator (Deputy Salvage Recovery Manager)
6. Head of Visitor Services (Service Continuity Manager)
7. Duty Managers

All staff have access to the plan on the shared drive on the link above.

Note that these plans contain confidential information about personnel and exhibits.

### 1.4 Updating

This plan was issued in September 2012. The plan will be reviewed every five years by the Building Manager and Curator in consultation with colleagues and immediately after any significant changes to buildings and contents such as a redevelopment.

The emergency plan will be reviewed and revised as appropriate in response to any emergency situation at the museum. The principal areas to review are contact details for personnel and the location of objects.

### 1.5 Reviewing

The emergency plan will be reviewed annually against real-life situations and updated in line with any matters arising.

<b>Emergency Plan Review Log</b>			
<i>date</i>	<i>comments</i>	<i>actions</i>	<i>signed</i>

## 2. Evacuation Procedures

The established evacuation procedure for the Holburne Museum is the following:

1. Duty Manager 1 dial 999 and go to ground floor
2. Front doors automatically held open once alarm is set off (fire exit)
3. Café doors held open (fire exit)
4. Side fire door open (fire exit)
5. Stewards must clear each gallery space of visitors and insist every able-bodied person to evacuate down the main stairwell (do NOT use the lift) to the ground floor and use the nearest fire exit. The CLORE learning room to be cleared by Learning Team and Freelance Creative Facilitator – participants to be checked off list once at the muster point
6. Duty Manager 1 to check the basement, specifically the toilets, kitchen, and storerooms, **without taking unnecessary risk**
7. Duty Manager 2 go to the 2<sup>nd</sup> floor and relieve stewards once galleries are clear. Stewards make their way to the ground floor and use the nearest fire exit and wait by the assembly point.
8. All other staff should leave and wait at the assembly point next to the car park.
9. If any floor has a disabled visitor, a steward must accompany them in the lift and radio contact must be made to the ground floor to inform staff
10. The shop volunteer must go to the front door and direct all visitors to the assembly point (tree next to the Car Park)
11. Duty Manager / Head of Visitor Services to control ground floor crowds to ensure they all leave through fire exits safely and efficiently
12. Once all stewards and front-of-house staff are accounted for, they should all leave the building together with Duty Manager 2
13. Staff should be checked off against the day's in/out board (located in the staff entrance) by the Duty Manger once outside by Duty Manager 2
14. Duty Manager 1 waits at main fire exit (front door)
15. Await the emergency services and follow their instruction

***Note: The lift is designated as safe to use in an emergency, having dual power supplies and four-hour fire resistance***

**The evacuation procedure for the Lodge situated in Sydney Gardens adjacent to the Holburne Museum is as follows:**

1. In the event of a fire call 999 and evacuate the building immediately using the nearest fire exit.
2. In the event of the fire alarm sounding with no visible sign of fire, evacuate the building immediately by the nearest fire exit.
3. Whoever is responsible for the group using the building to ensure all three rooms (toilet, office and main room) are cleared of all personnel **without taking unnecessary risk**
4. Assembly point will be the gate area between the Lodge and Holburne museum.

5. When everybody is accounted for, they may return to the Lodge if the Holburne Museum is at risk of fire (the two alarms are linked).
6. Duty Manager to liaise with group organiser once the Holburne Museum is evacuated and everybody is accounted for.

### 3. Risk assessment of threats

A risk assessment of threats to the museum was undertaken and used to inform the review of the Emergency Plan. It was based upon the [template](#) developed by Museum Development East Midlands (MDEM) in February 2020.

Organisation:

Assessor's name and role:

Date of assessment:

Next review date:

What are the Hazards?	Best practice	Comments on this - including your current provision and further actions needed	Who will carry out the actions needed	Projected Completion Date
<b>Fire</b>				
Fixed wiring	The organisation has a 5 yearly fixed wiring test and undertakes annual visual checks	Regularly checked	Building Manager	Ongoing
Electrical Safety	PAT testing is routinely undertaken	Yes performed every two years	Building Manager	Ongoing
Electrical safety	Sockets are not overloaded, and wires are kept neatly	Yes regularly checked	Building Manager	Ongoing
Fire Detection	Fire Alarm systems are installed and regularly tested and serviced	Yes regularly checked	Building Manager	Ongoing
Building fire	Fire Doors are in place and not obstructed	Inspected daily	Building Manager; Head of Visitor Services	Ongoing
Localised Fire	Fire extinguishers are in place and in date	Regularly checked	Building Manager; Head of Visitor Services	Ongoing
Localised Fire	Staff have received training in using a fire extinguisher	After an influx of new staff and as a reminder for current staff	Building Manager	Ongoing
Building Fire	There is a clearly written fire evacuation procedure which staff are trained in	Yes it forms part of this plan	Building Manager; Head of Visitor Services	Ongoing
Building Fire	The fire evacuation procedure is tested regularly and recorded	Yes	Building Manager; Head of Visitor Services	Ongoing

Contractor Management	Hot works permit in place for any on-site hot works	We don't allow hot works on the premises	Building Manager	
Open flames management	Any open flames are managed - for example open-fires are swept	Only place is in the Kitchen on the stove – this is managed.	Building Manager; Head of Visitor Services	Ongoing
Flammable Materials	Any flammable material stored on site is kept in fire protective storage and risk assessed separately	This is work in progress, following a tidy up of the basement	Building Manager	Ongoing
<b>Water</b>				
Water ingress	Gutters are regularly cleaned, and drains checked for blockages	Regularly checked	Building Manager	Ongoing
Water ingress	Visual checks are regularly carried out in at risk areas, including burst pipes due to adverse weather	Regularly checked	Building Manager	Ongoing
Flood	When the building is at risk of flooding there are plans in place to safeguard the collection	Flood risk areas have been identified and are monitored following heavy downpours	Building Manager; Head of Visitor Services; Curator	Ongoing
Flood	There is an understanding of where localised flooding can occur and preventative measures in place such as sandbags	Yes as above	Building Manager; Head of Visitor Services; Curator	Ongoing
<b>Environmental Hazards</b>				
High winds	There are tree maintenance plans for sites with gardens/grounds	Checks are made regularly	Building Manager	Ongoing
Cold	Buildings are checked for mould infestations. Where these infestations occur, protective clothing is available for cleaning and management	Checks are made and the best approach is continually discussed	Building Manager; Curator; Exhibitions Coordinator	Ongoing
Lightening	Lightening conductors are maintained (where applicable)	Yes annually	Building Manager	Ongoing
Extreme temperatures	Collections areas are monitored for significant changes in RH and temp to safeguard collections	Yes, environmental conditions are regularly monitored. Spot checks taking place during the week alongside the	Exhibitions Coordinator	Ongoing

		download of all tiny tag monitors once a week.		
Pest Damage	There is a Care and Conservation plan for collections including general housekeeping and maintenance to mitigate pest infestations	Yes, there is a Care & Conservation plan as well as a pest monitoring routine in place.	Curator; Assistant Curator; volunteers	Ongoing
Toxic Substances	All toxic chemicals kept on-site (including collections/cleaning etc.) have the appropriate documentation (COSHH/ IOSH) and risk assessments. They are stored in secure locations and clearly marked	This is work in progress	Building Manager, Curator, Exhibitions Coordinator	Ongoing
Toxic Substances	Where <a href="#">hazardous materials are present in collections</a> they are clearly labelled, stored or displayed appropriately and details included in documentation records.	Yes	Curator; Assistant Curator; Exhibitions Coordinator	Ongoing
<b>Security</b>				
Collections Theft	A risk assessment of security arrangements is in place - collections audits are regularly undertaken	Yes	Curator; Assistant Curator; Exhibitions Coordinator; volunteers	
Physical Assets Theft	A risk assessment of security arrangements is in place - security arrangements are made such as for donations boxes	Shop – regular inventory of physical assets is regularly taken Till – daily reconciliation is done. Money is not kept in the till overnight but taken to a secure location elsewhere in the building. Donation boxes are padlocked to the desk	Building Manager; Head of Visitor Services; Shop Manager	Ongoing
Other Theft - such as copyright/IP	A risk assessment of security arrangements is in place - there is a procedure on managing copyright and Intellectual Property held by the museum	Yes	University of Bath IT Services; PA to the Director	Ongoing
Cause motivated vandalism	A risk assessment for sensitive programming is undertaken - such as political exhibitions.	Yes, as and when sensitive/political things arise.	Director; Learning & Engagement Lead; Curatorial team	Ongoing

Cause motivated protest	A risk assessment is undertaken for planned protests. There is a procedure in place for managing this if it is a probable activity	As above	Director; Head of Visitor Services; Head of Communications	Ongoing
Other vandalism	A risk assessment of security arrangements is in place - there are appropriate security measures such as CCTV	Yes	Director; Building Manager; Curator; Assistant Curator; Exhibitions Coordinator	Ongoing
Collections Data Breach	Accession registers and collections databases are backed up with a copy stored in a fire-proof location	Yes - digitally	Curator; Assistant Curator; Curatorial volunteers; database provider; University of Bath IT services	Ongoing
Sensitive Data Breach	GDPR training and guidance is given to all staff. All sensitive data is managed to GDPR standards e.g. Password protected	Yes	University of Bath IT services; PA to the Director	
Terrorism	Evacuation procedures for the building are in place and regularly tested	Yes	Head of Visitor Services	Ongoing
Cyber Attack	Contingency plans are in place for when computer systems are compromised. A paper copy of the accessions register and Emergency Plans are kept on-site in a secure location	Yes	University of Bath IT services; PA to the Director	Ongoing
Lone Working	There is a lone working policy for the organisation which safeguards individuals	To be introduced	PA to the Director	Ongoing
Safeguarding	There are safeguarding policies and procedures in place, regular training is given in this area.	Yes	Learning and Engagement Team	Ongoing
<b>Emergency Preparedness</b>				
Emergency Plan	Your organisation has a written Emergency Plan which includes steps to be taken in an emergency, measures to salvage the collections, emergency telephone numbers, the location of supplies that might be needed in an emergency and floor plans of	Yes	Director: Building Manager; Head of Visitor Services; Curator; Exhibitions Coordinator	Ongoing

	buildings.			
Dissemination of Plan	Every member of the team is trained in emergency preparedness appropriate for their role	Yes	PA to the Director	Ongoing
Dissemination of Plan	Agencies such as the fire brigade and police liaisons are provided with a copy of the plan	Yes	Building Manager	Ongoing
Emergency Plan	Hard copies of the plan are kept in a fire and flood proof location by the main fire alarm panel	Yes – copies are also kept at the homes of the relevant personnel	Building Manager; Head of Visitor Services	Ongoing
Emergency Plan Review	The plan is up-to-date and reviewed annually - including updating emergency contact details	Yes	Building Manager; Head of Visitor Services; Curator; Exhibitions Coordinator	Ongoing
Emergency Plan Testing	The Emergency Plan is tested annually – various scenarios are considered	Yes – as above	Building Manager; Head of Visitor Services; Curator; Exhibitions Coordinator	Ongoing
Emergency Salvage	You have identified high priority objects and documents that would need to be salvaged in an emergency and created salvage procedures	Yes	Director; Curator; Assistant Curator; Exhibitions Coordinator	Ongoing
Emergency Salvage	You have an ‘essentials’ emergency salvage kit which is maintained on-site and/or awareness of where you can access support in this area in the case of an emergency	Yes	Head of Visitor Services; Curator; Assistant Curator; Exhibitions Coordinator	Ongoing

#### 4. Fire Risk Assessment

*It is a legal requirement (Regulatory Reform (Fire Safety) Order 2005) to have a Fire Risk Assessment and to ensure that it is regularly reviewed and updated. Further details can be found [here](#)*

*The London Fire Brigade has some helpful information on fire safety in heritage and historic buildings on their [website](#).*

*Insert a copy of your Fire Risk Assessment hTBCere including the date of the assessment and the review date - 2021*

#### 5. Emergency Contacts

Phone all numbers in **red** first or their deputies if the primary contacts cannot be reached.

