



LONDON BUS MUSEUM

A LIVING HERITAGE

Emergency Plan

Version 4.2 Draft

October 2022

EVACUATION PROCEDURE: Page 5

CALLOUT PROCEDURE: Page 12

Main Service Cut-offs: Page 6- 11

Next Review Date: October 2024

London Bus Preservation Trust Ltd

Cobham Hall

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Weybridge

KT13 0QN

LONDON BUS MUSEUM EMERGENCY PLAN

Acknowledgment

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Consultation and Sources

Fire Prevention Officer, Surrey Fire and Salvage
Aon Insurance Brokers
Surrey Museums
South East Museums Development
Harwell Document Recovery
Arts Council England

To all of whom, grateful thanks.

Contents

Quick Reference Section	Page
• EVACUATION PLAN	5
• CALLOUT PROCEDURES	12
• EMERGENCY CONTACTS	18-20
• Main Service Cut-offs	6-11
• Callout Procedures	12
• Priority (Grab) List	
1. Priority List for removal & salvage	13-14
2. List of Vehicles	15-16
3. Non-vehicle collections	17
Main Section	
EMERGENCY CONTACTS	18-20
1. Introduction	20-22
2. Risk Assessment (threats to Museum)	23-31
3. Emergency Management Team	32
4. Emergency Response Team	33
5. Alarm Raising Procedures	
○ Evacuation procedure	33
○ Fire (incl. Brooklands Fire Service)	34
○ Flood/leak/water	34
○ River Flood	35
○ Storm & High Wind	36
○ Heavy Snowfall	36
○ Utility Failure	36
○ Vandalism/Theft	37
○ Nuisance/abusive behaviour	37
○ Bomb/Suspect package	37
○ Gas/Flammable Liquid/Fuel leak	38
○ Medical/Injury	38
○ First Aiders	39
	/continued....
6. Incident Assessment & Control	39-40
7. Guidance for Emergency Response Co-ordinator	41
8. Guidance for Building Recovery Manager	42
9. Guidance for Salvage Manager	43
10. Guidance for Service Continuity/PR Manager	44
11. Recovery, Restoration & Debriefing	45

12. IT Recovery and Restoration	46
13. Pandemic	46

Appendices

A. Emergency Response Kit	47-48
B. External Suppliers	49-50
C. Salvage guidelines	51-53
D. Health & Safety (inc. Risk Assessment Form)	54-56
E. Press Statement and Contacts	57
F. Damage Record Form	58-59
G. Accommodation for Recovery Operations	59
H. Category 1 incidents	60
J. Category 2 or 3 incidents	61
K. Summary	62
L. Salvage at a glance	63-64
M. Recovery and Reopening	65
P. Entry Register	66
Call-out procedure	67
Evacuation Procedure	68

Evacuation procedure

- Volunteers will act as marshals, and should direct visitors to the assembly point which is next to the BAC 1-11 opposite visitors' main entrance of the London Bus Museum.
- An alternative assembly point for major event days is situated beside the Vickers Bridge
- A staff member will sweep buildings - feel for heat with back of hand and use foot to safeguard door if opening towards you
- Sweep to **include a thorough check of all toilets/ workshop/stores/ hiding places/ office/boardroom/ mezzanine/vehicles, being especially alert to deaf, blind, and disabled and their needs**
- **Mobility impaired on mezzanine may have to be evacuated onto external fire escape landing**
- The lift should be used only if there is no alternative and it is safe to do so
- Doors should be closed as the buildings are swept
- Never allow the fire to come between you and the exit
- Do not break windows unless you have no other option – oxygen will feed the fire
- Dial 999 from the assembly point outside the building to ensure that emergency services are on their way (do not delay your exit to collect a mobile telephone)
- A roll call of staff and volunteers will be carried out by the Duty Manager (or Senior Manager present) for reporting to ERC and Emergency Services (e.g., Fire Brigade) using the staff register and volunteer signing in book if available
- Only re-enter the building when emergency services and/or the Duty Manager or other person in authority have confirmed it is safe to do so

Main Services Cut-offs

1. Electricity

The electricity supply is zoned into

- a) Main Museum x2 Main
- b) Dog Alley, DC1, DC2, DC3
- c) Workshop
- d) Office

each with its own control panel and cut-off switch.

a) Main Museum

The Mains Electricity control boxes are next to the side roller shutter/fire exit on the south end of the building

A key is required to open the master control box (A). This is held at the main Reception desk. It is identified with a blue tab



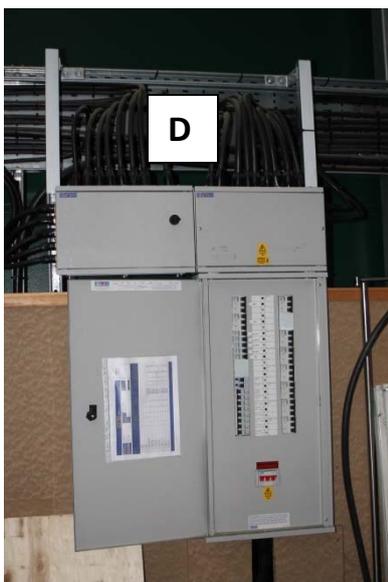
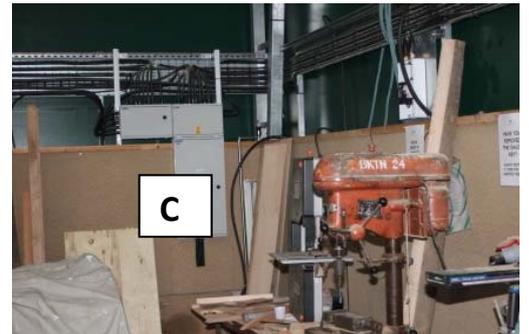


Inside the cabinet is the master cut-off switch (B).

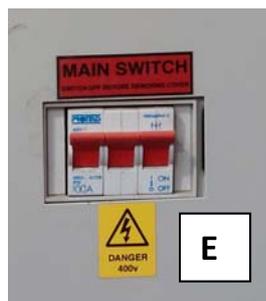
b) Workshop

The control boxes are in the corner of the workshop at the back of the woodworking area. The cut-off switch is in box (C).....

.....which is not locked



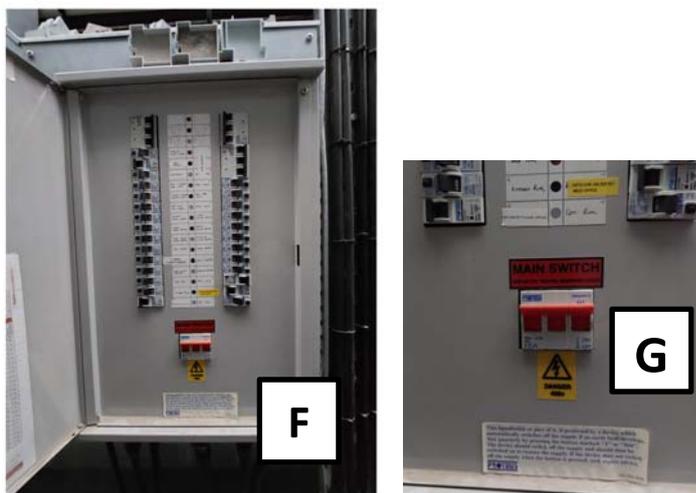
Open box (D) to find the cut-off switch (E)



c) Dead Dog Alley

Located on the ground floor at the far end of the mezzanine. A small door. Half way up the alley is Mains Electrics for the office, toilet and central area.

Open box (F) to find cut off switch (G)



2. Gas

There is no mains gas in the museum.

Bottled gases are used for cutting and welding, and for the forklift truck. Emergency Services should be alerted to their presence.

Bottled gas supplier contact no. BOC 0800 111 333

Be aware that batteries being charged give off hydrogen which is flammable, and explosive with air in confined spaces, but should disperse readily.

3. Water



The main external water supply cut-off is under the inspection cover (H) outside the main museum roller shutter door. It is the cover on the LEFT looking towards the door.

Tools for lifting the inspection cover are kept in the workshop, near the personal protection equipment inside the workshop roller shutter door.