##### 5.1 Emergency Response Team:

Name	Role	Phone number
Chris Stephens	Emergency Coordinator (Director)	07956 609947
Spencer Hancock	Deputy Emergency Coordinator (Head of Visitor Services)	07941153953
Dean Chivers	Building Recovery Manager (Building Manager)	07580 734203
Montserrat Pis Marcos	Salvage Recovery Manager (Curator)	07856 545799
Nina Harrison Leins	Deputy Salvage Recovery Manager (Exhibitions Coordinator)	07847 369065
Emma Morris	Service Continuity Manager - Logistics	07817 287309
	Deputy Service Continuity Manager – Marketing & Communications Manager	TBC
Louise Campion	Safeguarding Lead	01225 388566 07780 009273

Other **Emergency Response Team** members who can be contacted if need be:

Name	Phone number
Vanessa Wells (PA to the Director)	07855 110645
Eleanor Hutchison (Assistant Curator)	07864683201

Anna-Louise Highley (Learning & Engagement Assistant)	07719 029131
Emily Tanner Wardle (Duty Manager)	07515 388811
Hannah Mills (Duty Manager)	07793 208383
Matthew Dennis (Duty Manager)	07972 776328

## 5.2 **Contacts for emergency services, insurance, alarm and utility companies: (Details correct August 2022)**

Business / Organisation	Contact	Phone	Mobile
Bath University Security	Control centre Richard Law - Manager	01225 385 349 01225 385 011	n/a 07966 341 344
Police	Bath Police Station	999 (Emergency) 101 (Less urgent)	n/a
Electricity	SSE	South Wales and South West England region 0800 052 0400 Western Power Distribution	n/a
Gas	Crown Gas	Customers should call: 0800 111 999	n/a
Water	Wessex Water Leakstoppers	0800 692 0692	n/a
Sewage pumps	Chris Marshall	n/a	07771 637 670
Air con., boilers	MFM Air Conditioning	0844 980 1944	n/a
Alarm systems	TSD Andy Duncan	0117 3250030	n/a 07795 416450
Smoke vents	SE Controls	01543 443 060	n/a
Passenger lift	AW Parry Lifts	01179 869 020	Out of Hours: 01179 869 020
Electrician	Paul Shackleton or Andy Coates	01761410178	07450 861884 07833 665770
Plumber	MFM or Emery of Bath	0844 980 1944 01225 462 153	0844 980 1944 Emery Out of HoursTBC T: 07825 071 270
Glazier	Roman Glass	01225 337 433	n/a

Locksmith	Bath Lock & Key	01225 835 500	0784 342 3386
Clear up contractors and general help	Andy Dykes	01179 862 528	07747 375 546
	Emery of Bath	01225 462 153	n/a
	Sparkle Cleaning (Simro Lewis)	01225 421 129	07887 942 713
Blackwall Green Insurance (Collections and Exhibitions)	Robert Hepburne-Scott Executive Director Blackwall Green	+44 (0)20 7234 4307	+44 (0)7768 237449
Marsh Commercial (Buildings and Contents)	Steven Maby Cert CII, Account Manager Marsh Commercial-Castlemead,	0117 240 2165	

### 5.3 Emergency Response Team roles

#### Emergency Co-ordinator – Chris Stephens & Spencer Hancock

- Incident co-ordinator
- Overall site manager

#### Building Recovery Manager – Dean Chivers

- Deals with the cutting edge of the incident
- Facilitates recovery in a practical sense
- Provides logistical support
- Ensures that the building is accessible and secure

#### Salvage Manager – Monserrat Pis Marcos & Nina Harrison Leins

- Stabilises the collection
- Arranges and carries out the salvage operation for the damaged items from the incident – the salvage, moving, sorting and treatment of objects.

#### Service Continuity Manager – Emma Morris (Logistics) & TBC (Communications)

- Considers the needs of people (EM)
- Controls the flow of information about the incident to interested parties including members of the public, friends of the museum and the press ()
- Tries to restore the museum’s service as soon as possible (EM)

#### Safeguarding Lead – Louise Campion

- Records information about any safeguarding incidents
- Signposts people to relevant support
- Contacts relevant support agencies when appropriate

## **Emergency Co-ordinator – Chris Stephens & Spencer Hancock**

**Role:** Incident co-ordination and overall site manager

### **Tasks:**

- Stays in the Control Point and facilitate recovery
- Coordinates response
- Liaises with the emergency services
- Liaises with governing body re closing of building
- Decides on the overall scale of response
- Decides regularity of meetings and co-ordinates flow of information
- Ensures a risk assessment is carried out and area made safe, oversees safety and care for staff and volunteers
- Arranges for necessary personnel to be contacted
- Manages communications with stakeholders
- General overview with salvage, building and service continuity operations
- Oversees health and safety
- Calls insurers
- Manages financial issues – paying for suppliers, arranging funding etc.
- Manages calling in suppliers
- Contacts other institutions for assistance (space, people, equipment, expertise)
- Keeps an incident log
- Photographs site and salvage operation

### **Building Recovery Manager – Dean Chivers**

**Role:** Deals with the cutting edge of the incident, facilitates recovery in a practical sense, providing logistical support and ensuring that the building is accessible and secure.

#### **Tasks:**

- Provides risk assessment
- Distributes PPE
- Makes salvage area accessible and safe for work as far as possible
- Comprehensive building checks
- Arranges for utilities to be switched off
- Arranges for water to be pumped out etc.
- Removes electrical items once power is turned off
- Removes wet non-collections material from affected area (carpet tiles, furniture etc.)
- Protects areas not affected but in danger with polythene sheeting
- Controls access to site – sets up a register
- Arranges generators, lighting, dehumidifiers etc.
- Provides logistical support to salvage (lifters/ shifters)
- Determines the need for external support (such as glaziers)
- Determines risk of secondary damage and takes steps to control the environment such as organising dehumidifiers (humidity should be below 60% RH if possible)
- Monitors security of objects in temporary storage areas
- Finds space for salvage, storage etc.
- Arranges security of the building during the recovery operation
- Recovery of services when safe to do so

## **Salvage Manager – Monserrat Pis Marcos & Nina Harrison Leins**

**Role:** To stabilise the collection, arrange and carry out the salvage operation for the damaged items from the incident, including salvage, moving sorting and treatment (ref. salvage advice page 49-70)

### **Tasks:**

- Set salvage schedule based on agreed priorities
- Set up treatment areas with emergency equipment
- Establish priorities per floor/ damage area and appoint coordinate teams of people to work there
- Brief all personnel on appropriate handling techniques and the do's and don'ts of salvage
- Start salvage when Building Recovery Manager has made salvage areas safe for work
- Set up
  - Salvage Team
  - Sorting Team
  - Treatment Team
- Stabilising/ Packing Team
- Organise the logistics of moving/ salvage and packing with the Building Recovery Manager
- Consider which items will be best left in-situ such as large, heavy frames and anything too fragile to move. Protect these items and provide in-situ treatment (apply principles of air-drying in affected areas)
- Determine the treatment options for damaged items based on the guidance included below (ref. page 49-70 for more information)
- Work out the best ways of suppliers and museum staff and volunteers working together
- Set up documentation procedures – keep records of object location, movement and condition using Spectrum 5.0 and the forms included in Appendix 1
- Break-out equipment required and monitor usage – establish if more is needed.
- Ensure regular breaks are taken (at least every 1.5 hours). Arrange a rota/ shift system if necessary
- Ensure that appropriate PPE is worn and that difficult tasks are shared

### **Service Continuity Manager – Emma Morris (Logistics) & Marketing Manager (Communications)**

**Role:** Considers the needs of people, to control the flow of information about the incident to pass to interested parties, including volunteers, Friends of the Museum, members of the public, stakeholders and the press. To try to restore the museum's service as soon as reasonably possible.

#### **Tasks:**

- Establish timeframe for reopening of the museum, in part or total, including power, light and sanitation (EM)
- Organise rest breaks, rest areas and refreshments for staff and volunteers. The designated rest area will be on the front or back lawn/pavilion/the Lodge if accessible. Otherwise, an alternative location will be arranged. (EM)
- COMMUNICATE! Keep people informed of developments on Twitter, Facebook, Instagram and the website, having agreed what will be said with the Emergency Coordinator. (EM)
- Issue a press statement (ref. 8 below) and be first point of contact for local media (EM)
- Use media/social media to galvanise public support, raise awareness and ask for help during the time that the museum is affected (EM)
- Arrange with BT to have the incoming telephone line diverted if necessary (EM)
- Restore basic administration – phones, receipt of post, email etc. (EM)
- Refer to information on utility companies on page 17 and 32 (EM)
- Establish an information point at the entry to the museum or put up a notice on the front door directing people to the information point (EM)
- Establish if it is possible for any areas of the museum to remain open to the public and, if so, how to restrict access to the rest of the site with barriers and hazard tape etc. (EM)
- Contact South West Museum Development to discuss possible emergency funding (EM)

## **5.4 Staff Call-out Guide**

***The Museum is committed to ensuring the safety and security of its staff and the public at all times. At no stage are members of staff or volunteers expected to put themselves in any danger arising from such an emergency.***

The member of staff on call-out duty will be alerted automatically when either the intruder or fire alarm is activated  
Bath University Security will also have been notified

#### **If you are the first on the scene**

- Is there any obvious sign of fire or an intruder?

- If 'yes', then call the fire brigade and/or police as appropriate
- If 'no', then await Bath University Security before entering the building to investigate

Make an initial assessment of the incident:

- What has happened?
- What damage has been done?
- Who is on site?
- Who has been contacted?

This information will help to decide which other members of staff should be notified.

If the alarm heralds a major incident that warrants other staff being called in for assistance, ask them to make their way to the meeting point and make themselves known to the senior staff member present.

Suggest that they bring with them:

- Money & ID
- Keys and mobile phone
- Warm clothes and stout shoes
- Wellington boots and waterproofs
- Useful equipment like torches
- Glasses rather than contact lenses
- Flask and food

**Do not** talk to the press on arrival.

#### **If others have arrived before you**

- Speak to the first responder for update
- Establish a control point – a specific location where someone can be posted to collate and distribute information as it arises
- Make themselves known to the Emergency Services if present
- Locate emergency kit and plan
- Ascertain which areas of the museum are affected
- Priority objects are listed in the Collections Salvage list below – this should be discussed with the Emergency Services if the situation has escalated
- Determine when access will be possible – a site tour will need to be conducted as soon as the area has been made safe

#### **When access is possible**

- Nominated staff members should conduct a site tour and use the *Incident Assessment Form* to record damage
- When the assessment has been completed, a salvage strategy should be agreed and an action plan formed.
- Staff involved in salvage work should be given a checklist of tasks
- Resources required for these tasks should be identified and supplied as appropriate

The senior staff member present should:

- Establish a communications plan for regular meetings with the other team members
- Ensure the building and areas to be salvaged are made safe and accessible
- Following consultation with a conservator, determine the way in which the collections should be salvaged

## **6. First Aiders**

The following people are the museum's designated First Aiders and have undertaken basic first aid training:

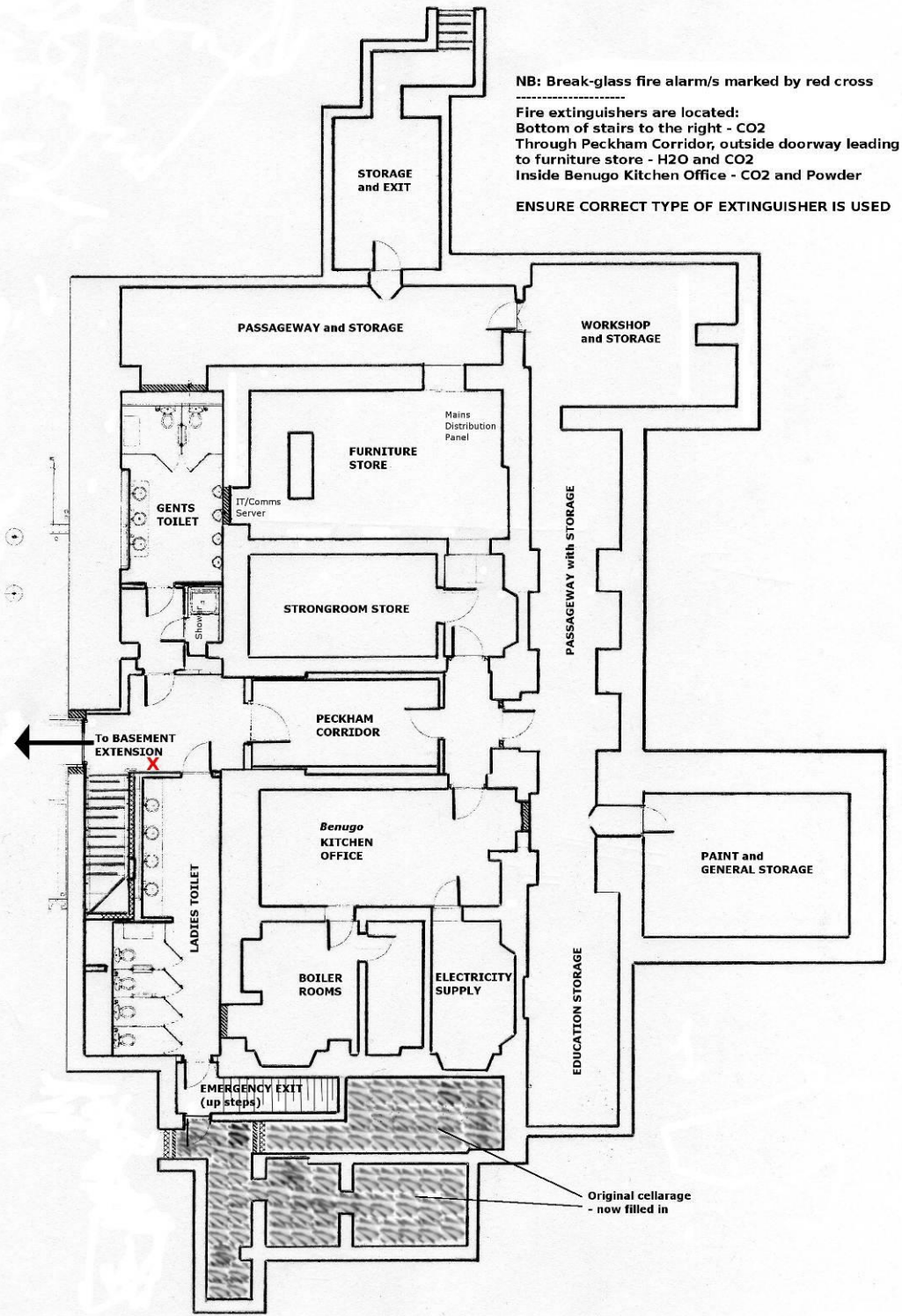
- Spencer Hancock
- Hannah Mills
- Emily Tanner-Wardle
- Matthew Dennis

A basic first-aid kit is located in Reception. Allow the person requiring treatment, or their guardian, to administer the contents of the kit themselves as appropriate. Staff must not provide any 'medical' service that involves prescribing, as in some cases it may result in an allergic reaction.

## 7 Plans of the museum premises and grounds



**BASEMENT - ORIGINAL BUILDING**



NB: Break-glass fire alarm/s marked by red cross

Fire extinguishers are located:  
 Bottom of stairs to the right - CO2  
 Through Peckham Corridor, outside doorway leading to furniture store - H2O and CO2  
 Inside Benugo Kitchen Office - CO2 and Powder

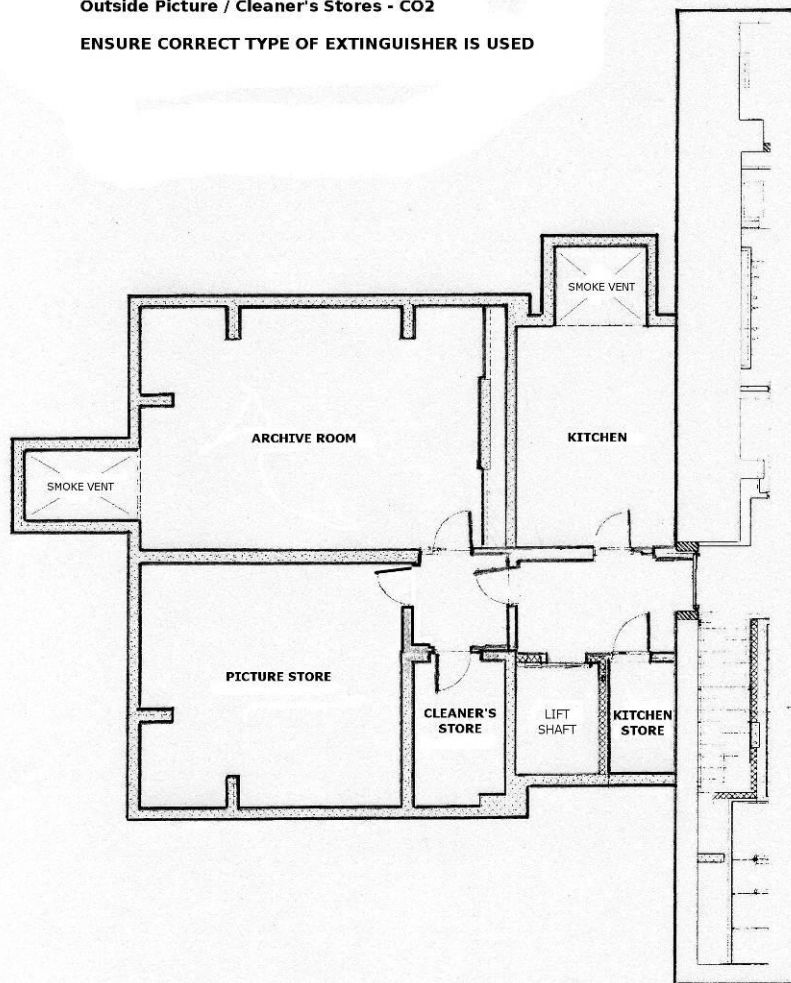
ENSURE CORRECT TYPE OF EXTINGUISHER IS USED

**BASEMENT - EXTENSION**

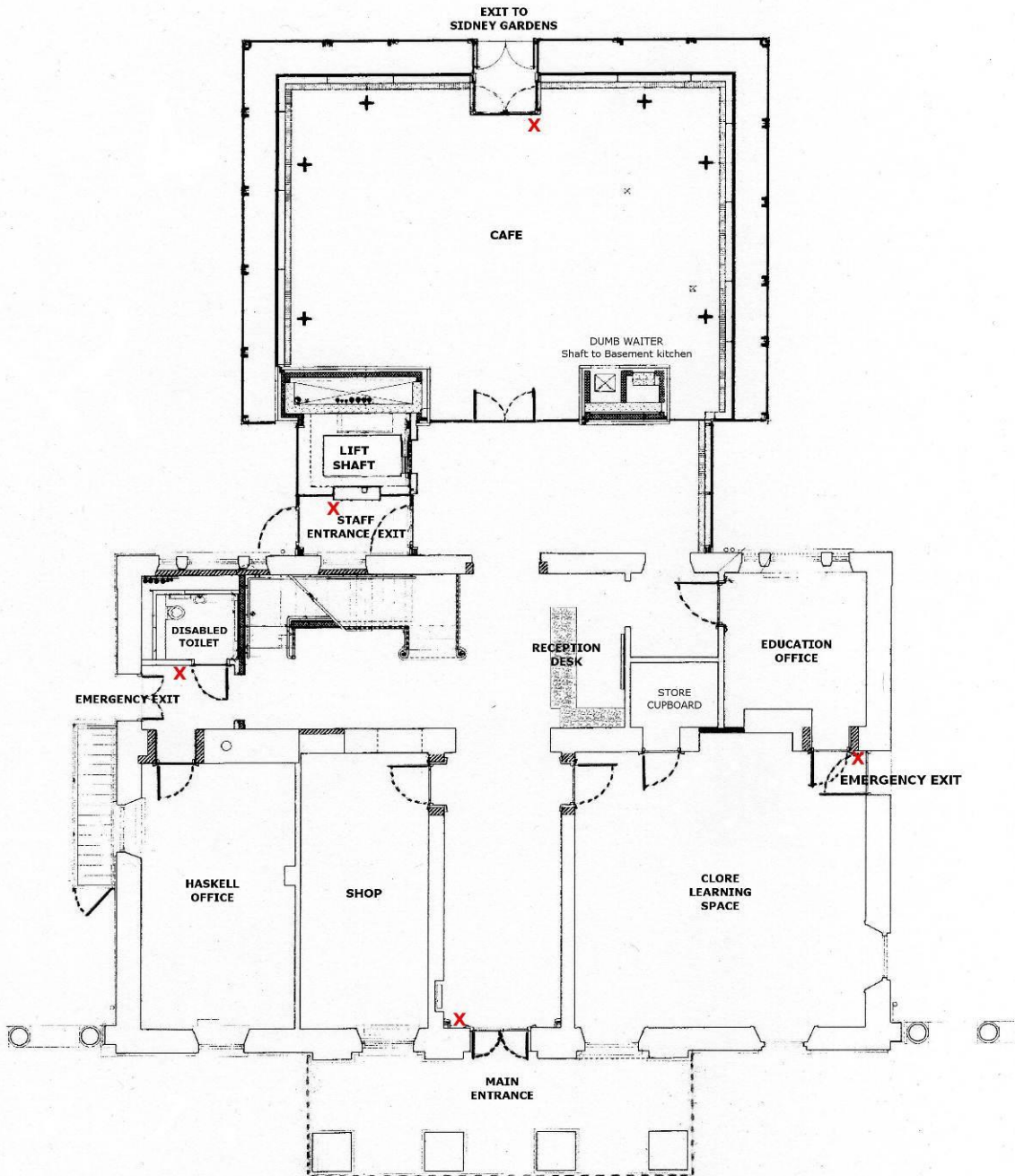
**NB: Break-glass fire alarm/s marked by red cross - nearest is to the right at the bottom of the stairs**

**Fire extinguisher is located:  
Outside Picture / Cleaner's Stores - CO2**

**ENSURE CORRECT TYPE OF EXTINGUISHER IS USED**



**GROUND FLOOR**

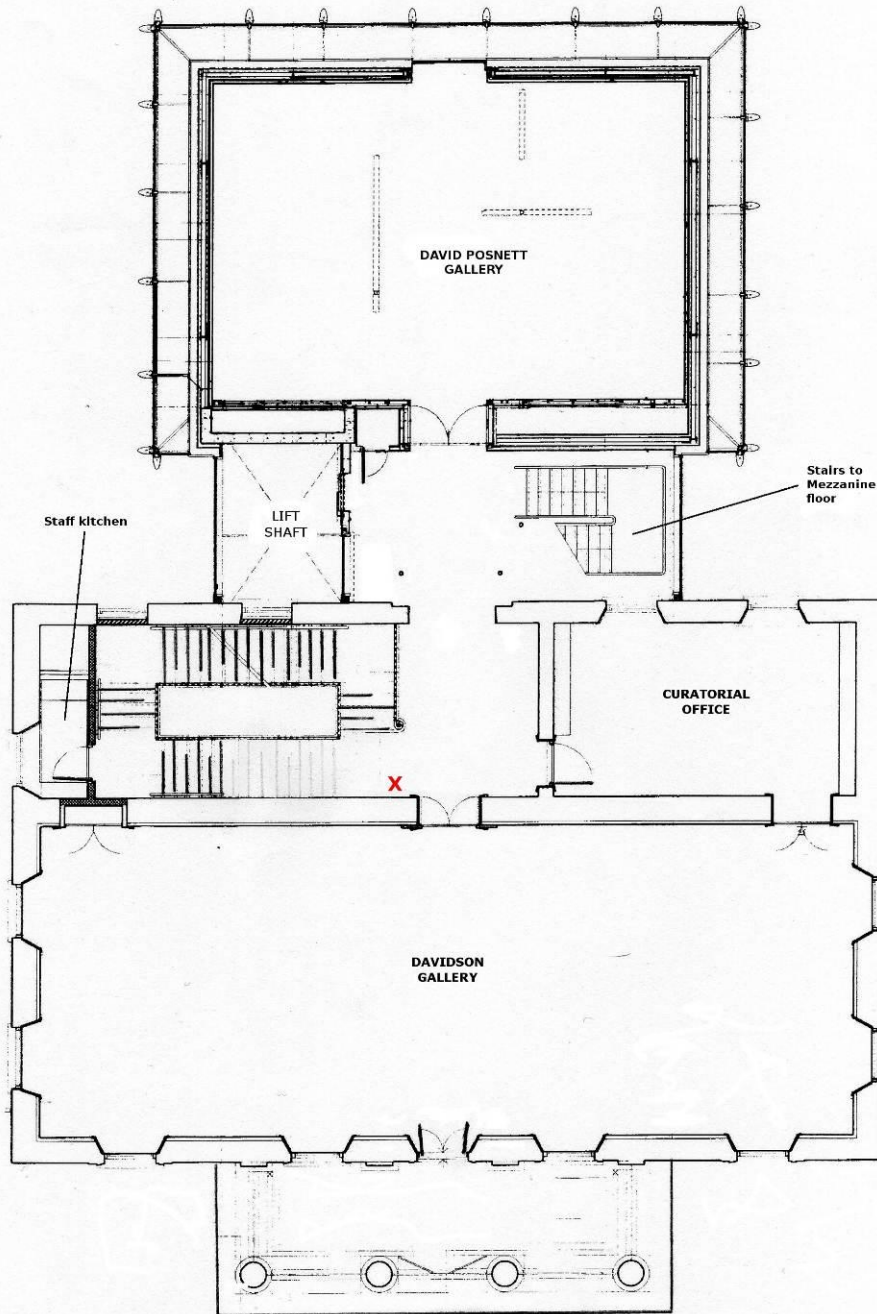


**NB: Break-glass fire alarm/s marked by red cross**

Fire extinguishers are located:  
 Exit to Sydney Gardens from cafe - H2O  
 Emergency exit by disabled toilet - H2O and CO2  
 Reception desk - H2O  
 Exit from Clore Learning Space - H2O  
 Shop wall by Main Entrance - H2O

**ENSURE CORRECT TYPE OF EXTINGUISHER IS USED**

**FIRST FLOOR**

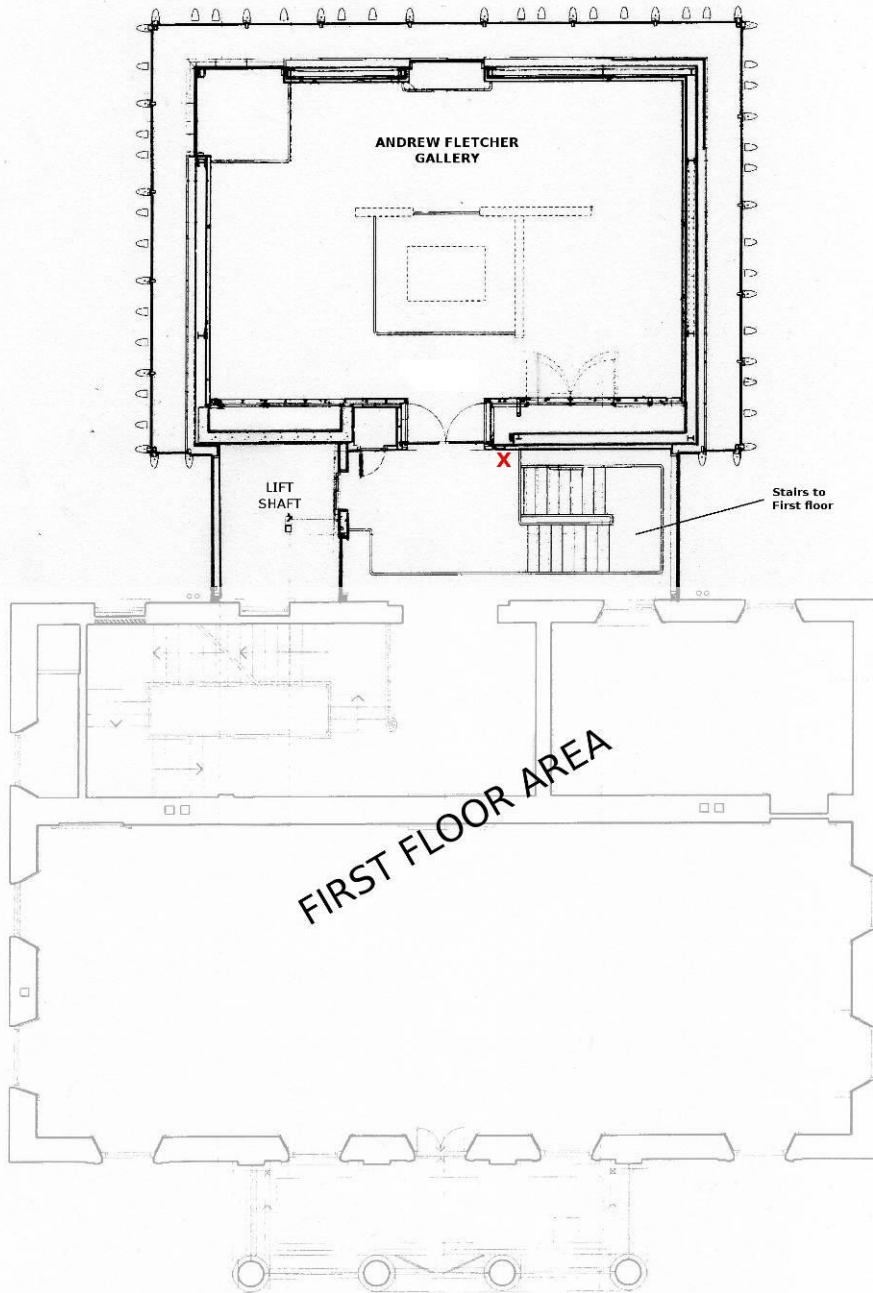


**NB: Break-glass fire alarm/s marked by red cross**

Fire extinguishers are located:  
Entrance to Davidson Gallery - CO2  
Outside Curatorial Office on wall leading to new extension - H2O