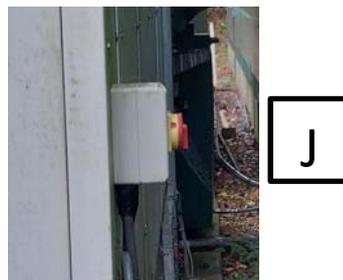
4. New Oil and Waste Oil containers

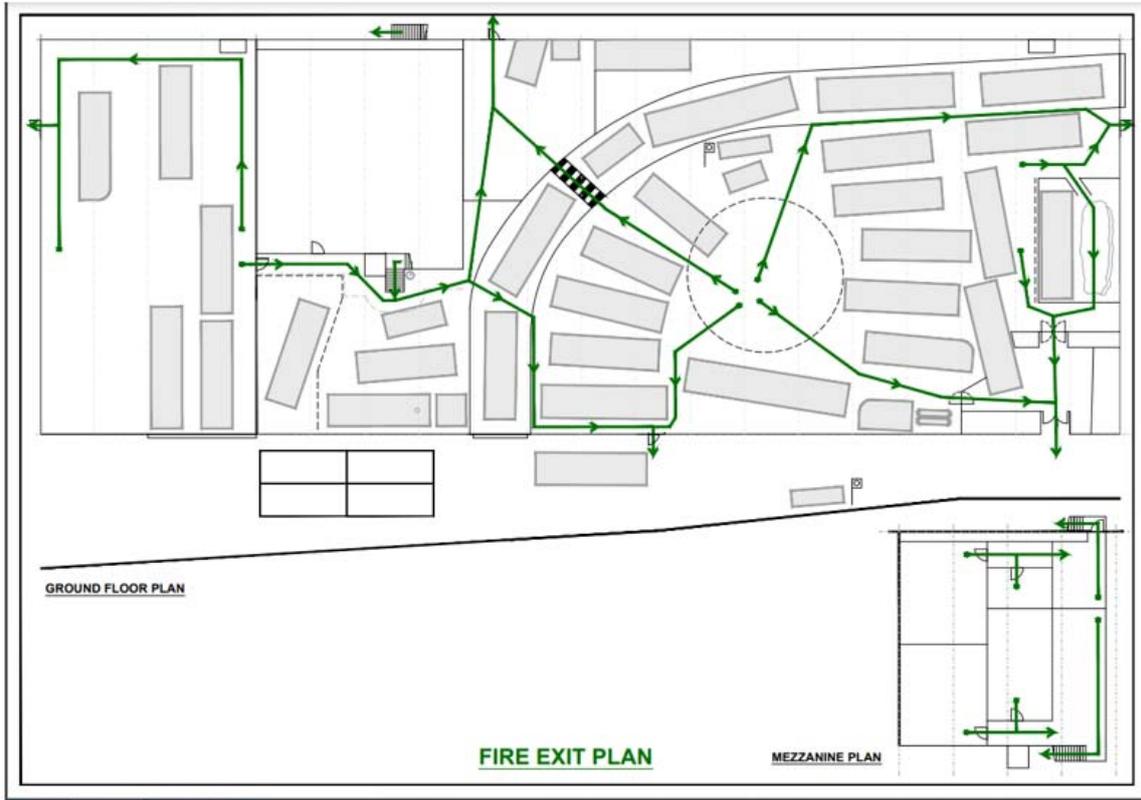
These are situated outside the workshop roller shutter. Emergency Services need to know what they are. Some new oil is kept in bunded containers in the workshop



5. Heating and Air-conditioning Plant

The Heating and Air Conditioning plant (I) are located in two separate external buildings beyond the workshop, accessible via the perimeter path. The switch(J) is on the right-hand side of the unit. See image below.





Emergency Exit plan with exit locations and Main Service cut off location

Callout Procedure

Alarm is likely to be raised by LBM Duty Manager (working hours) or BMT Security. At each stage in the sequence below, if no contact can be made at any level, proceed to the next level.

LEVEL 1: FIRST contacts to be AT LEAST TWO of

Ian Reddick	01932 253 121	07774493356
Simon Douglas Lane	0208 941 5027	07746 097718
Brooklands Security	01932 857381	07404096066

LEVEL TWO Level 1 personnel to contact:

1. Emergency managers, or if not, their deputies (contact details Page 20, 28)
2. Transport & Rolling Stock Managers (**AT LEAST TWO**) so they can alert drivers (Contact details below)

Alan Eggleton		07749 921120
Peter Rodger		07785 385599
Peter Brown		07768 837725
Roger Stagg	01732 849002	07831 477209

3. Duty Managers

Bob Bailey	01483 824006	07947 337611
Grahame Bath	0208 568 3772	07768 053655
John Cope	0208 540 8078	07596 854151
Ian Cormack		07773 135013
Leon Daniels		07834 573475
Steve DeWilde	0208 398 4593	07704 822651
Simon Douglas Lane	0208 941 5027	07746 097718
Steve Edmonds	020 8661 0745	07906 587687
Andrew Emerson	01932 222749	07957 499869
Deryck Fill	0208 394 0475	07801 065537
Colin Fradd	01737 244680	07976 212464
John Greenwood	0208 224 7480	07886 828690
Bob Hamilton	0208 949 2447	07486 867804
Graham Hayward	0208 255 9122	07811 097016
Ian Jackson	020 8397 8017	07768 994931
Gerry Job	020 8654 7664	07973 172863
Guy Marriott		07770 667603
John Norman	0208 408 1053	07970 984404
Adrian Palmer		07774 859871

John Rawlins	01372 464490	07710 773028
Chris Taylor	0208 399 4000	07870 450453

LEVEL THREE Level 2 personnel please contact as follows:

1. Emergency managers contact your deputies
2. Transport/Rolling Stock managers contact drivers for moving vehicles

At each stage, indicate the nature of the emergency, and ask people to come to the museum as soon as possible

Priority List for Removal and Salvage

MOST IMPORTANT: Attempts at removal and salvage should only be made where it is safe to do so. Instructions from the Fire Brigade and other safety advisers MUST be followed. NEVER be cut off from an exit by fire.

In case of flood, it might be possible to remove vehicles safely to higher ground such as the Finishing Straight or Campbell Hill. Do not allow your escape to be cut off by floodwater and remember that it may not be possible to gauge the depth of water when driving or walking.



**Emergency Trolley
(Located beside Workshop to Museum door)**

Vehicles are constantly being rotated at the museum so this is a list of the LBM fleet vehicle and probable location:

In the following lists, priorities are indicated as follows.

- 3 Top priority**
- 2 Second priority**
- 1 Save if possible**
- 0 Leave till last**

NB The following require the use of a starting handle:

XX9591

Most buses will have their electrics isolated and batteries removed; many will need booster packs to start.

The following will have to be pushed or towed: Horse buses

Type	Vehicle Reg	Priority removal: 3 top priority, 2 secondary, 1 save, if possible, 0 non priority	Location	Notes
C1875 "Horse-bus	"Knife box"	2	Main Gallery	Can be pushed out
C1890 "Horse-bus	Three Light Garden Seat	2	Workshop	Can be pushed out
C1890 "Horse-bus	Four Light Garden Seat	2	Stored offsite	Can be pushed out
K767	XC 8403	0	Main Gallery	
935	XL 1204	2	Offsite	
S454	XL 8962	2	Main Gallery	Petrol
NS174	XO 1048	2	Main Gallery	Wood
D142	XX 9591	3	Workshop	Petrol
	UU 2204	1	Offsite Rusper	Chassis only
T31	UU 6646	3	Main Gallery	Petrol
ST988/6098	GJ 2098	3	Main Gallery	Petrol
T357	GN 8242	3	Stored offsite	
LT1059	GO 5170	2	Stored Offsite Rusper	
738J	AGX 520	3	Main Gallery	Petrol
STL 441	AXM 693	3	Main Gallery	Petrol
Q83c	CGJ 188	2	Main Gallery	
RL92		1	Stored Offsite North Chapel	Service Vehicle
T448c	CXX 171	3	Workshop	
STL 2093	DLU 92	3	Main Gallery	No petrol War Hall
STL 2377	EGO 426	3	Main Gallery	
T504	ELP 228	3	Stored offsite - Rusper	
RT1	EYK 396	3	Main Gallery	
CR16	FXT 122	2	Main Gallery	
G351	HGC 130	3	Main Gallery	Petrol
702B	JXC 2	3	Main Gallery	Petrol
RT2657	LYR 641	1	Stored Offsite- Rusper	
RT2213	KGU 142	2	Main Gallery	Chassis Only

RTL 139	KGK 803	1	Stored Offsite	
TD95	JXC 288	3	Stored Offsite- North Chapel	
	UMP 227	3	Stored Offsite	North Chapel
RF19	LUC 219	1	Main Gallery	
RFW 6	LUC 381	3	Stored Offsite - Rusper	
RT3491	LYR 910	2	Main Gallery	
RLH 48	MXX 248	2	Main Gallery	
RF226	MLL 763	1	Main Gallery	
RF395	MXX 283	1	Stored Offsite- Northchapel	
	MLL 740	2	Main Gallery	
GS34	MXX 334	1	Main Gallery	
RT4779	OLD 566	2	Main Gallery	
	YPK 237	2	Main Gallery	London Taxi
RML3	SLT 58	3	Stored Offsite	
RM140	VL 140	1	Main Gallery	
1096F	WXR 859	0	Main Gallery	Petrol
RMC 1461	461 CLT	1	Main Gallery	
RMC 1469	469 CLT	1	Stored Offsite	
RML 2670	SMK 760F	1	Main Gallery	
1492B	SMK 782F	0	Main Gallery	Petrol- Ambulance
SMS 369	EGN 369J	2	Main Gallery	
RP90	JPA 190K	1	Stored Offsite	
M6	WYW 6T	1	Stored Offsite - North Chapel	
T23	WYV 23T	2	On Loan Bromley Bus Group	LVehicle offsite
SP1	YN56 FCA	1	Stored Offsite	
EB2	LC63 CXY	2	Main Gallery	Cannot be moved easily Battery operated
RLH53	MXX 253	2	Offsite- Northchapel	Privately owned
RT2775	LYR 826	2	Loaned to Leyland Transport Museum in Leyland	Currently on Loan until 2025
WVL 1	LG02 KGP	1	Main Gallery	
RFW 14	LUC 389	2	Main Gallery	Loaned to LBM
1464F	JLA 83D	2	Main Gallery	Loaned to LBM

1. Non-vehicle collections

Priorities are listed by location:

Mezzanine: Hand-built models

Office: Key safe on wall just inside the door

Cage Store: Raise blind collection from lowest shelves where possible

Remove uniforms to mezzanine

**Remove storage boxes and items marked with
fluorescent red labels**

Secure Store: Remove small safe and green box of photo negatives

Remove ticket machines

Emergency Contacts (See also Appendix J)

Role	Name	Home	Mobile	e-mail	Distance	Travel time
LBPT Emergency Response Co-ordinators	Ian Reddick	01932 253 121	07774493356	ianReddick@gmail.com	5 miles	30 minutes
	Simon Douglas Lane		07544 466888	simonsdl@gmail.com	10 miles	40 minutes
LBPT Deputy ERC	Gerry Job	0208 654 7664	07973 172863	AEBICKEL@aol.com	20 miles	90 minutes
LBPT Building Recovery Manager	Roger Stagg	01732 849002	07831 477209	rrs@rogerstagg.co.uk	50 miles	90 minutes
LBPT Salvage Manager						
LBPT Service Continuity & PR Manager						
LBPT Chairman	Leon Daniels		07834 573475	Leon.Daniels@Londonbusmuseum.com		
LBPT Secretary	Peter Brown		07768 837725	petervbrown@aol.com	40 miles	90 minutes
LBPT Ops Director	Gerry Job	0208 654 7664	07834 573475	aebickel@aol.com	20 miles	90 minutes
LBPT HR Director						
LBPT Rolling Stock Director	Roger Stagg	01732 849002	07831 477209	rrs@rogerstagg.co.uk	50 miles	90 minutes

Keyholders	Chairman Secretary BMT Reception BMT Security Duty Managers	Internal 211 01932 857381	07768 837725 07768 837725	Leon.Daniels@Londonbusmuseum.com petervbrown@aol.com		
				See Duty Manger list inside back cover		
First Aiders				See First Aider List P 39		
Fire Alarm Company	Churches Fire	0370 6084350		Customer.service@churchesfire.com	10 miles	30 minutes
BMT Reception	Internal 221	01932 857381		reception@brooklandsmuseum.com		
BMT Director & Chief Executive	Tamalie Newbery	01932 857381 Int 235	07773 336164	TNewbery@brooklandsmuseum.com		20 minutes
BMT Chief Operating Officer	TBA	01932 857381 Int 238				50 minutes
BMT Head of Track & Air Events	Steve Castle	01932 857381 Int 244		Stevecastle@brooklandmuseum.com		
BMT Facilities Manager	Mark Dover	01932 857381 Int 252	07714 688109	Markd@brooklandsmuseum.com		10 minutes
Electricity	E-ON	0800 7838866				
LPG	Avanti	0845 9765544		Energy.avantigas.com		
Water	BMT	01932 857381				
Local Plant Hire	A-Plant	0370 050 0797				
Medical	Emergency Non-urgent	999 111				
Environmental Agency	Floodline	0345 9881188		www.environment-agency.gov.uk/floodline		
Elmbridge Council		01372 474474				
Surrey C.C Emergency Planning Unit		01483 631734 01483637134		www.surreycc.gov.uk/council-and-democracy/contact-us		
Health & Safety Exec		0345 300 9923 (8:30am-5 pm)		Out of Hours 0151 922 9235 www.hse.gov.uk/riddor/report.htm#online		
Police	Non -emergency	999 101				

		01483 571212				
Computer Failure	Nimovera	0333 3051821		www.nimovera.co.uk		
London Bus Museum		01932 837994				
LBM Transport Manager	Glyn Matthews	07940 771439		glynamatthews@btinternet.com		
LBM Insurance	AJ Gallagher Insurance Brokers	01732 744731		Tony_taylor@ajg.com	Bus Insurance with QBE	Museum Insurance with Hiscox
Horsebuses (Drewitt's)		01372 727153	0778 8810204	paulinespuppets@drewittsevents.com		

1. INTRODUCTION

Definition of an emergency

An emergency is any incident which threatens human safety and /or damages or threatens to damage or destroy the Museum's buildings, contents, facilities or services.

The most serious threats arise from

- Fire
- Flood

which can emanate from various sources, and

- Storm
- High wind
- Snow & Ice

Other threats can arise from

- vandalism,
- theft
- gas or fuel leaks
- terrorism
- violence and other threat to persons including children
- infestation.

Cyber Attack and Computer System Failure (See Risk Analysis Assessment below)

- Malware – bugs, trojans-phishing emails
- Ransom ware
- Failure of system
- Faulty back-up disk
- Failure of back up
- Data corruption
- Failure to back up data

Aims of the emergency plan

- To provide procedures and basic guidelines to be followed in the event of an emergency
- To ensure the safety of the public and museum volunteers
- To enable the Emergency Management and Response Teams to act swiftly to minimise damage to the buildings and holdings.

The Museum is committed to ensuring the safety and security of its staff and the public at all times. As such, this plan is coupled with risk management procedures and fire training to reduce the likelihood of an emergency incident.

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 is provided.

Circulation of the plan

Copies of the plan are held in the following locations:

- London Bus Museum
 - Reception
 - Office, Ops Manager, Duty Managers
- Brooklands Museum Trust
 - Office
 - Reception
 - Security
- Surrey Fire and Rescue Service
- LBPT Chairman, Secretary, Emergency Co-ordinator (see contact list Pages 20-21)

Personal copies are held by all Emergency Team members at home which they will be expected to bring in if called in outside office hours. Copies should be kept in a secure location given the inclusion of sensitive information e.g. building plans, contact details, priority lists etc.

Each member of staff has a copy of the basic summary page (appendix K).

Secure copies of the building plans and priority lists are kept in the Right-Hand fireproof cabinet in the Secure Store.

Safety information including plans and use of heating, ventilation and utility controls, are kept in the first small filing cabinet inside the door of the Office.

Everyone who works in the Museum should be informed of procedures to follow in the event of discovering an incident, including managers, volunteers, cleaning staff, security and contractors.

Updating and version control

This plan was issued in May 2021. Version 4. A review will be conducted after any activation of the plan or **every two years otherwise**. Before issue of future versions (versions 5, etc.), previous copies will be recalled in order to ensure that only one version of the plan is in circulation at any one time. The review will be conducted by the Curatorial Department in consultation with the Secretary.

Training & Testing

Emergency Management Team members should receive training in the contents and purpose of the plan. Responsibility for organising training will be the HR Director. A tabletop test will be carried out by the Emergency Response Team following any amendments to the plan.

Improvements to plan

Suggestions for the improvement of the plan are always welcome and should be directed to the Secretary.

2. Risk Assessment – threats to the museum and its collections

Probability P

- 1 Unlikely
- 2 Possible
- 3 Likely

Severity S

- 1 Slight – inconvenient, time-wasting, minor damage
- 2 Moderate - partial or temporary closure, serious damage
- 3 Severe - permanent closure or destruction

Risk Analysis of London Bus Museum Brooklands					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	Fit burglar alarm, check regularly and the alarm to Brooklands. Report to police. Ensure that an inventory of all items is kept up to date. If possible, make an inventory of what is missing. Contact external collectors should loan items have gone missing. Check CCTV. Inform Brooklands Security
Excess Cold	2	1	2	Low	Warm Building using large fans. Ensure that the fans are well maintained and do not pose a fire risk. Use a thermometer to track the temperature to ensure collections are maintained in a suitable environment.
Excess Heat	2	1	2	Low	Cool Building using large fans. Ensure that the fans are well maintained and do not pose a fire risk. Use a thermometer to track the temperature to ensure collections are maintained in a suitable environment.
Fire	1	2-3	2-3	Low	Call Emergency Services. Use Emergency plan where appropriate to rescue vehicles and action salvage plan under direction of the Fire Brigade. Carry out regular fire drills and ensure all volunteers know what to do in the event of a fire or fire drill. Training should be provided for all volunteers how to use fire extinguishers and this training should be refreshed, as necessary. Appoint Fire Marshalls. Kit out Fire Marshalls with appropriate clothing and PPE. Ensure all volunteers know where the exits are. Keep a list of emergency contacts should a fire occur and ensure that this is kept up to date.
Flood	1	2-3	2-3	Low	Ongoing monitoring of River Wey to be carried out and being alert to weather warnings that may affect flood levels. Call Fire Service & Floodline. Sandbag appropriate areas, remove key vehicles. Contact Salvage team and ensure salvage team contact list is kept up to date. Any valuable organic materials such as papers and cloth should be appropriately dried to save damage using the air-dry method. Ensure that there is a suitable space and method of transport to take salvaged materials.
High Wind	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Have Salvage team on standby in case of damage to collections.
Infestation	1	1-2	1-2	Low	Check organic materials regularly for any signs of animal droppings, scat or chewing. Check for egg, larvae and silverfish. Use English Heritage Pest Poster to initially identify possible infestation. Assess damage possible area of outbreak and bring in museum expert on infestation. Salvage team to assist with any loss or damage to materials. Should the issue be ongoing, external management of infestation to be considered. No food or drink in public area of museum.

Risk to Children & Vulnerable adults	1	1	1	Low	Report to Authorities and Brooklands immediately. If child is lost sweep the Museum including workshop to establish if they are there.
Snow & ice	1	1-2	1-2	Low	Keep path and roadway clear and gritted. Check for burst pipes. Use 2 large fans to warm Museum. Dependent on the weather extremes, closure of the site to be considered for staff and visitor safety.
Storm	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Salvage team to be on standby and museum should be ready and prepared for flooding, wind damage, or fire from lightning strike.
Terrorism	1	2-3	2-3	Low	Report to Emergency Services. Volunteers should use the Run, Hide, tell advice as outlined below and encourage visitors to do the same. Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then... Hide It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it's safe to do so... Tell the police by calling 999. Volunteers should not take risks or risk their own safety.
Theft	2	1	2	Low	Ensure that an inventory of museum is kept up to date. Take photographic images of all artefacts. Report to police immediately. Ensure that the scene of the crime is not disturbed until the Police arrive. Contact external collectors should a theft of their item had occurred. Ensure insurance is kept up to date.
UV Damage	3	3	9	High	Use Museum Quality glass on artefacts. Take photo images of vehicle every year to compare damage. Take regular UV readings and record them.
Vandalism	1	1-2	1-2	Low	Report to Police. Contact Salvage team to assess and triage damage. If needed contact external companies to help fix the damage.
Violence	1	1	1	Low	Report to Police & Brooklands. Ensure that volunteers do not put their safety above the safety of the collections.

Risk Analysis at NorthChapel					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	Fit burglar alarm, check regularly. Report to police. Ensure that an inventory of all items is kept up to date. If possible, make an inventory of what is missing. Contact external collectors should loan items have gone missing.
Excess Cold	2	1	2	Low	Take portable heating equipment to use to heat up the facilities
Excess Heat	2	1	2	Low	Open large door to let heat dissipate. Use portable fans to cool the interior.