**ENSURE CORRECT TYPE OF EXTINGUISHER IS USED**

**MEZZANINE FLOOR**

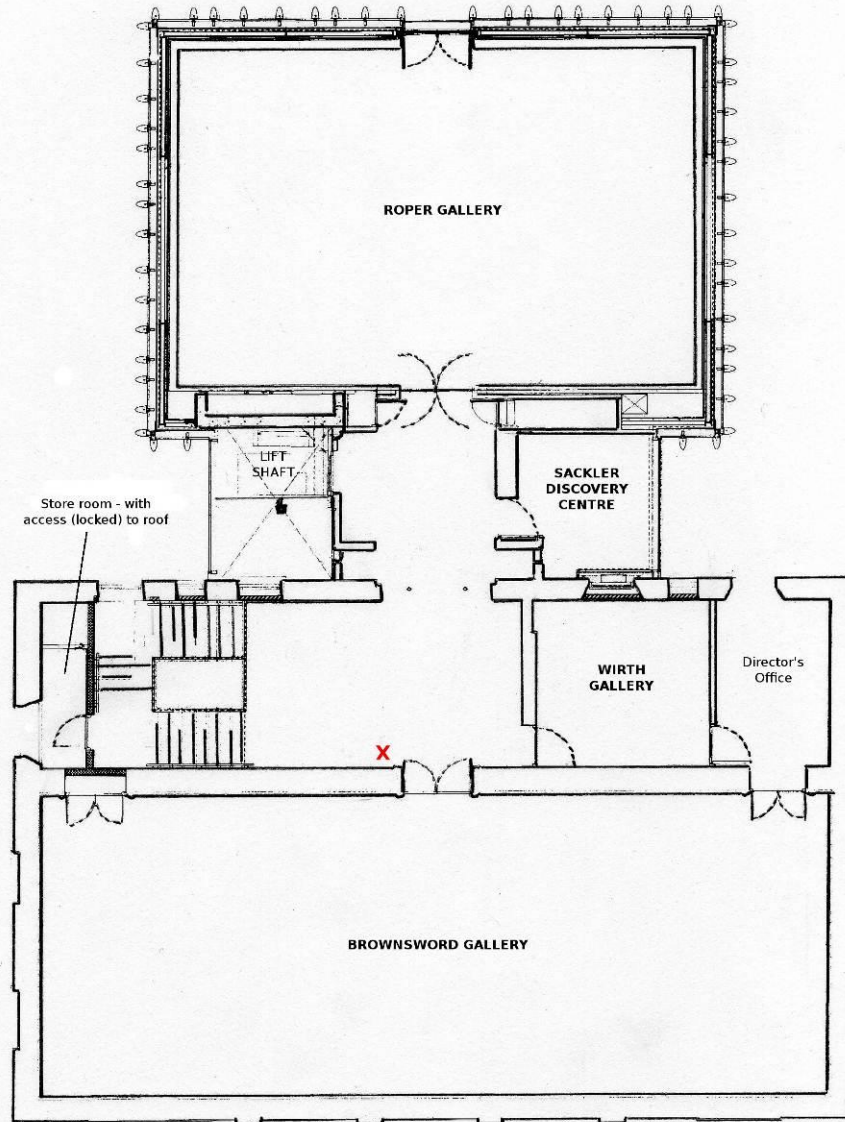


**NB: Break-glass fire alarm/s marked by a red cross**

**Fire extinguishers are located:  
Entrance to the Andrew Fletcher Gallery - H2O**

**ENSURE CORRECT TYPE OF EXTINGUISHER IS USED**

**SECOND FLOOR**



**NB: Break-glass fire alarm/s marked by red cross**

**Fire extinguishers are located:**  
Top of stairs, entrance to Brownsword Gallery - CO2  
Outside lift, entrance to Roper Gallery - H2O

**ENSURE CORRECT TYPE OF EXTINGUISHER IS USED**

## **7.2 Services Information**

### **Electricity**

Power isolation is located in the furniture store in the basement. Go through the door and past the strongroom entrance on the left. The power switches are on the right – a large panel and clearly marked.

Cables run from here through to the distribution panels in one of the rooms located through Grayson's storeroom. It is the left-hand room.

### **Gas**

Gas is used in the museum for the central heating system, and also in the kitchen for cooking. The gas supply in the building is centred in the boiler-room, which is located through Grayson's storeroom. It is to the right of the electrical distribution room. The meter is in the car park, with a master shut off.

### **Fire detection**

The alarm system is sensitive to both smoke and heat. When the level of either is high enough to trigger the alarm, a message is sent down the BT telephone line to the alarm company. At the same time, a *Red Care* mobile link is activated and this notifies the control centre. Cross-linking the alarm in this way helps to avoid the risk of unnecessary call-outs for the fire brigade.

In addition, each system is able to alert its control desk in the event of the partner system developing a fault.

The kitchen in the basement, opposite the lift, has its own fire suppression system installed.

### **Smoke vents**

There are two smoke vents in the basement. One is in the kitchen, and the other is next door to it in the Archive room. In both rooms, you can see the large grills in the wall. In the kitchen, it is the end wall opposite the door, and in the Archive, it is through the racking to the left as you go through the door. These grills are both locked for security purposes and are not escape routes. However, they may be broken open by the fire brigade to clear smoke from the basement.

## **8 What to do in case of...**

These procedures should be treated as a guide. Circumstances may dictate some adjustment, but they should at least be followed in principle.

### **8.1 Accident/illness**

1. Call Duty Manager / Head of Visitor Services (first aiders), and call ambulance (dial 999) if appropriate. There is a first aid kit in Reception
2. DO NOT administer any tablets such as paracetamol, ibuprofen, etc. The patient may need to self-administer their own drugs in some circumstances
3. Record any information that may help to explain the circumstances surrounding the event. This information may be required at a later date should the occurrence become serious
4. Photograph any objects or equipment that may have been involved in the incident prior to moving
5. Log the information in the Accident Book

### **8.2 A Fall on the Staircase**

Instances of accident or illness (See 4.1) can take many different forms; however, a fall on the staircase is being dealt with specifically. It is a type of accident that has a real possibility of occurring in any building that has members of the public, of varying ages and fitness, traversing up and down a flight of steps.

1. Is the patient conscious? If so, is he/she lucid? If the answer to either of these questions is 'No', or if they are in pain, then immediately call an ambulance (dial 9 999).  
If 'Yes', go to point 8.
2. Call Duty Manager / Head of Visitor Services (first aiders)
3. Unless the patient is able to stand without further problem, they should not be moved until the ambulance arrives
4. Position member of staff / steward on the floor above the accident, and another on the floor below to ask visitors to use the lift and apologise for the inconvenience
5. A first aider (preferably) should remain with the patient until the ambulance arrives – ensure that any sudden movement will not cause further injury
6. Record any information that may help to explain the circumstances surrounding the event. This information may be required at a later date should the occurrence become more serious
7. Log the information in the Accident Book

Note that under certain circumstances, cleaning measures may be necessary before allowing visitors access to the affected area.

If the patient is conscious and feels able to stand:

8. Suggest that they sit down for a while to ensure recovery
9. Inform the Duty Manager / Head of Visitor Services
10. Either stay with the patient, or nearby if they have a companion. Do not offer anything to drink in case of requiring medical attention later (head injuries are not always immediately apparent)

11. Record any information that may help to explain the circumstances surrounding the event. This information may be required at a later date should the occurrence become more serious
12. Log the information in the Accident Book

### **8.3 Theft or Burglary**

1. Call the Duty Manager, Director, Exhibitions Coordinator and Curator
2. Call the Police (University of Bath Security will have been automatically alerted if the intruder alarm has activated)
3. Barricade the area as appropriate for the extent of the crime. Depending on it being an 'opportunist' theft or an overnight burglary, may dictate whether the Museum should remain closed
4. Notify the Chairman of the Board
5. Curatorial staff should identify the missing item(s), but should avoid entering the area until the police have given the go-ahead
6. Once the police are satisfied that the crime scene has been investigated, follow 4.5 *Security Risk* procedure as necessary

### **8.4 Personal Theft from Individuals or Cars**

A visitor may report the theft of a personal possession whilst in the Museum, or from a car in the car park.

1. Ascertain exactly what has gone missing, and when it was last seen
2. Record the visitor's name, address and telephone number
3. Call the Duty Manager
4. If unresolved, call the police (999)

### **8.5 Assault or abusive behaviour**

1. This could include threats, derogatory remarks, excessive foul language, drunkenness, theft, as well as physical assault
2. Call Duty Manager / Head of Visitor Services
3. Restrict access to the affected area
4. The visitor should be given a verbal warning as to the unacceptable nature of their behaviour (If this is likely to risk inflaming the situation, call the police using 999)
5. If behaviour is not amended, the visitor should be asked to leave
6. If they continue to be a threat, call the police using 999
7. Await the arrival of police for the physical removal of the person

#### **Do not engage in physical contact**

If the incident escalates to violence against an individual:

8. Call Duty Manager / Head of Visitor Services (first aiders)
9. Call the police, and ambulance if necessary using 999
10. Ask any witnesses for contact details
11. Immediately write down the circumstances as you understand them for future reference

## 12. Notify the Director

If you are subjected to threats as part of an attempted theft, comply with the demands as necessary. If possible, try to observe anything that may help to identify the perpetrator(s) to the police later. You are NOT expected to put yourself at risk.

### 8.6 Security Risk (e.g. broken window or door)

A door being broken down would most likely be as a result of a burglary attempt. A broken window in the original part of the building could be for a number of reasons. Note that the modern glass in the new extension is extremely strong, and unlikely to be broken without being subjected to extreme conditions.

We have an arrangement with Roman Glass to make emergency repairs to doors and windows, and they may be contacted twenty-four-hours-a-day.

1. Identify the cause of the problem
2. Take steps to minimise the threat to security. Be aware of any risk of injury to others, and cordon off the area
3. Follow any other procedures that may be appropriate (e.g. 4.3 *Theft or Burglary*)

### 8.7 Missing Person

1. Call the Head of Visitor Services and/or Duty Manager for assistance
2. Take a description of the missing person and visit each gallery – and the café. Ask stewards and other staff about recent visitors who may fit the description
3. The PA system at front desk may help to locate an adult
4. An appropriate member of staff should investigate the toilets, and other areas such as the Peckham Corridor where a child may have got lost
5. If no-one is found in the building, an available member of staff should walk around the grounds
6. We CANNOT be responsible for missing people wandering into Sydney Gardens, or along the public roads, although we should be prepared to offer any reasonable assistance
7. If necessary, the police should be called

### 8.8 Vandalism

1. If you witness the event taking place, shout at the offender to stop, but DO NOT risk personal intervention. If possible, use radio to call for help
2. Take a full description of the offender(s), i.e. physical attributes, clothing, any names used, accent, etc
3. Inform the Duty Manager, Director, and the appropriate Curator as soon as possible
4. Senior staff member present to call the police
5. Ask any witnesses for their contact details
6. Notify the Chairman of the Board
7. Take photographs of the damage for evidence
8. Place a barrier around the affected area and instruct steward to keep visitors from getting too close

9. In the absence of a Curator, or knowledge of an appropriate conservator, refer to *Outside assistance* and contact the Conservation Development Officer to ask for advice on how to proceed

## 8.9 Gas Leak

Gas is used in the museum for the central heating system, and in the kitchen for cooking. If anyone reports a smell of gas, it should be investigated immediately.

1. Duty Manager should go to the area where the smell has been reported
2. If no smell of gas can be detected, ask another member of staff or a volunteer for their opinion
3. If they cannot detect gas either, record the facts in the diary along with the time and the checks made

If gas can be smelt, it is probably coming from either the kitchen, or the central heating boilers in the basement:

1. If a strong smell of gas can be detected, isolate the gas supply. This is the green vented box in the car park, next to the waste bins
2. Initiate an evacuation of the building. This is unlikely to be a problem if the smell is permeating throughout the building – but keep it low-key to avoid panic.

Gas is a potentially serious hazard. Whilst its severity could possibly be judged by the strength of the smell, the decision to evacuate and call the fire brigade will have to be made by the Duty Manager/Head of Visitor Services at the time. Unless the smell is so strong that it is deemed unsafe to do so:

3. Go to the basement kitchen, opposite the lift
4. Look through the glass door to see if people are still working. If so, go in and ask if they are aware of the situation
5. If no-one can be seen, open the door carefully and investigate
6. If the kitchen is not the source, then the Duty Manager should proceed to the Graysons office through the fire doors in the basement
7. The boiler room is through the right-hand door opposite the entrance to the office
8. Call the gas National Grid in the *Contractor's Numbers* list for advice, and to repair the cause of the problem
9. Notify any *First Contacts* staff not in the building (contact details in separate document)

## 8.10 Fire

On discovery of a fire during working hours, activate the nearest 'break glass' alarm box. Do not rely on the alarm system to detect it before you take action.