Fire	1	2-3	2-3	Low	Call Emergency Services. Use Emergency plan where appropriate to rescue vehicles and action salvage plan under direction of the Fire Brigade. Carry out regular fire drills and ensure all volunteers know what to do in the event of a fire or fire drill. Training should be provided for all volunteers how to use fire extinguishers and this training should be refreshed, as necessary. Ensure all volunteers know where the exits are. Keep a list of emergency contacts should a fire occur and ensure that this is kept up to date.
Flood	1	2-3	2-3	Low	Call Fire Service & Floodline. Sandbag appropriate areas, remove key vehicles. Contact Salvage team and ensure salvage team contact list is kept up to date. Any valuable organic materials such as papers and cloth should be appropriately dried to save damage using the air-dry method. Ensure that there is a suitable space and method of transport to take salvaged materials.
Gas or Fuel leak	1	2-3	2-3	Low	Evacuate building. Turn off electrical supply. Use correct fire extinguishers if there is a fire and it is appropriate to do so, without taking unnecessary risks. Inform Emergency Services & Brooklands
High Wind	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Have Salvage team on standby in case of damage to collections.
Infestation	1	1-2	1-2	Low	Check organic materials regularly for any signs of animal droppings, scat or chewing. Check for egg, larvae and silverfish. Use English Heritage Pest Poster to initially identify possible infestation. Assess damage possible area of outbreak and bring in museum expert on infestation. Salvage team to assist with any loss or damage to materials. Should the issue be ongoing, external management of infestation to be considered. No food or drink in public area of museum.
Risk to Children & Vulnerable adults	1	1	1	Low	No risk as this is store and accessible by authorized volunteers only.
Snow & ice	1	1-2	1-2	Low	Keep path and roadway clear and gritted.
Storm	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Salvage team to be on standby and museum should be ready and prepared for flooding, wind damage, or fire from lightning strike.
Terrorism	1	2-3	2-3	Low	Report to Emergency Services. Volunteers should use the Run, Hide, tell advice as outlined below and encourage visitors to do the same. Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then... Hide It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it's safe to do so... Tell the police by calling 999. Volunteers should not take risks or risk their own safety.
Theft	2	1	2	Low	Ensure that an inventory of museum is kept up to date. Take photographic images of all artefacts. Report to police immediately. Ensure that the scene of the crime is not disturbed until the Police arrive. Contact

					external collectors should a theft of their item had occurred. Ensure insurance is kept up to date.
UV Damage	3	3	9	High	Store is mostly semi-darkness. Low UV damage to artefacts
Vandalism	1	1-2	1-2	Low	Report to Police. Contact Salvage team to assess and triage damage. If needed contact external companies to help fix the damage.
Violence	1	1	1	Low	Report to Police. Ensure that volunteers do not put their safety above the safety of the collections.

Risk Analysis at Rusper					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	Fit burglar alarm, check regularly. Report to police. Ensure that an inventory of all items is kept up to date. If possible, make an inventory of what is missing. Contact external collectors should loan items have gone missing.
Excess Cold	2	1	2	Low	Take portable heating equipment to use to heat up the facilities
Excess Heat	2	1	2	Low	Open large door to let heat dissipate. Use portable fans to cool the interior.
Fire	1	2-3	2-3	Low	Call Emergency Services. Use Emergency plan where appropriate to rescue vehicles and action salvage plan under direction of the Fire Brigade. Carry out regular fire drills and ensure all volunteers know what to do in the event of a fire or fire drill. Training should be provided for all volunteers how to use fire extinguishers and this training should be refreshed, as necessary. Ensure all volunteers know where the exits are. Keep a list of emergency contacts should a fire occur and ensure that this is kept up to date.
Flood	1	2-3	2-3	Low	Call Fire Service & Floodline. Sandbag appropriate areas, remove key vehicles. Contact Salvage team and ensure salvage team contact list is kept up to date. Any valuable organic materials such as papers and cloth should be appropriately dried to save damage using the air-dry method. Ensure that there is a suitable space and method of transport to take salvaged materials.
Gas or Fuel leak	1	2-3	2-3	Low	Evacuate building. Turn off electrical supply. Use correct fire extinguishers if there is a fire and it is appropriate to do so, without taking unnecessary risks. Inform Emergency Services & Brooklands
High Wind	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Have Salvage team on standby in case of damage to collections.
Infestation	1	1-2	1-2	Low	Check organic materials regularly for any signs of animal droppings, scat or chewing. Check for egg, larvae and silverfish. Use English Heritage Pest Poster to initially identify possible infestation. Assess damage possible area of outbreak and bring in museum expert on infestation. Salvage team to assist with any loss or damage to materials. Should the issue be ongoing, external management of infestation to be considered. No food or drink in public area of museum.
Risk to Children & Vulnerable adults	1	1	1	Low	No risk as this is store and accessible by authorized volunteers only.

Snow & ice	1	1-2	1-2	Low	Keep path and roadway clear and gritted.
Storm	2	2-3	4-6	Medium	Ensure all doors and windows are closed. Tether down any tall or dangerous objects or items. Salvage team to be on standby and museum should be ready and prepared for flooding, wind damage, or fire from lightning strike.
Terrorism	1	2-3	2-3	Low	Report to Emergency Services. Volunteers should use the Run, Hide, tell advice as outlined below and encourage visitors to do the same. Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then... Hide It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it's safe to do so... Tell the police by calling 999. Volunteers should not take risks or risk their own safety.
Theft	2	1	2	Low	Ensure that an inventory of museum is kept up to date. Take photographic images of all artefacts. Report to police immediately. Ensure that the scene of the crime is not disturbed until the Police arrive. Contact external collectors should a theft of their item had occurred. Ensure insurance is kept up to date.
UV Damage	3	3	9	High	Store is mostly semi-darkness. Low UV damage to artefacts
Vandalism	1	1-2	1-2	Low	Report to Police. Contact Salvage team to assess and triage damage. If needed contact external companies to help fix the damage.
Violence	1	1	1	Low	Report to Police. Ensure that volunteers do not put their safety above the safety of the collections.

Northchapel store is some distance from habitation, though on a main road, so fire etc might not be reported early

Rusper is location is in a modern farm storage building. The floor is unconcreted but the building is watertight. Access by locked sliding door with insurance rated secure locks. The building is located within a working farm, with key holders being the Trust and the Farm Manager. The environmental conditions are suitable for the standards of the vehicles stored.

Cyber Risk Analysis

Risk Analysis of London Bus Museum Computer + IT system					
Incident	P	S	Px S	Max Risk	Mitigation Action
Back up failure of files	2	2	4	Medium	Take regular back up of all computer files on a rotational basis. Store copies of the files off site at secure location, such as another museum. Establish what has been lost, whether it can it be retrieved by restoring backup, or by employing an external data recovery company.
Bugs/Virus	3	3	9	High	Regular update to computers with latest virus protection software on all network devices including servers, desktops, routers and on external devices: memory sticks, tablets and mobile phones. If problem persists employ a professional IT computer company to remove virus & clean the computer, volunteers should not attempt to do this themselves. All bugs and virus incidents should be reported as soon as possible to ensure that it does not spread or cause a loss of data. If the computer is connected to a network via a cable, unplug this to reduce the risk of it spreading. Be mindful of email attachments and links from unknown sources, do not download or install software you are not certain of.
Computer Hacking	3	3	9	High	Ensure that strong passwords and used at all times and also the use of anti-virus software on all machines. Encourage volunteers to regularly change passwords and use different passwords for each account and sign in. When volunteers are not at a computer or laptop, ensure that the device is locked and cannot be accessed without a password. Any data breeches are to be reported and dealt with in line with guidance.
Corrupt Disk/memory stick	3	3	9	High	Take regular backups of disk or memory stick. If one is corrupted then you still have the other copy. Ensure that all copies are stored in a secure location offsite such as another museum, deleting old copies of documents as they are updated.
Damage to laptop	3	2	6	Medium	Contract company for repair or replace. Establish if there has been a loss of data or information, and where a backup of the information is located. Ensure that laptops are stored securely when not in use.
Damage to main computers	3	2	6	Medium	Contract company for repair or replace. Establish if there has been a loss of data or information, and where a backup of the information is located.
Failure of Disk	2	2	4	Medium	Take a regular backup on disk on rotational basis. Store copies offsite at a secure location such as another museum
Faulty equipment	3	2	6	Medium	Repair or replace or upgrade depending on cost. Make sure that all electrical equipment is PAT tested regularly, and equipment is used for its intended use in line with health and safety guidelines.
Infestation	1	1	1	Low	Check regularly for rodent infestation around any cables. Any damage to be dealt with and cabling replaced. Should cables be damaged, any power to them should be switched off until the cable can be replaced. If issue is ongoing pest management methods to be considered.