Once activated, the alarm will sound and the fire doors (normally held open) will close automatically. In reception, two fire curtains will lower from the ceiling to the floor.

1. Duty Manager / Head of Visitor Services dial 999 and go to ground floor
2. Front doors held open (fire exit)
3. Café doors held open (fire exit)
4. Side fire door open (fire exit)
5. Stewards must clear each gallery space of visitors and ask them to move down the main stairwell to the ground floor and the fire exits

6. Duty Manager / Head of Visitor Services to check the basement. Specifically, the toilets, kitchen, and storerooms, **without taking unnecessary risk**
7. Staff should be checked off the day's staff list/in/out board as they leave the premises
8. If any floor has a disabled visitor, a steward must accompany them in the lift and radio contact must be made to the ground floor to inform staff

**Note: The lift is designated as safe to use in an emergency, having dual power supplies and four-hour fire resistance**

9. The shop volunteer must go to the portico and direct all visitors to the muster point (Car Park)
10. Duty Manager / Head of Visitor Services to control ground floor crowds to ensure they all leave through fire exits safely and efficiently
11. Stewards must radio the Duty Manager / Head of Visitor Services on ground floor to inform them their floor is clear
12. Once the Second, First and Mezzanine floors are clear the stewards should make their way to the front desk reception and report to the Duty Manager / Head of Visitor Services
13. Once all stewards and front-of-house staff are accounted for, they should all leave the building together and assemble in the car park/assembly point

### **8.11 Flood/ Water leak**

Sewage pumps under the floor in the cleaner's cupboard next to the Picture Store have an overflow tank. Alarms will sound if this tank fills above about 75%. This allows around four hours before flooding will occur – this will first be seen rising in the cleaner's sink.

1. Find the panel on the wall to the left of the door and turn the two pump switches to manual
2. Duty Manager should refer to *Contractor's Numbers* list and call assistance as necessary

**Always be aware of the danger of standing water if electrical equipment is in the vicinity, due to the risk of electrocution.**

If 'clean' floodwater is found with no immediately obvious source, inform the Duty Manager. Is the flood coming from above? If so, it may be an air-conditioning unit. Try and work out what is happening on the floor immediately above, as this may give a clue to the source of the problem.

1. Call plumber - or air-conditioning engineer if appropriate
2. Assess level of risk to stored objects
3. If appropriate, inform Curator about the situation and ask for guidance on moving objects
4. Position warning signs to avoid danger of injury through slippage

### **8.12 Storm damage**

1. Inform the Duty Manager
2. Notify the Director and Curatorial staff
3. Is the cause of the damage obvious? Has the storm merely dislodged roof tiles, or has a falling tree damaged the integrity of the building?

4. Ascertain the extent of the damage to the best of your abilities (remember that localised internal damage may be indicative of more widespread dangers in external structures)
5. Depending on the nature of the situation, the Duty Manager may elect to call the fire brigade or police. In this event, leave the building and do not re-enter until told it is safe to do so by the senior emergency services officer
6. If the extent of the damage is limited to a small area, cleaning up and other salvage measures may be taken using the emergency kit (Tea House)
7. Extensive damage will entail help from specialists found in *Contractor's Numbers*, although emergency 'first aid' may still be carried out using the kit

### 8.13 Bomb Threat

1. Inform the Duty Manager, Head of Visitor Services, Director, and Curatorial staff
2. Call the police
3. If advised to evacuate the building, sound the fire alarm by activating the nearest 'break glass' alarm box. Once activated, the alarm will sound and the fire doors (normally held open) will close automatically. In reception, two fire curtains will lower from the ceiling to the floor
4. Follow the established evacuation procedure, that is:
  - a. Duty Manager / Head of Visitor Services dial 999 and go to ground floor
  - b. Front doors held open (fire exit)
  - c. Café doors held open (fire exit)
  - d. Side fire door open (fire exit)
  - e. Stewards must clear each gallery space of visitors and ask them to move down the main stairwell to the ground floor and the fire exits
  - f. Duty Manager / Head of Visitor Services to check the basement. Specifically, the toilets, kitchen, and storerooms, **without taking unnecessary risk**
  - g. Staff should be checked off the day's staff list as they leave the premises
  - h. If any floor has a disabled visitor, a steward must accompany them in the lift and radio contact must be made to the ground floor to inform staff

**Note: The lift is designated as safe to use in an emergency, having dual power supplies and four-hour fire resistance**

- i. The shop volunteer must go to the portico and direct all visitors to the muster point (Car Park)
- j. Duty Manager / Head of Visitor Services to control ground floor crowds to ensure they all leave through fire exits safely and efficiently
- k. Stewards must radio the Duty Manager / Head of Visitor Services on ground floor to inform them their floor is clear
- l. Once the Second, First and Mezzanine floors are clear the stewards should make their way to the front desk reception and report to the Duty Manager / Head of Visitor Services
- m. Once all stewards and front-of-house staff are accounted for, they should all leave the building together
- n. Await the emergency services and follow their instructions

### 8.14 Pest Infestation

1. Inform the Curator, Assistant Curator, Exhibitions Coordinator, Facilities Manager and IPM internal coordinator (if different from any of the above).
2. Ascertain the extent of the damage/infestation to the best of your abilities.
3. Document the damage/infestation: take photographs of the affected areas/objects and record the type of pest, population, potential entry and exit routes, etc. Do not engage with the pest yourself.
4. Pack and isolate the infested/damaged objects to avoid the spread of the infestation. Do not attempt to remove objects by yourself without discussing this with the Curatorial staff and/or the Exhibitions Coordinator, who will assess whether the object is safe to be moved and will advise on where it can be safely quarantined.

5. Inspect the spaces where the infestation was discovered: close windows, watch out for cracks and cavities where pests might nest/enter, check whether any storage/display equipment requires sealing to ensure the collection's safety.
6. Seek specialist advice on how to treat the infested object.

## 9. Preparedness press statement and key contact information

Prepared press statement only to be issued with the authorisation of the Emergency Coordinator and only to be made by the Service Continuity Manager. All press queries to be directed to them.

“An INSERT INCIDENT occurred at the Holburne Museum at around INSERT TIME on INSERT DATE.

The INSERT EMERGENCY SERVICE attended the scene quickly and are currently INSERT CURRENT DETAILS.

Our Emergency Plan has been activated and the museum is currently closed. We will update with more details as we have them.”

Contact: Emma Morris, Service Continuity Manager (Communications) (07768 288270)

Social media/website statement:

*“The museum team is currently managing an emergency situation on-site; therefore the museum is temporarily closed. We will be resuming business as usual as soon as possible. Thank you for your patience.”*

### List of local media and contact details:

Local newspapers	BBC Bristol Newsroom 0117 974 6878
Local radio	BBC Bristol Newsdesk radio.bristol@bbc.co.uk
Local television news	pointswest@bbc.co.uk
Other	news@bathecho.co.uk  newsdesk@westgaz.co.uk  news@bathchron.co.uk

## 10. Salvaging Objects

### 10.1 PRIORITY OBJECTS

These items must be salvaged as a matter of urgency. Their presence is indicated by a circular transparent sticker with an outline of the Holburne façade in black stuck to the bottom right of the object label (if on display) or in the proximity of the item (if in storage). Further information about these objects can be found on the following Priority Object Grab Sheets including photographs, dimensions, object first aid requirement, tips for removal (number of people required, fixings etc.) and a plan of their location. The priority objects list is based on the template below. Please refer to Appendix 1.

Object type	Object description	Floor	Location

### 10.2 Other Objects

After the rescue of priority objects, other items should be salvaged on the basis of how badly damaged they are and how quickly they are likely to develop mould. The salvage strategy will be developed by the **Emergency Coordinator** and the **Salvage Manager** based on the type and scale of the incident.

## 11. Priority Object Grab Sheets

Please refer to Appendix 1.

## 12 Risk Assessment Form for Emergency Situation

### TEMPLATE A

This form should be completed by the Emergency Coordinator and/ or the Building Recovery Manager before beginning the salvage operation. It may be conducted verbally and then written up immediately afterwards, as salvage begins. Salvage should not begin until adequate safeguards against hazards have been put in place. This form should be reviewed by 2027 and retained.

Work area and/or activity	
Date	
Person(s) responsible for this assessment	
Reason for this risk assessment	Salvage after Fire Salvage after water-damage Salvage after explosion Other (specify)
Recommended review date	

### 1. Hazard Category

Select the most appropriate category for the activity you have identified.

Manual handling		Falling debris		Poor lighting	
Fall from height		Hazardous substance		Contaminated water	
Slip/ fall		Mould spores		Airborne particulates	
Water on floor		Broken glass, sharp edges		Live electricity	
Others ( <i>please specify</i> )					

**2. Who is at risk?**

Identify the people who are at risk from this hazard (e.g. employees, lone workers, visitors, workers other than employees, general public and volunteers. Identify and particularly vulnerable groups; such as workers with bad backs or conditions such as asthma).

**3. Risk Assessment**

Assess the level of risk – multiply the probability of each hazard to cause harm by the worst possible severity of injury/ damage. Action will be required for results of 2 or higher e.g. cuts from broken glass = probability 1 x severity 3 = 3

Existing control measures – what controls have been implemented to mitigate hazards?

Are these control measures adequate to contain hazards yes/ no (*delete as appropriate*). If you answered 'no', what additional controls are required to control the hazard/s?

Signature .....

Date.....

**TEMPLATE B**

This form should be completed by the Emergency Coordinator and/ or the Building Recovery Manager before beginning the salvage operation. It may be conducted verbally and then written up immediately afterwards, as salvage begins. Salvage should not begin until adequate safeguards against hazards have been put in place. This form should be reviewed by 2027 and retained.

**Emergency risk assessment**

Completed by:  
Date:

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done



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## 14 Incident Assessment Form

This form should be completed by the Emergency Coordinator and/ or the Building Recovery Manager as soon as possible after the incident has occurred.

What is the nature of the damage? (Fire/ smoke, water, sewage, vandalism, other)	
When did the incident happen?	
Which areas are affected?  Check entire building	
What types of object are affected?  Are priority items involved?	
What are the environmental conditions?	
What possible health and safety issues are present?	
How much material is affected?  Number of boxes/ metres of shelving etc.	
How extensively has water penetrated into cabinets/ boxes?	
Is there power/ water/ heat?	

Is our emergency kit accessible?	
Are any areas of the building in a condition to open?	

## 15. Salvage

The aim of the salvage operation is to recover collections, furniture and equipment from the affected areas; take them to a pre-arranged 'salvage recovery area' and provide conservation and treatment for damaged materials. Salvage can usually only begin once the emergency services have given museum staff and volunteers permission to re-enter the building.

In the event of an emergency, the area that would be used for placing and treating salvaged collections would be, as appropriate:

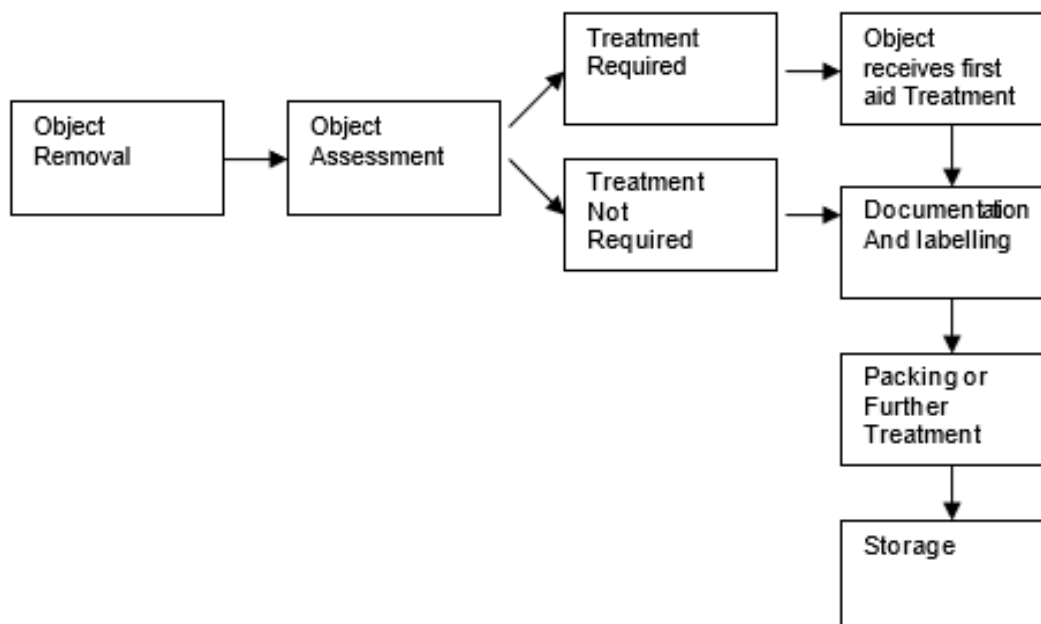
- The Clore
- Front/back lawn
- The Lodge
- The Pavilion

If the museum was to be closed for a considerable period of time and the collections needed to be stored off-site long-term then temporary storage would be arranged with a fine art transport company.

### 15.1 Documentation

During salvage operations it is essential to keep track of all objects and to ensure they remain secure. Documentation is therefore important but should not delay removal or first aid treatment of objects.

As soon as practical a person or persons should be appointed to undertake documentation following the steps in the flow chart below.