Risk Assessment – detail

1 People

- Volunteers – general personnel H&S risks are covered by H&S Policy and Procedures, including Fire precautions and volunteer training
- Visitors – Ensure the areas where the public have access are
 - Tidy
 - no hazards underfoot
 - nothing can fall onto the area
 - adequate illumination in public areas
 - Keep public away from dangerous activities if we are working
 - Fire precautions (Broadcast on PA the safety procedures for evacuation if necessary)
 -
- All
 - Evacuation procedures in place
 - Alarm Evacuation and Fire Safety training for stewards
 - Procedures in place to deal with aggressive or suspicious visitors

2 Collection - general

- inadequate heating
- monitored humidity
- UV light
- Insects
- No high-water tanks or mains
- All toilets on ground floor
- No gas supply
- Modern electrical equipment and cut-offs
- River Wey flood levels not a threat to museum
- Minor risk from storm or wind damage to building
- See collection risk assessment

- Inadequate cooling – excessive
 - Excessive Heat (during summer)
- 3 Collection – vehicles
- Large Moving Objects
 - standing on tyres therefore some protection from flooding due to height of vehicle platform
 - designed to be driven in all weather conditions therefore can be allowed to get wet for a period
 - unlikely anything heavy would fall on the vehicles
- 4 Collection - Street Furniture (Bus Shelters – Bus Stops – Road Signs – Signs)
- all designed and manufactured to withstand normal weather conditions therefore can get wet for short periods
- 5 Collection - Uniforms
- Damp
 - Mould
 - UV light
 - Moth
- 6 Collection - Ephemera (Notices – Small Objects – Photos/Slides – Papers – Books & Manuals)
- keep as dry as possible
 - avoid UV light
 - constant temperature
 - secure store ideal
- 7 Loss of Key Personnel
- 8 Loss of key documents
- Agreements, contracts etc locked in safe in secure store
 - Most documents are stored electronically and backed up
- 9 Financial Risks
- Fraud

- Theft
- Gift Aid changes
- Loss of income sources

10 Buildings and Grounds

- security of museum building
 - reviewed by: Churches Fire Security Limited 0370 608 4350
 - reviewed by Crime Prevention Officer
 - site visit when insurance initiated
 - vehicle spares and small exhibits locked in cage store, secure store, Boardroom or display cabinets
 - regular checks of Fire Alarms, emergency lighting, emergency exits
 - regular service contract for Fire Equipment
 - Keys kept in Key Safe, access by Duty manager, Ops Manager and Secretary
- main external doors mechanically bolted from inside assuming they have been opened
- Fire doors only open able from inside
- All doors and roller shutters checked locked before last person (Duty manager) leaves
- Mains services turned off location: On the wall to the right of the staff door. Water stop cock under meter cover next to the road on the North side of the main vehicle exit doors. Domestic supply stop cock in cleaners' cupboard under stairs.
- Bus batteries isolated
- Offsite stores at Northchapel & Rusper
 - Reviewed by Crime Prevention Officers
 - Meet requirements of insurance company

3. EMERGENCY MANAGEMENT TEAM

In the event of a large incident, the following personnel have been allocated the following roles in order to manage the incident. It is important that tasks are delegated and split up to prevent one person trying to manage the entire operation.

Obviously in the event of a small incident, it will not be necessary to activate the entire plan and the entire Emergency Management Team. The response mechanism detailed in section 6 and Appendices H & J will ensure the correct members of the Emergency Management Team are contacted. They will assess whether to involve the other members of Emergency Management Team.

If the principal person in this role is unavailable, the deputy should fill in.

Emergency Response Co-Ordinator (ERC.)

- ERC Ian Reddick 07774 493356 01932 253121
- Simon Douglas Lane 07762 125006 0208 941 5027

- Deputy ERC Gerry Job 07973 172863 0208 654 7664

Incident co-ordination and overall site management. Co-ordinates response; liaises with outside services; deals with suppliers and governing body; communication and team liaison; takes overview. **See section 6 for more detail**

Building Recovery Manager (BRM)

- BRM Roger Stagg 07831 477209 01732 849002

Removal of excess water; health and safety; provision of logistical support; rest breaks/areas and refreshments for staff. **See section 7 for more detail**

Salvage Manager (SM)

- SM TBD

Prioritising, moving to temporary storage, documenting, sorting and treating salvaged objects. **See section 8 for more detail**

Service Continuity and Public Relations Manager (SCM/PR)

- SCM/PR TBD

Deals with media, provides information for users, determines re-opening strategy etc. **See section 9 for more detail**

Other personnel will be required to assist, particularly with salvage and moving damaged items (**See 4 & 9 below**)

4. EMERGENCY RESPONSE TEAM

The Emergency response team is called upon by the Emergency Management Team to work as directed or allocated. There will be some overlap between the Management and Response teams, as some individuals will have roles in both.

5. ALARM RAISING PROCEDURES FOR STAFF TO FOLLOW ON DISCOVERING AN INCIDENT

The full details in this section apply to Opening Hours. Outside Opening Hours, the evacuation procedures relate to staff/volunteers only; when the museum is unmanned, it is likely that Trustees and Emergency Co-Ordinator will be notified by Brooklands Site Security or BMT. It will be essential at this stage to summon appropriate teams to the Museum, according to the Callout Plan (inside back cover). Appropriate Emergency services should already have been alerted; it is for the ERC to judge whether other outside agencies should be alerted at this stage, or whether an assessment onsite should be undertaken first. Bear in mind the likely time needed for personnel to reach the museum, especially in bad weather, or where there are road closures.

EVACUATION PROCEDURE

for any circumstance where it is decided that evacuation is necessary:

- Volunteers will act as marshals, and should direct visitors to the assembly point which is in the Paddock, next to the BAC 1-11 opposite visitors' main entrance
- An alternative assembly point for major event days is situated beside the Vickers Bridge.
- A staff member will sweep buildings - feel for heat with back of hand and use foot to safeguard door if opening towards you
- **Sweep to include a thorough check of all toilets/workshop/stores/hidingplaces/office/boardroom/mezzanine/vehicles, being especially alert to deaf, blind and disabled and their needs**
- **Mobility impaired on mezzanine may have to be evacuated onto external fire escape landing**
- The lift should be used only if there is no alternative and it is safe to do so
- Doors should be closed as the buildings are swept
- Never allow the fire to come between you and the exit
- Do not break windows unless you have no other option – oxygen will feed the fire
- Dial 999 from the assembly point outside the building to ensure that emergency services are on their way (do not delay your

- exit to collect a mobile telephone)
- Only re-enter the building when emergency services and/or the Duty Manager or other person in authority have confirmed it is safe to do so

Fire

- The fire alarm should go off automatically. If not:
 - RAISE ALARM immediately
 - break the glass of the nearest fire point, or shout warnings
 - ensure all parts of building are aware
- initiate evacuation procedure immediately (BACK COVER)
- dial 999 – emergency services to be given postcode KT13 0QN and instructions to use Campbell Gate
- if available, send a volunteer towards Campbell Gate to direct Emergency Services – **wear Hi-Vis if possible**
- inform Brooklands Reception – Internal 221 or 01932 857381
- if no response to 999, ask Brooklands to dial 999 and direct Emergency Services to use Campbell Gate (see above)
- *Only tackle a small fire if you have had training, feel confident enough and are sure of which type of extinguisher to use. If efforts are not immediately successful, leave building at once*
- Following evacuation, Dial 999 from the assembly point outside the building to ensure that emergency services are on their way (do not delay your exit to collect a mobile telephone).
- A roll-call of staff and volunteers will be carried out by the Duty Manager (or Senior Manager present) for reporting to ERC and Emergency Services (e.g., Fire Brigade) using the staff register and volunteer signing in book if available (location of assembly position by BAC 1-11)
- Only re-enter the building when emergency services and/or the Duty Manager or other person in authority have confirmed it is safe to do so
- Contact Emergency Response Co-Ordinator and the Emergency Management team (contact details available in staff copies of the summary plan)
- Duty Manager or other responsible person should liaise with the Fire Brigade until the arrival of the Emergency Response Co-Ordinator

Flood / leak / water incursion/aftermath of Fire Brigade (for main stopcock location see Page 7; Emergency Kits are in the Cage Store)

- Alert the Building Recovery Manager and Salvage Manager
- If the leak is localised and the Building Recovery Manager is more than 5 minutes away, then take action to contain its spread before the arrival of the Building Recovery Manager and Salvage Manager
- If there are electrical appliances or outlets near the leak, do not approach or stand on standing water due to electrocution hazard. Isolate power in that area and undertake a risk assessment (for switchgear locations, see Pages 5 & 6)
- Attempt to ascertain the source of the water and deal with it if possible (e.g., turn off stop cock, turn off tap etc.).
- If large quantities of water are escaping, the emergency plumber should be contacted. See Emergency Contacts Pages 20/21

- Try to direct the flow of water away from collections with polythene sheeting, or contain the spread of water with absorbent paper and mops
- Protect collections in danger of becoming wet but not yet wet – move or shield with polythene sheets. Check adjacent areas for water ingress
- See priority grab list – for water damage, lowest shelves in workshop/secure store/cage store are most vulnerable
- Await the arrival of the Building Recovery Manager and Salvage Manager. Do not commence removal of wet objects or air-drying without authorisation
- Emergency Management Team will advise on the next steps upon arrival

River Water Flood Warning

- Alert the entire Emergency Management Team, starting with the Building Recovery Manager
- Evacuate site of visitors
- Use discretion to alert emergency services
- Contact Floodline 0345 988 1188 (24 hrs.) or www.environment-agency.gov.uk/floodline for authoritative advice
- Approach the river or floodwater with extreme caution and only after a complete risk assessment. Deep and fast-flowing water is extremely dangerous, and bridges and banks may not be secure

Immediate actions to be taken by Building Recovery Manager or Emergency Management Team member, or staff working under their direction by phone.

- Turn off electricity and water supplies at mains (do not reconnect after flooding until checked by accredited person)
- Unplug all electrical items and move to higher area
- Move priorities offsite/higher
- Empty cases if possible and move drawers
- Raise items on bricks or blocks
- Most buses have enough ground clearance not to be the first priority; assess whether it would be safe to drive them out in priority order
- If water reaches the exhaust pipe, engines should not be started
- Assess safe locations to leave vehicles
- Leave internal doors open
- Weigh down and tie together items that cannot be moved.
- Move kit/Emergency Plan/accession records etc offsite
- Limit entry of water with sandbags/plywood or metal sheeting on outside doors, window frames and airbricks until waters recede. Use silicone sealant to increase resistance
- Weigh down manhole covers
- Move any dangerous chemicals or objects which may contaminate flood waters further.
- Move away from site to safe area and do not re-enter until directed by Emergency Management Team.

- Always ensure you have a clear escape route to higher ground

Storm or high wind warning

- Alert the entire Emergency Management Team, starting with the Building Recovery Manager
- Evacuate site of visitors

Immediate actions to be taken by Building Recovery Manager, Emergency Management Team member, or staff working under their direction by phone.

- Beware flying glass or fan blades
- Close all external openings where possible
- Remove or tie down outside objects which could impact the building or cause injury
- Turn off electricity at mains (do not reconnect after flooding until checked by accredited person).
- Consider moving objects away from windows, doors and walls, or covering with polythene.
- Consider moving high priority items off site
- Emergency Management Team will advise on further necessary actions.

Heavy Snowfall

- Decide if the Museum should be closed due to safety and staffing issues
- Ensure emergency exit doors will open
- Clear snow and deploy salt/grit, including on fire exit stairs and paths
- Minimise vehicle movements on site
- Update website and answer phone messages daily (if required)
- Liaise with BMT and Museum security contractors

Utility Failure

- Remain calm. Alert the Building Recovery Manager
- Decision whether to evacuate buildings will be taken on safety grounds by Duty Manager, Building Recovery Manager, or the most senior member of staff onsite
- Provide assistance to visitors and staff in your area
- Torches can be obtained from Building Recovery Manager or Visitor Services.
- If you are in an unlit area, go cautiously to an area that has emergency lighting. If the telephones are working, report the failure or report to Building Recovery Manager using the numbers in Emergency Contact List on Pages 20 & 21
- Emergency Management Team will advise on further necessary actions

Vandalism / Theft

- Remain calm
- Alert Emergency Management Team, starting with the Building Recovery Manager.
- Restrict access to the affected area, including areas where broken objects may have scattered. Use hazard tape or barriers
- Do not touch the objects or any other evidence
- Report the incident to local police non-emergency number 101 (999 if a crime is in progress or perpetrators are on premises)
- Consider safety of visitors and volunteers
- Duty Manager /Building Recovery Manager / senior staff may evacuate the site if scene cannot be controlled
- The Emergency Management Team will advise on further necessary actions in discussion with the police

Nuisance or abusive visitor, suspicious behaviour etc.

- Examples of anti-social behaviour would include:
 - Violence
 - Threats
 - Abuse or derogatory remarks
 - excessive foul language
 - drunkenness
 - theft
 - inappropriate behavior towards children or vulnerable adults
 - refusal to respond to reasonable request
- Remain calm and contact a Duty Manager and the Emergency Response Co-Ordinator
- Restrict access to affected area
- The visitor should be given a verbal warning as to the unacceptable nature of their behaviour and the expected standards of behaviour.
- If the visitor does not amend his/her behaviour, they should be asked to leave and the police / security should be called and the visitor notified of this
- Await the arrival of police for the physical removal of the person. Do not engage in physical contact
- The Emergency Management Team will advise on further necessary actions in discussion with the police.

Bomb / Suspect Package

- Report the discovery or threat immediately to the Duty Manager, Emergency Response Co-Ordinator or Building Recovery Manager.
- The ERC / BRM will inspect the suspicious item and contact Police on 999, then BMT Reception, and take advice as to whether to evacuate the site.

- If evacuation is recommended use staff and volunteers to marshal visitors. DO NOT use fire alarm. A bomb alert siren is located in Visitor Services in the Clubhouse.
- Members of staff and public should leave the site in accordance with evacuation procedures as under “Fire” above
- Await the arrival and instructions of the emergency services.

Gas, Flammable Liquid or Fuel leak

IN THE EVENT OF A PETROL OR FLAMMABLE LIQUID LEAK, MOBILE PHONES MUST NOT BE USED IN THE VICINITY AND ELECTRICAL SWITCHES, INCLUDING LIGHT SWITCHES, MUST NOT BE OPERATED

- Report the discovery immediately to the Duty Manager or Building Recovery Manager
- Evacuate all buildings and proceed to assembly point
- Staff should ensure that all buildings have been evacuated (see “Fire” above)
- Call the Fire Brigade (or ask Brooklands Reception to do so if you are unable) giving postcode KT13 0QN of Campbell Gate
- A register of all staff and volunteers should be taken at the assembly point using the staff register and volunteer signing in book by the senior manager
- A call should be made immediately to the L.P.G. Emergency helpline on 03457 200 100 or BOC 0800 111 333
- Provide the address of the site, number of people on site, how long the smell has been noticeable, details of any neighbours (especially those with hazardous activities), your name and contact number and access information.
- You will be advised of further required actions by the operator and the service engineers upon arrival
- If it is safe to do so, cover any spilled liquid with absorbent material

Medical or Injury incident

- In the event of a medical incident, the first-aiders should be contacted in the first instance
- The first aider will:
 - Notify the Site Manager.
 - If the injury or ailment requires an ambulance, Dial 999 using the closest phone and alert BMT Reception Internal 221 or 01932 857381
 - If the injury or ailment is minor, the person should be either transferred to the A & E department in a staff vehicle or transported home or treated onsite only
- **DEFIBRILLATOR** is available at LBM Reception or Brooklands Reception
 - In the absence of trained personnel, follow audio instructions from the defibrillator
- Any accident involving injury or First Aid must be reported in the Accident Book
- Hospitalisation, absence from work for more than three days or fatal accident must be reported in addition to the H&S Executive 0345 300 9923 (see Appendix D Page 48)

REGISTERED FIRST AIDERS (* indicates Defibrillator Trained)

London Bus Museum: All Duty Managers (inside back cover) are First Aid trained – the Manager on duty is named in the Foyer and can be reached via the PA system.

Table of First Aiders

Bob Bailey	Simon Douglas Lane	Colin Read (Not Defib)	
Graham Bartlett	Steve Edmonds	Gerry Job	
Malcolm Cron	Arun Sharma		
Colin Fradd	Ian Jackson		

Brooklands Museum First Aiders: Contact BMT Visitor Services (Ext. 221) or Admin Office (Ext. 255/235/240/242/244/246/252/253)

6. INCIDENT ASSESSMENT AND CONTROL

On arriving at the emergency scene, the Emergency Management Team member should

- Get report from first responder
- Determine when access will be possible - seek to conduct a site tour as soon as possible (use appendix F Page 53)
- Liaise with Emergency Services if present
 - Discuss priority material
- Assess the scale and categorise incident (see Appendices H (page 55) and J (page 56))
- Call in other Emergency Management Team staff as necessary and appoint roles (deputies fill in if necessary)
- Set up a control point

If access is possible

- Emergency Management Team members present should conduct a site tour and use appendix F to record damage
- Upon completion of assessment, the salvage strategy should be determined.
 - Each Manager should use their checklists and determine what actions are required (see sections 5-8).
- Key actions will include
 - Access to buildings, pumping out standing water and dehumidification
 - Risk assessment, identification of necessary personal protective equipment (gloves, hard hats, safety boots etc)
 - Emergency lighting for affected areas

- Locate manuals, lists and salvage equipment (cage store, or purchase)
- Arrangement of sorting/temporary storage / emergency accommodation
- Agree areas for work
- Determining priorities for salvage
- Determining whether it will be necessary to shut the Museum
- How available personnel can be utilised and to split into teams
- Provision of refreshments for personnel
- What equipment / suppliers will be necessary for the salvage operation
- Whether to contact the insurers (telephone numbers Page 20/21)
- Emergency Management and Response Team members should be
 - briefed before they start work
 - provided with appropriate PPE as per the risk assessment
 - given regular rest breaks
- Emergency Response Co-Ordinator, Salvage Manager, Building Recovery Manager and Service Continuity Manager should meet at regular intervals to update on the salvage progress

If access is not yet possible

- Based on the briefings, prepare response as necessary
- Alert suppliers, salvage contractors, staff and volunteers, key depositors, stakeholders, governing body
- Prepare equipment and order in more as required
- Activate business continuity arrangements
- Pro-actively liaise with the press (Service Continuity Manager only)

7. GUIDELINES FOR EMERGENCY RESPONSE CO-ORDINATOR & DEPUTY EMERGENCY REPOSE CO-ORDINATOR

General purpose – to facilitate recovery operation and provide administrative support to Salvage Manager and Building Recovery Manager

- Stay in the Control Point and facilitate recovery
- Liaise with the Emergency Services
- Liaise with trustees
- Decide on the overall scale of response
- Dictate regularity of meetings and co-ordinates flow of information
- Ensure a risk assessment is carried out and area made safe, oversee health & safety and care for staff & volunteers
- Arrange for necessary personnel to be contacted
- Manage communications with stakeholders
- General overview with salvage, building and service continuity operations
- Call Insurers
- Manage finance issues – paying for supplies, arranging funding
- Manage calling in suppliers
- Contact other institutions for assistance (space, people, equipment, expertise)
- Keep incident log and decisions made
- Photograph salvage

8. GUIDELINES FOR BUILDING RECOVERY MANAGER

General purpose: facilitate recovery in a practical sense, providing logistical support and ensuring that the building is accessible and secure.

- Provide risk assessment and determine and distribute PPE
- Make salvage area accessible and safe for work as far as possible
- Comprehensive building checks
- Arrange for water to be pumped out etc.
- Arrange for utilities to be switched off
- Remove electrical items once power turned off
- Remove wet non-collections material from affected area (carpet tiles, furniture etc)
- Protect areas not affected but in danger with polythene sheeting
- Control access to site - set up register
- Arrange generators, lighting, dehumidifiers etc.
- Provide logistical support to salvage (lifters/shifters)
- Determine requirement for external support -glaziers, plumbers etc.
- Determine risk of secondary damage and take steps to control environment.
 - Humidity should be below 60% relative humidity (rH) for object salvage
- Security of objects in temporary storage areas
- Find space required for salvage, storage etc.
- Arrange for security of building during recovery operation
- Refreshments for helpers

9. GUIDELINES FOR SALVAGE MANAGER

General purpose: To arrange and carry out the salvage operation for the damaged items from the incident, including salvage, moving, sorting and treatment.