### 15.2 Priority Objects

The highest priority objects were identified in Appendix 1 and each has an individual Priority Object Grab Sheet [Appendix 1] which must stay in the vicinity of the object;

the movement of these objects should be recorded on the 'Inventory of Salvaged Objects' sheet.

### **15.3 Other Objects**

After removal and documentation of priority objects, the 'Inventory of Salvaged Objects' sheet can also be used to record what other objects have been removed, where they have been stored and/or if they have been sent for further treatment.

### **15.4 Labelling Objects**

Identification labels with the object's reference number should be attached to larger items of, in the case of items crated, the number of items in the crate; their reference numbers and the room they were salvaged from. Attach labels to objects by tying on with cotton tape. NEVER attach adhesive stickers directly to an object

### **15.5 Security**

Decide what security measures are needed at the earliest opportunity. The immediate salvage scene is likely to be chaotic and is the most vulnerable to opportunist theft.

Wherever possible choose a salvage area that has the following features:

Accessible from the scene

- Naturally occurring boundaries e.g. fences or walls
- Is easily overlooked
- Is away from footpaths
- Is away from planting or other features that might allow a thief to approach unseen

Taping off a secure area with only one entry point, to deposit removed objects, will help identify interlopers. Anybody not known or easily identifiable and any suspicious activity should be challenged.

The further movement of objects to a triage and treatment/packing area can be more easily controlled and all persons working in these areas should be reminded of their security responsibility by the Curator.

If there are sufficient people, one should be appointed to supervise the secure salvage area and help ensure security.

Staff should also be alert to the possibility of people entering the building, particularly if there are some parts unaffected by the incident but have un-secured entrances.

If objects are to be transported, they need to be logged on at the site and off at their destination using an appropriate member of staff, volunteer or trustee.

High value priority objects may need to be accompanied during transport and the security of the storage facility should be assessed before entrusting the objects to a third party.

## **15.6 Salvage Kit**

The museum's salvage kit is located in the basement outside the cleaner's store. This is the green and red wheeled trolley, and its two boxes contain the following items:

### Protection for the Emergency Response Team

#### **Top box**

- 2x Goggles for dust and liquids
- 2x Hi-Visibility Vests
- 2prs Rubber over Boots – 1 each medium and large
- 2x Ponchos (re-usable)
- Disposable Aprons (pack 100)
- 2x Dust masks for fine toxic dust and aqueous mists
- 2prs Tough work gloves – 1 each medium and large
- White cotton gloves (pack 12 – large)

#### **Bottom box**

- 2x Tyvek protection Hooded Suits – 1 each medium and large

### Clean-Up Items

#### **Top box**

- Mop – high water absorption
- Broom
- Handle
- 2x High Absorbing sponges
- Dustpan & Brush
- 2x Smoke sponges
- Zipper Bags (50 x A4)
- Absorbent Cloths (pack 10)
- 2x Pel Cloths micro-fibre
- Bucket with Wringer

### Preparing Damage Survey

#### **Top box**

- Clipboard, lined pad & 2x pencils
- 'Rite in Rain' waterproof notebook
- 2x Permanent marker pens
- Tyvek waterproof labels (pack 50)
- Accident camera kit

### Illumination

#### **Top box**

- Windup Torch
- Head Lamp
- 5x Safety light sticks (12hr)

## Deflecting & Absorbing Water

### **Bottom box**

- Tarpaulin Sheet with tying eyelets
- 10x Absorbent Strips (60cm tear-off)
- 4x Absorbent water barricade cushions (20 litre absorption each)
- 4x Water Absorbent Booms

## Other Useful Items

### **Top box**

- Red/white Barrier tape (70mm x 50 metre roll)
- Utility knife
- Duck tape (48mm x 50 metre roll)
- Nylon strong cord (3.2mm x 14.6 metre)

### **Bottom box**

13 5x Heavy duty rubbish or recovery bags

Further salvage equipment and materials will be purchased or borrowed at the time of the emergency

## **16. Local facilities and sources of equipment.**

### **Freezing facility (cold store)**

English Heritage  
Bristol Museum & Art Gallery  
Birmingham Museum & Art Gallery

### **Van/truck hire**

Me & my van: <http://meandmyvanbath.com/>  
01225 33 33 33

### **Dustbins/ plastic crates/ trays/ binbags**

Sainsbury's  
Morrison's

### **Tarpaulins & plastic sheeting (heavy builders grade)**

Screwfix

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**Wooden pallets**

Travis Perkins
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**Portable generators**

Speedy Hire
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**Emergency lighting systems/ heavy duty extension cables**

Speedy Hire
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**Pumps**

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**Wet and dry vacuum cleaners**

Harwell Restoration Services
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**Heaters**

Speedy Hire
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**Dehumidifiers**

Harwell Restoration Services Supermarkets
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**Other tools/ plant**

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**Council depots**

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**Emergency sorting/salvage area**

**Temporary storage area**

Crown Fine Art – 01367 820713 or 020 7732 7610  
They can also supply transport facilities

**17. National salvage suppliers and contacts**

Name	What they can provide	Who to contact
Harwell Restoration Services	24/7 Specialist Disaster Recovery Support; Priority Emergency site attendance for collections salvage	<p>Hotline numbers: 0800 019 9990 +44 1235 434373</p> <p>Emma Dadson Key Account Director <a href="mailto:emma.dadson@harwellrestoration.co.uk">emma.dadson@harwellrestoration.co.uk</a></p> <p>If you need immediate assistance out of office hours is to answer to the first question ('Do you require emergency assistance?') with "yes". Either way, yes or no, your details will be taken, but if you say yes a call cascade will be generated; if you say no, an email will be sent instead.</p>
Artworks of Abergavenny	Art handling, installation/de-installation, and transport	John Paul Black 07738 715623
Conservation Development Officer	Advice about conservation problems. Site visit. Liaising with other organisations	Helena Jaeschke RAMM, Exeter phone: 01392 665951 mobile: 0773 253 4115 <a href="mailto:helena.jaeschke@exeter.gov.uk">helena.jaeschke@exeter.gov.uk</a>
Museum Development Officer	Second-phase advice, and contact with other museums	Alex Gibson Bristol Museum & Art Gallery, Queens Road, Bristol, BS8 1RL mobile: <u>07887451759</u> <a href="mailto:Alex.gibson@bristol.gov.uk">Alex.gibson@bristol.gov.uk</a>

	and specialists	
SW Federation of Museums & Art Galleries (Communications)	Regional contacts	Fay Whitfield Communications and Events Officer Bristol Museum & Art Gallery, Queens Road, Bristol, BS8 1RL <a href="mailto:Fay.Whitfield@bristol.gov.uk">Fay.Whitfield@bristol.gov.uk</a>
B&NES Museums Group	Contact with other museums in Bath	Courtney Fleming BPT phone: 01225 338727 B&NES Museums Group <a href="mailto:banesmuseums@gmail.com">banesmuseums@gmail.com</a>
B&NES Emergency Planning Manager	Advice	Stephen Bell 01225 394041 <a href="mailto:Stephen_bell@bathnes.gov.uk">Stephen_bell@bathnes.gov.uk</a>

## 18. Dealing with the Aftermath

*It is important that health and safety is given highest priority in a salvage situation. The aftermath of a fire or flood will be potentially hazardous, and steps must be taken to minimise the risk of anyone being injured in the course of their work.*

In the event of a major incident, the Fire Brigade will be able to advise how you should proceed – you will not be permitted in the building if it is not structurally sound. If their presence has not been necessary, advice can be obtained from the local Health and Safety Officer.

After the emergency has been dealt with and people and the building are safe, you may need to deal with objects which are damaged or at risk. At this stage you are aiming to prevent further damage to the objects, the loss of objects or parts of objects, and the loss of information.

### 18.1 Handling and treating objects

### 18.2 Handling and moving museum objects<sup>1</sup>

Handling museum objects can, if inappropriately done, result in damage both to museum objects as well as to staff and visitors. However, the risk of damage can be minimised with careful handling. Before handling or moving items consider the following points:

#### **Why move objects? Is it necessary?**

<sup>1</sup> Guidance sheet from SHARE Museums East <http://www.sharemuseumseast.org.uk/resources-2/>

What is the object(s) like?

- Size – large or small
  - Weight – heavy or light
  - Strength – robust or fragile
  - Shape – simple or complex
  - Stability – top heavy or stable
  - Protection – packed or unpacked
- 
- Are there any fragile surfaces which need protecting e.g. flaking paint
  - Is there any damage such as cracks or chips, which may weaken the structure?
  - Are there any repairs (these may be well concealed) which may fail?
  - Are there any strong points by which the object can be handled, or weak points which should not be used to handle it?

How can I safely move it?

There are different ways in which items can be moved. To choose an appropriate one consider the following:

People	How many are needed? Be realistic about this and don't underestimate whether you need help and, if so, how much. Where more than one person is involved, good teamwork is necessary. Larger projects should have a designated supervisor.
Protection	Will the object(s) need to be wrapped or packed and if so what materials are suitable for this?
Contact	Is it to be carried in the hands or in a container?
Equipment	Is mechanical equipment (e.g. a pallet truck) or manual equipment (e.g. picture slings) required? Have we got this equipment or will I need to buy / borrow / hire it?
Transport	Is powered (e.g. van) or manually propelled (e.g. trolley) transport necessary? Make sure any transport is large enough for the objects.
Route	Is this a clear route or will special modifications be needed e.g. taking doors off hinges, building a ramp over steps? Plan the route, if necessary walk it through, make necessary arrangements like gallery closures and work with any other people involved to keep them informed of what's happening.

How can I reduce risks to objects during handling?

Wear gloves to protect the object from the oils and sweat on your skin as this can damage them. Gloves can also help to protect you from sharp edges or contaminants such as mercury or pesticide treatments. Gloves are available in many materials so choose one to suit the nature of the job and the type of items being handled. Ensure gloves are clean and change them when they get dirty.

Pack items to prevent them from moving around in boxes or containers when being moved. Larger items may need protective covers.

Lifting objects on your own, you should place one hand underneath it and one around it to support it. You can cradle it against your body but beware dirty clothes, jewellery and buttons on clothes which may scratch or catch on it. Never lift something by handles or knobs as these are often the weakest point. If two or more people are lifting an item together, nominate a lead person who gives instructions, clearly explain what the plan is before you all start and think about choosing people matched in height and strength if possible. When using equipment, read instructions carefully first.

### **How can I reduce risks to people during handling?**

- Involve all affected staff.
- Close galleries or public areas to keep visitors out of the area if necessary or move things during museum closing hours.
- Ensure correct safety gear e.g. safety boots, and equipment is used where necessary.
- Keep equipment maintained and checked and ensure staff are trained how to use it correctly.
- Allow enough time so you aren't rushing to get something done.
- Keep access routes clear of hazards.
- Ensure you can safely see where you are going when carrying something

If an object is damaged or dropped during handling, move people away from the immediate area and carefully brush up all pieces into a polythene bag, or envelope (preferably acid free). Larger pieces can be wrapped in acid free tissue. Label the bag with the accession number and description of the object, from which the pieces came. If it is a large or complex item, identify the area from which the piece(s) became detached. Try to keep this package with the damaged object. Once broken pieces become separated from the parent object, they are more likely to be lost. If necessary, call in a conservator to repair the item. Document the damage and any subsequent action taken and keep this with the object's history file.

### **Handling do's and don'ts**

**Do:**

- Keep handling to a minimum.
- Check objects for signs of damage or previous repair before handling them.
- Think before you handle an object and be realistic about what you can manage.
- Wear appropriate gloves whenever possible.
- Separate loose pieces of objects such as cups from saucers and lids from teapots, before carrying them separately.
- Cradle objects in both (gloved) hands.
- Use boxes or trays for carrying multiple objects, or items where gloves may not be appropriate, for example, items with fragile surfaces etc. Line the boxes with a thick layer of tissue or some Plastazote
- Remove watches, jewellery and sharp objects such as keys, from your person and tie back long hair. Be aware that buttons and zips on clothing can also scratch objects or be impressed into their surface.
- Ask for help if you are unhappy about moving an object on your own.
- Plan ahead, be patient and don't rush.
- Keep access routes and stores clear and tidy.
- Collect all pieces of objects, which become detached when handling and place in a clearly labelled bag or box to be kept with the parent object.

**Don't:**

- Pick up objects by handles, knobs or rims.
- Reach over one object to pick up another.
- Carry too many objects at once.
- Leave objects near the edges of desks or shelves.
- Strain to reach objects on high shelves or lift those, which are too large or heavy.
- Assume that because an object looks robust, it is.
- Rush.

### 18.3 First Aid Treatment - Air Drying<sup>2</sup>

Air-drying involves objects being spread out over an area and dried through air movement or dehumidification. N.B. When using fans they should be set to **COLD AIR**, not heat.

This method of drying can be carried out in-house. It is cheap, but labour intensive and requires space.

**Prepare Room**

- Remove any wet materials i.e. stationery, boxes, curtains or carpet.
- Open windows and bring in fans to circulate air OR close all windows and use dehumidifiers. (Ensuring damp air or water is vented/ drained out of room.)
- The drying effect can be intensified with a wind tunnel, a tunnel of Correx or plastic sheeting with fans at one or both ends (Ensure air from fans is not aimed directly at fragile items.)

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<sup>22</sup> From Historic England's 'Writing an Emergency Response Plan' <https://historicengland.org.uk/advice/technical-advice/emergency-and-fire/response-plans/>

- Washing lines can be put up for hanging or pegging (using plastic pegs) strong, but damp sheets of paper.
- Plastic, perforated racks such as bread trays or airing racks are ideal for air drying objects as they provide support and allow airflow.

### **Rinsing**

If the objects are heavily soiled, the worst of the dirt can be removed by brushing or rinsing off, taking care not to introduce dirt to clean areas, i.e. keep books shut.

### **Prepare objects**

- Assess books and paper-based material first. (Heavily waterlogged books should be frozen if possible)
- Treat books in the following order:
  - weak and wet books
  - weak and damp books
  - strong and wet books
  - strong and damp books
- Consider the fragility of paper and fastness of dyes.
- Support all areas of fragile items, either on a board or by holding together loose fragments with a gauze bandage.
- Remove paper clips, string or ribbon (and keep bagged and labelled) to prevent staining or stress on the object.
- Three dimensional objects such as costumes and baskets need to be padded out to their normal shape before air drying. Nylon netting can be used for this
- Books that are strong enough can be stood on their spines and the pages fanned out. Turn them up the other way after a while. See 'Books' sheet for other options.
- Flat items such as maps, newspapers, documents and plans can be dried flat between blotting paper, as long as the inks are not running. Change blotting paper regularly.

## 18.4 First Aid Treatment - Freezing<sup>3</sup>

### When to freeze

- If you have a large, wet collection you cannot dry in 48 hours to prevent mould growth.
- If materials have water-soluble components such as watercolours, some dyed textiles and documents with water soluble inks.
- The freezing process can take a long time, and once frozen, you may not have access to the material until the treatment is completed.
- Some objects cannot be frozen; check sheets.

### Procedure

- Books can be packed for freezing in plastic containers or cardboard boxes. The books should be packed spine down in a single layer. If there is time, wrap every second item in waxed or freezer paper to prevent the covers sticking to each other.
- Textile items can be laid out flat with tissue or freezer paper rolls in the folds.
- Ensure that freezer paper is used to separate items if you need to have one on top of another. Use long boxes or boards to transport items.
- A commercial blast freezer is ideal as it drops the temperature quickly and has a large capacity. For a small amount of material, a household chest freezer with a temperature of -10C can be used (as long as it does not auto-defrost)
- After the freezer has been packed do not open until you are ready to remove the material.
- When transporting material from the freezer to the freeze drier, a freezer truck should be used.
- Alternatively, there are disaster companies who will take crates of wet material for immediate freezing. These companies can also offer freeze or vacuum drying.

Once frozen the following procedures can take place.

### Freeze drying

In a vacuum chamber the water is turned from solid (ice) to vapour. As there is no liquid stage ink running is minimised.

### Vacuum drying

Similar to freeze drying, but the temperature in the vacuum chamber is above 0C so there is a brief water stage.

## 18.5 First Aid Treatment - Mould<sup>4</sup>

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<sup>3</sup> From Historic England's 'Writing an Emergency Response Plan' <https://historicengland.org.uk/advice/technical-advice/emergency-and-fire/response-plans/>

<sup>4</sup> From Historic England's 'Writing an Emergency Response Plan' <https://historicengland.org.uk/advice/technical-advice/emergency-and-fire/response-plans/>

Mould spores are almost everywhere and can cause a major mould outbreak on water damaged material.

### Check for mould

- Mould can grow in less than 48 hours.
- Mould can be many different colours.
- Check if the material feels damp and/or there is a mouldy smell.
- Dirt, dust, stains and cobwebs can look like mould, but in the early stages of growth, mould appears as a fine web of filaments (hyphae). In later stages, the mould develops a bushy appearance; the fruiting bodies containing spores can be seen under magnification.
- Test by brushing with a pony hair brush to see if the mould is dry and powdery (dormant) or soft and smeary (active). Active mould will continue to grow and damage collections. Dormant mould will cause no further damage unless an increase in relative humidity to 70 – 75% or more causes dormant spores to germinate and the mould to become active again.
- Foxing on paper is a closely related phenomenon that can be confused with mould. Foxing involves various agents of bio-deterioration, including mould. Its appearance is characterised by red-brown stains in either discrete spots or irregular splotches, usually with no visible hyphae or mould structure. Like mould, it appears in susceptible papers exposed to high relative humidity.

### Stop mould growth

- **REDUCE THE HUMIDITY.** Mould may form in an area with relative humidity of 65% if there is poor ventilation. Mould will grow and remain active when the relative humidity reaches or exceeds 70 – 75 percent.
- **KEEP COOL** – heat makes mould grow faster.
- **DRY OR FREEZE WET COLLECTIONS.** Freezing will not kill the mould but it will stop it growing until a conservator has a chance to dry and clean the material.
- **USE COLD AIR FANS TO INCREASE THE VENTILATION.**
- **CONSIDER THE HEALTH RISKS** – exposure to mould can lead to debilitating allergy even among people not prone to allergies.
- **DO NOT USE BLEACH OR DOMESTIC PRODUCTS.** These will cause additional damage to objects and will not keep the mould from recurring.
- If in doubt, contact a conservator.

## 18.6 First Aid for different collections materials

The main types of collections at the Holburne Museum are:

- Books
- Metal
- Stone

- Ceramics & glass
- Furniture
- Paintings
- Paper
- Textiles

The following are the First Aid sheets for each of these:	
The following are the First Aid sheets for each of these:	
BOOKS	
HANDLING	
Precautions	Beware
Wear gloves if possible. Pack into crates or heavy-duty bags. Also pack any shelf list for an inventory. Consider using a book chute for first floor libraries.	Do not over-fill crates, books are heavy.
Order of removal to safe area	
Priority Items from room/s of greatest risk	
Vellum	
Take from top shelves first unless bottom shelf is in water	
Protection in situ (if items cannot be removed)	
Leave books on shelves but try to cover front of bookshelves with polythene.	
FIRST AID	
Separate wet from dry	
WET	DRY

<p>Keep book shut.  Rinse if dirty, keeping shut.  Consider freezing, see below.  If strong, fan books open and stand on top  or bottom edge, stand on driest edge first (as strongest.) Never stand on front edge. Turn book upside-down to opposite edge every few hours. This is best done in a wind tunnel to aid drying; or lay books flat and interleave with blotting paper every 5 mm. Change blotting paper as soon as wet.  When a book is dry, but still cold to touch,  place flat on solid surface with weight on top to minimise distortion.</p>	<p>Take to dry area and keep dry.  Pack in labelled crates, flat, spine to fore-edge. Fill voids with padding to stop books moving.</p>
<p><b>FREEZE IF WET?</b></p>	
<p>Yes. If very wet or dyes are running, or large number of books that cannot be air-dried. Wrap in freezer paper and pack in labelled crates spine down.</p>	
<p><b>CERAMICS AND GLASS</b></p>	
<p><b>HANDLING</b></p>	
<p>Precautions</p>	<p>Beware</p>

<p>Wear gloves.</p> <p>Remove lids or loose parts.</p> <p>Check for repairs, old adhesive can fail if heated or wet.</p> <p>Pick up from bottom, using both hands. Do not pick up using handles or knobs.</p> <p>Pack into crate, separating pieces with bubble wrap.</p> <p>If broken, put pieces into padded envelope.</p>	<p>Be careful of sharp, broken edges.</p>
<p>Order of removal to safe area</p>	
<p>Priority Items from room/s of greatest risk.</p> <p>Items standing on furniture that needs to be removed.</p> <p>Remainder of items.</p>	
<p>Protection in situ (if items cannot be removed)</p>	
<p>Move to wall, into fireplace or under furniture. Place on plastic sheeting.</p> <p>Protect from water with plastic sheeting or bubble wrap.</p>	
<p>FIRST AID</p>	
<p>Separate wet from dry</p>	
<p>WET</p>	<p>DRY</p>
<p>Rinse if dirty with clean, cold water.</p> <p>Blot surfaces dry with paper towel, do not rub Air-dry if still damp.</p> <p>Archaeological glass stored in water should be kept in water.</p>	<p>Take to dry area and keep dry.</p> <p>Wrap in labelled acid-free tissue.</p> <p>Store in safe place.</p>
<p>FREEZE IF WET?</p>	
<p>No.</p>	
<p style="background-color: #e1eef6;"> </p>	

FURNITURE	
HANDLING	
Precautions	Beware
<p>Wear gloves if possible.</p> <p>If large and heavy, dismantle if time.</p> <p>Remove drawers, contents can be left in with spaces padded.</p> <p>Lock or tie cupboards shut.</p> <p>Lift by lowest weight bearing member. Don't use handles to lift.</p>	<p>Make sure there are enough people to carry furniture.</p> <p>Use carrying straps to aid lifting of large furniture.</p>
Order of removal to safe area	
<p>Priority Items from room/s of greatest risk.</p> <p>Furniture blocking routes to other priority objects or exits.</p> <p>Remainder of items.</p>	
Protection in situ (if items cannot be removed)	
<p>Move to stand next to wall. Raise off floor using chocks.</p> <p>Cover furniture with wool underlay (if available) and waterproof sheeting.</p>	
FIRST AID	
Separate wet from dry	
WET	DRY

<p>Remove any detachable upholstered parts, rinse if necessary, then blot and air dry.</p> <p>If easily removable, take off any metal components, dry with kitchen towel and put in labelled bags.</p> <p>Rinse, or sponge clean any dirty wooden components then blot with kitchen towel.</p> <p>Air dry slowly to prevent warping and shrinkage.</p> <p>Hold veneers in place with weights or clamps, protecting surface with tissue or waxed paper.</p>	<p>Take to dry area and keep dry. Store in safe place.</p> <p>Cover with labelled dustsheet or polyethylene sheeting.</p>
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**FREEZE IF WET?**

No.

Do not freeze painted wooden objects or musical instruments.

**METALS**

**HANDLING**

**Precautions**

**Beware**

Wear gloves.

Check priority sheets for details of chandelier or lantern hanging systems.

Pack small metal objects into crates with a loose-fill packing material to support and protect them, allowing as much air circulation as possible.

Metals objects can be heavy.

Check electricity supply to lighting is disconnected.

**Order of removal to safe area**

Priority Items from room/s of greatest risk	
Remainder of items	
Door furniture	
Protection in situ (if items cannot be removed)	
Fixed and large items should be covered with polythene.	
If items can be moved, place on polythene by walls and cover with polythene.	
FIRST AID	
Separate wet from dry.	
WET	DRY
<p>Remove excess water by blotting with kitchen towel.</p> <p>Do not blot if there is an applied finish; air drying flaking surfaces horizontal.</p> <p>Air-dry as quickly as possible, unless there is an organic component, then air dry slowly.</p> <p>Small items can be placed in a sealed box with silica gel.</p>	<p>Take to dry area and keep dry.</p> <p>Wrap in acid-free tissue and pack into labelled crates.</p> <p>Store in safe place, preferably with a low relative humidity.</p>
FREEZE IF WET?	
No.	
PAINTINGS	
HANDLING	
Precautions	Beware
<p>Wear gloves.</p> <p>Check priority card for hanging/ security system.</p> <p>Check priority card for the number of handlers required.</p> <p>Support from the bottom of the frame, do lift from the top.</p>	<p>Paintings can be heavy, do not move unless there are enough people.</p> <p>Use ladders safely.</p>

Frames can get soft when wet, limit handling.	
Order of removal to safe area	
Priority Items from room/s of greatest risk	
Remainder of items	
Protection in situ (if items cannot be removed)	
Drape polythene in front and behind painting.	
FIRST AID	
Separate wet from dry.	
WET	DRY
<p>If possible, remove from frame in safe dry place.</p> <p>Lay horizontally, paint side up on blocks to allow air circulation.</p> <p>Do not remove painting from stretcher.</p> <p>Lay wet panel paintings flat and support under weak areas.</p> <p>Ensure nothing touches the paint surface. Do not dry with heat or in sunlight.</p>	<p>Take to dry area and keep dry. Store in safe place.</p> <p>Stack vertically, face to face or back-to-back.</p> <p>Stack no more than four deep, in descending order of size, using pads of acid-free tissue to separate frames.</p>
FREEZE IF WET?	
No.	
PAPER	

<b>HANDLING</b>	
<b>Precautions</b>	<b>Beware</b>
<p>Wear gloves.</p> <p>Use polyester film to remove paper from water, slide underneath.</p> <p>Place damp paper flat on a sheet or in a tray, using sheet or tray for handling.</p> <p>Wet paper is very fragile, keep handling to a minimum.</p>	<p>Lots of wet paper is heavy, do not overload trays. Dyes can run and stain.</p>
<b>Order of removal to safe area</b>	
Priority Items from room/s of greatest risk	
Remainder of items	
<b>Protection in situ (if items cannot be removed)</b>	
Place near walls and cover with polythene	
<b>FIRST AID</b>	
Separate wet from dry.	
<b>WET</b>	<b>DRY</b>
<p>Air-dry flat, interleaved with blotting paper, either as individual sheets or in small piles (5 mm high). Change blotting paper as soon as wet.</p> <p>Do not unfold or separate sheets that are stuck together or very wet; or consider freezing, see below.</p> <p>Lightweight pamphlets can be hung from a line with plastic pegs.</p>	<p>Take to dry area and keep dry.</p> <p>Put in sturdy, labelled crates.</p> <p>Store in safe place.</p>
<b>FREEZE IF WET?</b>	
Yes, if large volume of wet paper or hand-coloured prints or inks are bleeding. Separate with freezer paper and freeze immediately.	

WET FRAMED PAPER	
Remove from frame in a safe, dry place unless stuck to glass. If paper is stuck leave on glass dry horizontally, glass side down. If paper can be removed, dry as for wet paper. Bag and label any tacks, pieces of frame or cord.	
STONE AND PLASTER	
HANDLING	
Precautions	Beware
Wear gloves. Marble tabletops should be carried vertically. Plaster is soft when wet, limit handling. Avoid surface abrasion and beware of applied finish such as paint or gilding.	Stone is heavy, use trolleys and barrows.
Order of removal to safe area	
Priority items from room/s of greatest risk	
Remainder of items	
Protection in situ (if items cannot be removed)	
Place near wall, with polythene underneath and over the object.	
FIRST AID	
Separate wet from dry.	
WET	DRY
Blot gently with kitchen roll, but not if there is an applied finish. Air-dry. Monitor for any efflorescence of salts (crystals appearing on the surface).	Take to dry area and keep dry. Cover with labelled acid-free tissue or polyethylene. Store in safe place.