- Set salvage schedule based on agreed priorities
- Set up treatment areas with emergency equipment
- Establish priorities per floor/damage area and appoint the groups working there
- Brief all personnel on appropriate handling techniques and the dos and don'ts of salvage
- Start salvage when Building Recovery Manager has made salvage area safe for work
- Set up
 - Salvage Team
 - Sorting Team
 - Treatment Team
 - Stabilising / Packing Team
- Organise the logistics / moving / sites of recovery, salvage, packing with Building Recovery Manager –will assistance be required?
- What items will be best left in situ (fragile/large) and provide in-situ treatment for these (apply principles of air-drying in affected area)?
- Determine the treatment options for all damaged items
- Work out how to use suppliers best with museum personnel
- Set documentation procedure
- Break-out equipment required and monitor usage - establish if more is needed
- Ensure regular breaks are taken at least every 1.5 hours, that PPE is worn and that particularly difficult tasks are shared
- Determine if shift system is required

10. GUIDELINES FOR SERVICE CONTINUITY / PR MANAGER

General purpose: to control the flow of information about the incident to interested parties, including members of the public, Brooklands Trust Members and the press. To try to restore the Museum's service as soon as possible:

- Establish timeframe for reopening site, in part or total, including power, light, sanitation (liaise with Building Recovery Manager and Salvage Manger)
- Update website of the situation & keep everyone informed, having agreed what will be said
- Issue press statement as per appendix H
- Restore basic administration - phones, receipt of post, email etc
- Refer to information on utility companies in appendix E. Arrange divert of incoming lines with BT/own provider
- Brief team members on what to say to those making enquiries
- Establish an information point at entry to museum / put up notices directing visitors to the information point
- Can any buildings remain open, with barricade tape restricting entry to hazardous areas?
- Consider transferring activities to other buildings
- Make contact with partner organisations to activate reciprocal arrangements
- Use media to make appeals for help where appropriate and proactively liaise with the press
- Use the recovery operation as an exhibition in itself?
- Restoration of shop and catering
- Seek emergency funding from local MLA representative/Museums Development Officer

11. RECOVERY, RESTORATION, DEBRIEF

The aim of the salvage operation will be to recover and return the affected area and its contents to normal as soon as possible.

- Maintain meetings/dialogue with the Emergency Management Team as salvage continues
- Keep an eye on how much material is being salvaged each day and how this can be improved.
- Continue liaison with the press – update on progress
- Motivate staff in recovery effort; be alert for signs of post-traumatic stress and provide counselling where necessary
- Think ahead by ordering stock and equipment
- Consider best conservation and treatment options for damaged materials
- Consider the environmental effects of incident on undamaged items in situ
- Regular monitoring of temperature and relative humidity must be maintained – use of dehumidifiers and fans may be necessary . The area should be kept well ventilated
- Allocate one person to co-ordinate the insurance claim (usually Emergency Response Co-ordinator)
- Photographs should be taken of damage
- Damaged shelving, furniture and floor covering should be removed and replaced
- To inhibit mould growth, walls , ceilings , floors and shelving may have to be washed with an anti-fungal solution as well as environmental control with dehumidifiers
- Re-shelving, redecorating and re-carpeting should wait until the conditions have stabilized
- Do not re-shelve air-dried material immediately – keep separately for a period of a month to ensure that no mould growth has developed
- Before re-shelving, consider modification of storage/display if there is a possibility of recurrence (raise shelving higher from floor, box items with high quality boxes)
- A meeting should be arranged with all personnel involved in the recovery process to discuss the successes and failures of the reaction
- Restock emergency kit
- Re-examine building risk assessment in light of what happened
- Scrutinise the performance of the plan
- Review plan

12. IT Recovery and Restoration

If in the event of a major IT failure, the IT Manager needs to be contacted and the IT support company. The aim of the salvage operation is to save as much data as possible and to restore the computer system.

- Contact IT Manager and inform them of the situation
- IT Manager to make initial assessment of the scale of the problem.
- Inform Niroveri Ltd. 0333 305 1821. The IT support group for LBM
- Step 1 to gather information.
- Step 2 Identify the nature of the threat
 - Failure of Equipment – Hardware or Software failure
 - Assess the loss of data that has occurred
 - Establish if it is a Cyber/Virus attack
 - Identify if it is a Ransomware attack

- IT Manager to liaise with Niroveri Ltd to establish a solution
- Step 4 Assess Risk & Plan
- Put fix in place
- Step 4 Monitor & Review

13. Pandemic

With the increase possibility of pandemics occurring such as Covid-19, the Museum should be checked to enable that all electrical, gas, fuel and water sources are safe. Where possible these need to be turned off. Some form of heating may be required to ensure that a low temperature is immitted to eliminate burst water pipes and stave off deuteriation of any artefacts. Temperature, Humidity and UV checks need to be carried out on a frequent basis. The Museum needs to be checked and cleaned on a regular basis to ensure that there no infestation occurs.

APPENDIX A - EMERGENCY RESPONSE EQUIPMENT KIT

Emergency Kits

The locations of these (which are clearly marked 'Emergency Kit') are:

Cage Store (materials and equipment and some PPE)
Workshop (PPE)

Each kit contains:

- **Stationery**
 - Pens (ball-point)
 - Pens (waterproof)
 - Clipboards A4
 - Paper pads A4
 - Notebooks (spiralbound)
 - Parcel Tape
 - Waterproof cloth tape
 - String tags (waterproof)
- **Cleaning Materials**
 - Absorbent mats Absorbent paper Cloths
 - Refuse sacks
- **Protective Clothing**
 - Gloves (nitrile) Coveralls
 - Dust Masks Fluorescent waistcoat
 - Gloves (rubber)
 - Gloves (leather)
 - Safety helmet
- **Tools**
 - Torches
 - Extension lead
 - Scissors
- **Miscellaneous**
 - Polythene sheet (25 m x 4 m)
 - Fold flat boxes
 - Polythene bags (various sizes)

Additional salvage equipment that might be required can be obtained from the Workshop, Curatorial and the Stores.

Buckets
Dehumidifiers
Desk fans
Dustbin liner bags
Freezer
Gloves (vinyl, latex or nitrile)
Hand tools
Labels - plastic
Labels - textile Masks; dust/particle Mops
Paper - acid free tissue
Paper - absorbent white tissue

/continued.....

Polythene bags
Polythene sheeting
Polythene roll bags and heat sealer
Tables
Tape - double sided
Tape - linen
Tape – masking
Torches and lighting
Trays; large, plastic, stacking
Waterproof pens

Additional equipment which is likely to be available through suppliers will be

- Generators
- Sandbags
- Emergency lighting
- Dehumidifiers
- Fans/Air-movers
- Crates
- Submersible Pumps
- Wet vacs
- Trolleys, sack barrows
- Folding tables

The checking of the Emergency Response Equipment Kit is the responsibility of the Duty Manager and the Health and Safety manager. They need to highlight to the trustees any missing items and ensure that they are identified as missing and replaced as soon as possible.

APPENDIX B - EXTERNAL SUPPLIERS

Dial 9 first if calling from an internal phone.

Alarm Company	FIRE: Churches Fire Security Service: 0370 60 84350 INTRUDER: Westronics 0118 942 6726
Boxes:	Walsall Box Company: 01922 628 118
Builders:	Croystone LTD: 020 8393 2483 Pyrford Homes: 07860 148251
Cold storage:	Harwell DRS: 01235 434373 Creative Events: Ext. 251 (freezer trucks). 01235 432245 (24/7) Best Contact Kathryn.rogers@harwellrestoration.co.uk www.harwellrestoration.co.uk
Conservation Equipment:	PEL: 01379 647400 CXD: 01234 846300
Conservators (contact Surrey History Centre 01483 518737)	
• General:	Haide Thomas (Surrey History Centre)
• Objects:	haidee.thomas@surreycc.gov.uk
Tools/equipment local:	Hire Services Sothern 01483 740960
Clothing, protective Floodlights DIY Polythene bags, sheeting, crates	Screwfix Byfleet 0333 011 2112 or other local superstore.
Dehumidifiers, Dryers, space heaters and air movers:	Brooklands Museum 01932 857381
Emergency Recovery Company:	Harwell Document Restoration Services: 01235 432245
Drain clearing:	Dyno-rod: 0845 0260994 or 01932807478 / 0333 305 6322
Glazing - emergency and boarding up:	Fast Glass: 01932 852401
Lift (Mezzanine)	Stannah Lifts 0800 715485
Manpower:	TBD

Medical Advice	
• Emergency Services	999
• Non-Urgent	111
Packers and Storage	the Storage Pod 01932 353700
Access	Scaff International: 0844 848 7784
Plumber	Ian Reddick 01932 253 121 Or mobile: 07774 493356
Pumps	Brooklands Museum 01932 857381
Roofing Contractor	Advanced Roofing Mark Drover 252
Security	ICL: 0845 680 6808 /01634 717784
Transport	National Rescue: 0870 737283/ 0208 83970325 Steve Gray: 01932 828545 Dave Rush: 07860 677018 Andy Lambert: 01489 571900 07739 626077
Electricity	E-ON: 0843 1331117
Gas	BOC 0800 111 333
Water	Veolia: 020 3567 7400
Telephone	BT: 0800 001 001
Surrey C.C. Emergency Planning Unit:	0300 200 1003 01483 631734 / 01483 637134 –
IT Support	Nimoveri Ltd, Suite 9 The Granary, 1 Waverley Lane Farnham 0333 305 1821 https://nimoveri.co.uk/

The list of the supplier / emergency contacts can be found in the Contact book which is held in the pigeon hole by the Duty Mangers desk in the Main office at LBM. It is hardback coloured black notebook. All Duty Managers are aware of its location.