FREEZE IF WET?	
No.	
TEXTILES	
HANDLING	
Precautions	Beware
Place on dust sheets or polythene for support and use support for handling. Avoid excess folding. Carpets should be rolled, preferably pile side out. Limit handling, textiles are easily torn.	Wet textiles can be extremely heavy.
Order of removal to safe area	
Priority items from room/s of greatest risk	
Textiles on priority items	
Remainder of items	
Protection in situ (if items cannot be removed)	
Roll carpets, wrap in waterproof sheeting and leave next to wall. Wool is a fire retardant so use wool underlays to cover objects left in situ.	
FIRST AID	
Separate wet from dry.	
WET	DRY

<p>If dirty rinse in cold clean water. Consider freezing see below.</p> <p>OR, drain and blot with clean towels or kitchen towel to remove excess water.</p> <p>Do not unfold delicate fabrics. Do not stack wet textiles.</p> <p>Do not wring or twist.</p> <p>Remove metal elements, if possible, but keep and label, or separate metal from textile with polyester film or polythene.</p> <p>Nylon netting can be used to pad out costumes and textiles to increase air flow.</p> <p>Place on netting, or in bread crates and air dry. Do not use heat to dry.</p>	<p>Take to dry area and keep dry.</p> <p>Roll carpets pile side out. Cover with labelled dust sheet or polyethylene sheeting.</p> <p>Pack textiles in labelled boxes lined with acid- free tissues. Keep folds to a minimum, placing rolls of acid-free tissue in folds.</p> <p>Separate textiles with acid-free tissue. Store in safe place.</p>
<p><b>FREEZE IF WET?</b></p>	
<p>Yes, if a large number of wet textiles or dyes are running.</p>	

## 19. Guidance – Entering a Flooded Building in Safety<sup>5</sup>

A building damaged by rising floodwater is likely to be a dangerous place.

### Before entering a flooded building you must consider:

- Electrical hazards
- Structural hazards
- Hazardous materials
- Bacteria and viruses
- Ventilation

#### 1. Electrical hazards

If water has come into contact with electrical circuits, and especially if the water has risen above electrical outlets, arrange for a competent person to turn the power off at the main breaker, or fuse, of the service panel.

<sup>5</sup> From Historic England's 'Writing an Emergency Response Plan' <https://historicengland.org.uk/advice/technical-advice/emergency-and-fire/response-plans/>

Do not enter if you cannot arrange to safely get a competent person to the electrical components to turn off the power or if there are any safety concerns in relation to the circumstances of the incident. Ensure only a qualified and competent person turns the power back on.

**2. Structural hazards**

Never assume that water-damaged structures, particularly ceilings or cellars, are safe. If in doubt, DO NOT ENTER. Leave immediately if shifting or unusual noises signal a possible collapse.

**3. Hazardous materials**

Damaged building materials may contain asbestos, lead-based paint or other harmful residues. You must ensure a Risk Assessment is undertaken by a qualified and competent person, before disturbing suspect material. Precautions must then be taken to prevent exposure. Floodwaters can contain hazardous materials such as pesticides, fuel or spilled chemicals. Do not enter if in doubt.

**4. Bacteria and viruses**

Microscopic organisms, particularly those from sewage, can be found in mud or sediment left by floodwater. Appropriate PPE must be worn at all times to prevent illness.

**5. Ventilation**

Never use a generator pump within an enclosed area as there is a danger of serious injury or death, due to carbon-monoxide poisoning. Generators must only be used by competent persons, fully trained to operate them safely.

**N.B.** The Risk Assessment of Threats identified in this type of flooding is highly unlikely at the Holburne Museum

**20. Guidance - Spillages<sup>6</sup>**

It is essential that you attend to any spillage as soon as possible. The level of response will depend on the nature of the spill and will therefore be site specific. The following should be considered:

**Immediate response:**

- Identify what has been spilt and assess the risk to health
- Decide quickly whether expert help is required or if the situation can be dealt

<sup>6</sup> From Historic England's 'Writing an Emergency Response Plan' <https://historicengland.org.uk/advice/technical-advice/emergency-and-fire/response-plans/>

- with in-house using an appropriate spillage kit
- Move people (including yourself) to a safe distance away from fumes etc.
- Cordon off the area to prevent further exposure to people
- Eliminate ignition sources
- Ventilate the area by opening doors and windows

## Clean Up

- Decide on a plan of action
- Only deal with the spillage if you can identify the substance and know how to deal with it safely
- Refer to the Hazard Data Sheets for the substances involved
- Assemble proper materials and equipment for the clean-up
- Put on suitable Personal Protective Equipment to minimise exposure e.g. respirator, eye protection, overalls, gloves
- Contain the spill by absorbing liquids with a suitable absorbent material or neutraliser
- Prevent further spread, particularly into drains and/or watercourses.
- Correctly dispose of the spilt material and any clean up material using a specialist disposal firm if necessary

## 21. Guidance – Pandemic

### Organisational Health

#### Wellbeing & Communication

We understand the importance of keeping in contact with our team and volunteers, whether they are working from home or furloughed. We do our best to maintain the wonderful team spirit we have at the museum and recognise the need to support all our colleagues during any periods of lockdown.

- We will establish regular opportunities for the staff and volunteers to ‘meet up’ virtually during periods of lockdown, which will include:
  - Weekly online meeting/telephone calls between the Chair and Director
  - Weekly online team meetings (for those working from home)
  - Weekly online meetings for Senior Management Team (for those working from home)
  - Fortnightly online ‘socials’ for staff and volunteers (for the whole team)
  - Monthly online staff get togethers (for the whole team)
- For those of the team who do not have internet access, fortnightly updates will be sent through the post with invitations for one-on-one phone calls.

- Fortnightly e-newsletters will be sent to all staff and volunteers throughout the lockdown period.
- Online creative workshops will be offered to the whole team.
- Flexible working arrangements will be agreed for staff working from home to accommodate childcare, home schooling and other personal responsibilities.
- We recognise that some staff who have been furloughed may struggle to reintegrate when they return to work. We will ensure that there are regular staff meetings and get-togethers during the first month once all staff and volunteers have returned to work.

## IT

- All staff can access files and folders from home through the University of Bath's gateway. Not all our databases are cloud based (including Donor Strategy) so cannot be accessed remotely. We are researching alternative cloud-based databases to ensure work is not disrupted in the event of another lockdown.
- Some staff cannot work from home due to their roles (e.g. Duty Managers). Whilst we will try to identify alternative work, it is likely that these employees will be furloughed (if this scheme is offered by the Government).

**Managing Collections** At the beginning of any lockdown, the most valuable objects on display will be removed to the collection stores. All the blinds will be closed in the Picture Gallery and the shutters closed in the Ballroom.

Collections should not be cleaned with any sort of disinfectant, only with the approved conservation grade materials used under normal circumstances. Removing surface dust with soft brushes and a Museum Vac should be sufficient in most cases. Keeping collections in cases, drawers or covered during lockdown should prevent deposits of surface dust during lockdown.

As in the previous lockdowns, a member of staff will attend the museum on a daily basis to check the following:

### Security

- Visual check of the perimeter of the building.
- Detailed check of galleries and storerooms
- Double check all display cases are locked
- Ensure security alarms and CCTV are working

### Environmental

- Check temperature and humidity levels in all galleries and storerooms (contact MFM)

if there are any significant issues)

- Monitor and change pest traps.
- Check vulnerable items in the collection for signs of pest damage
- Weekly condition checks on most valuable/vulnerable items

#### **Fire & Water**

- Test fire alarm system on a weekly basis
- Run taps on a weekly basis.
- Check basement for signs of water penetration after any heavy downfall of rain
- Check fire doors are closed

#### **Visitor, Participants and Supporters Relationships**

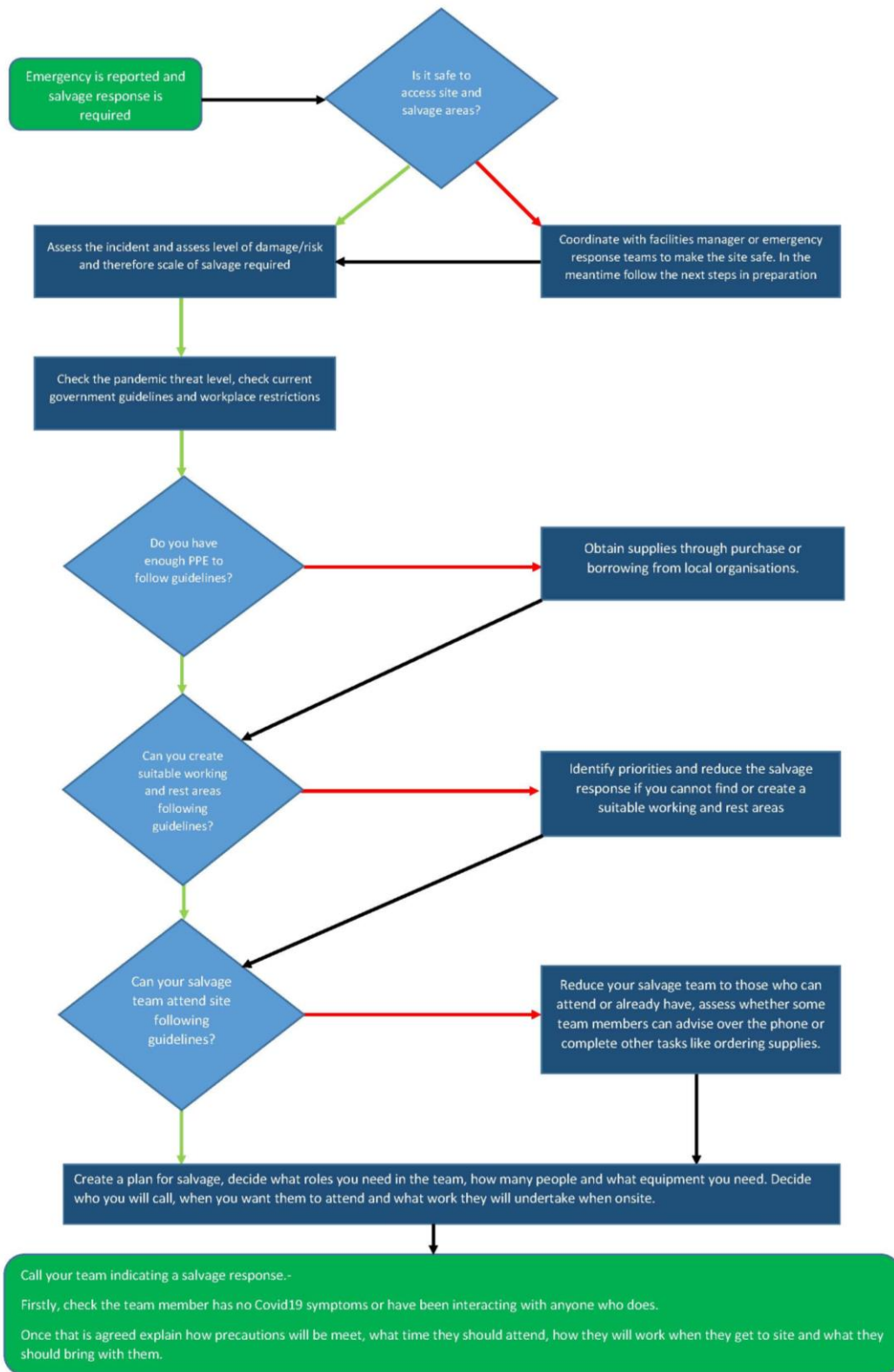
- As in previous lockdowns, we will move the Learning programme online, with creative workshops offered for all ages
- Opportunities to partner with other cultural organisations (local, regional and national) to deliver new digital experiences will be explored.
- Creative packs will be sent to schools we work closely with (dependent on securing funding).
- Pathways sessions will also be moved online, with extra support provided through one-to-one calls if requested
- Audiences will be kept engaged through social media and monthly e-newsletters
- Relationships with high level supporters and funders will be maintained through regular contact from the Director and Development Team.

#### **Contractors & Suppliers**

- Contracts with contractors and suppliers will be paused, including (but not restricted to):
- Cleaning Company
- Waste removal
- G4S money collections
- Initial Hygiene

*Museums should also produce a risk assessment when starting to make plans for reopening. The Museum Development Network in partnership with the Association of Independent Museums has developed a reopening guidance checklist that you can download [here](#).*

*The Institute of Conservation (ICON) has produced guidance on ['Emergency Response during Covid-19: What impact will the pandemic have on emergency plans and salvage within the heritage industry?'](#) and ['Emergency Response during Covid-19: what changes should we be making to our emergency preparation and response plans'](#). The latter includes the following Response Flowchart*



## **22. Emergency Plan Review Procedure**

The Accreditation Guidance (2019) states that any Accredited Museum's Emergency Plan should be reviewed every five years. The Spectrum procedure for 'Emergency planning for collections' states that this should be 'no less than annually'. The Emergency Plan will also be reviewed after any significant changes to buildings and contents, such as a redevelopment.

This plan will also be reviewed after an emergency/disaster situation in order to assess its adequacy going forward. This will include the date and type of emergency, the response to it, who was involved and the lessons learned.

The plans will be updated to reflect changes in key personnel, procedures, locations and any heightened risks associated with building works or other new activities.