APPENDIX C - SALVAGE GUIDELINES

There are four key activities for the salvage of damaged objects.

1. **SALVAGE**
2. **SORTING**
3. **TREATMENT**
4. **STABILISING / PACKING FOR FREEZING**

In the event of a major incident, it may be advisable to assess items for the best treatment options at the site of salvage, to reduce space taken and manual handling

Salvage

- The main priority will be to rescue the material as quickly as possible
- The Salvage Manager should set the areas for work
- Salvage Team members may assist the Building Recovery Manager to clear up excess moisture before salvage begins
- Items should not be sorted at this stage, but at the sorting area
- Items should only be removed when all members have been briefed and the processing area is set up
- Protect unaffected material with polythene sheeting
- Clear floor areas first to prevent further damage and to ensure safety of team members (likely to be most badly affected material)
- Clear high priority items first, thereafter systematically, ensuring that a record is kept as far as possible of where material comes from
- Use minimal force to pull out tightly wedged material. Two people may be needed
- All material should be left as it is found – open, closed, dirty
- Move items into crates where possible to reduce risk of damage through direct handling
- If items are in cabinet drawers, remove the entire drawer rather than the individual items where possible
- If the items are boxed, do not unpack, but take entire box to sorting area (placing in crates if box is too weak)
- Equipment
 - PPE as required
 - Crates
 - Trolleys
 - Wet vacuum
 - Mops and buckets
 - Waterproof markers
 - Bubblewrap
 - Labels for crates
 - Polythene sheeting
 - Bin liners
 - Torches and emergency lighting

Sorting

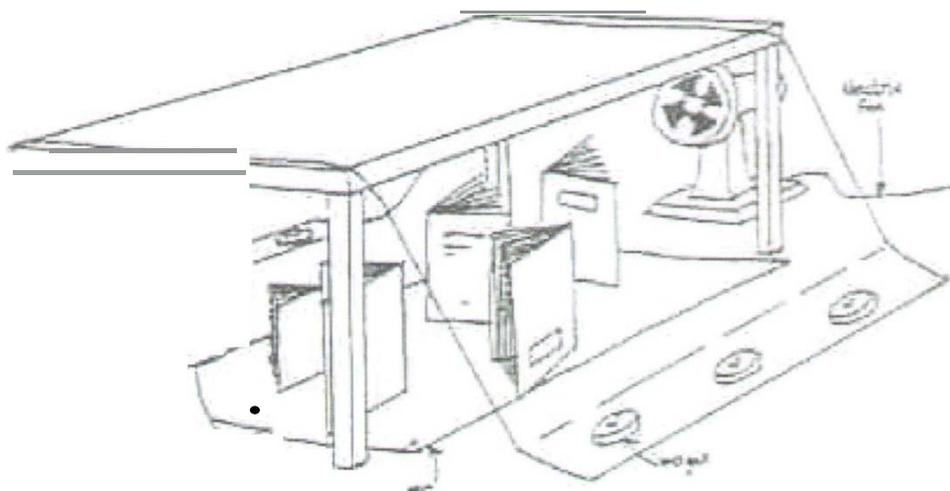
- A good deal of space will be required for this task
- Any material which is in boxes, drawers or an enclosure should be checked immediately

– it may be that the contents are not wet. If so, remove these into a new box or temporary crate, together with the original box label. This will prevent these items from needing further treatment

- Team members will be required to sort items into different categories of damage, where possible by type of collection:
 - Undamaged material
 - Wet material /Saturated which *can* be frozen
 - Wet material /Saturated which *cannot* be frozen
 - Minor water-damage
 - Fire Damage only (not wet)
 - Mould damaged material
- If there is a large mixture of damaged material, it may be sensible to freeze collections where possible in order to concentrate on those items which require immediate attention and cannot easily be stabilized
- A cataloguing system should be set up and implemented so that items can be tracked and monitored
- **Undamaged items** should be kept together, protected and placed in a safe area
- Items that have received **fire damage only** should be kept together, protected and placed in a safe area.They can be treated later
- **Minor water damage** should be passed to the treatment team
- Items which are **saturated and can be frozen** should be sent to the stabilising/packing team (please refer to individual treatment guidelines for objects)
- Items which are **saturated and cannot be frozen** (see list on page 44) should be passed to the treatment team
- **Mould damaged material** should be sent to the stabilising/packing team

Treatment Team

- A good deal of space will be required for this task
- This is required for material which has received minor water-damage or saturated items that cannot be frozen
- The Salvage Manager will designate an area for air-drying
- Use fans and dehumidifiers to assist drying, but not too near the items and do not apply heat
- Some items should be dried slowly – here, do not apply fans. These include wooden objects but see appendix L for more information
- Use hand-held water sprays or sinks with a gentle stream of water, if necessary to remove surface deposits, if possible, but do not rub or brush material
- Cover table tops with sheets of polythene,then blotting paper. If the sheets of polythene fall to the ground and can be secured,the bottom space can be used as a wind-tunnel



- Lay items for drying flat on the table tops, absorbing excess moisture with sponges where possible
- Change bottom layer of blotting paper as it becomes sodden
- Interleave within the item with blotting paper/newsprint to increase absorption if possible
- Lines can also be used to dry single sheet items such as photographs, textiles etc
- Do not attempt to separate material that is found stuck together – a trained conservator may be required
- Items that do not appear to be drying successfully after 24 hours and which cannot be frozen should be placed in polythene bags to keep the moisture in, air excluded as far as possible, and then dried when the drying team have more time
- Return empty crates to salvage team
- Equipment
 - Tables
 - Sponges
 - Polythene sheeting
 - Blotting paper
 - Scissors
 - Dehumidifiers
 - Fans
 - Kitchen roll
 - Water spray
 - Plastic aprons

Stabilisation/Packing Team

- Items which are thoroughly wet and cannot be air-dried should be frozen, except the items which appear on the list in appendix L)
- Excess moisture that can be drained should be removed (liquid water in archive boxes should be removed through making a small hole in the bottom of the box, not through tilting the box)
- All items to be frozen should be bagged or wrapped in polythene where possible
- Items should be transferred to crates where possible
- Some items which cannot be frozen can be kept wet. Use solid crates for this purpose
- Specific guidance on packing for freezing is contained per item in appendix L

Equipment for stabilization & packing:

- PPE
- Trolleys
- Crates
- String tags
- Waste bins
- Tables
- Damage Lists
- Release paper
- Polythene bags
- Polythene sheeting
- Clip boards
- Waterproof pens
- Pencils

APPENDIX D - HEALTH AND SAFETY

General points

It is important that health and safety is the highest priority in a salvage situation. The aftermath of a fire or flood will be potentially hazardous and it is the responsibility of the EMT to ensure that steps are taken to control the risk of anyone being injured in the course of the work.

In the event of a major incident, the Fire Brigade will be available to advise and you will be escorted into the building if it is not structurally sound. If their presence has not been necessary, advice can be obtained from Elmbridge Council (**01372 474474**) or the local branch of the Health and Safety Executive on **0345 300 9923** or out of office hours **0151 922 9235**.

The Risk Assessment form on the next page should be completed before salvage begins. This will prompt you to look for hazards so that the appropriate precautions can be taken.

Key steps will include:

- Ensuring there is no risk from live electricity and water – power should be off until supply can be checked by a qualified person
- Clearance of standing water
- Provision of suitable personal protective equipment – gloves and boots will be a must
- Clearing of the floor from debris such as glass and twisted metal
- Constant monitoring for signs of mould growth and the issue of suitable respirators
- Use of equipment to help with manual handling and briefing staff on do's and don'ts (lift from knees, not back etc)
- Site control and register
- Provision of adequate lighting
- Hazardous substances (oil, chemicals, radioactive sources)
- Briefing of staff before they enter site to advise on areas where they can and cannot go
- Regular breaks for staff to avoid tiredness and accidents

THE LONDON BUS PRESERVATION TRUST LTD

Risk Assessment form for Emergency Situation

This form should be completed prior to commencement of a salvage operation. It may be conducted verbally by the **Building Recovery Manager** and **Salvage Manager** and then documented immediately afterwards, as salvage commences.

Salvage should not commence if adequate safeguards against hazards have not been implemented. This form should be reviewed at appropriate periods, and retained by the **Building Recovery Manager**.

1. Hazard category – tick (✓) the most appropriate category for the activity

Manual handling	Falling Debris	Poor lighting	
Fall from height	Hazardous substance	Slip/Fall	
Contaminated water	Mould spores	Broken Glass	
Airborne particulates	Live electricity	Water on floor	
Ceiling collapse	Fire risk	Gas bottles	

Other (specify)		
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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, volunteers). Identify any particularly vulnerable groups such as workers with bad backs, conditions such as asthma etc.

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3. Risk assessment

Assess the level of risk. Multiply the probability of each hazard by the worst possible severity of injury. **Control measures will be necessary for results of 2 or higher.**

Probability		Severity	
Unlikely but possible	1	Trivial/minor – reassurance or first aid	1
Likely	2	Moderate – first aid, doctor, A&E	2
Certain	3	Major – hospitalization, death	3

Example: Cuts from broken glass – probability 2 x severity 2 = 4, which is >2 so control measures required

4. Questions

- Existing control measures – what controls have been implemented to control hazard?

- Are these control measures adequate to contain hazards?

- If not, what additional controls are required to control hazard?

For further advice, contact HSE (see below)

Signature _____ Position _____ Date _____

Report an incident to HSE

1. During working hours

All incidents can be reported online but a telephone service remains for reporting **fatal and major injuries only** - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

2. Do I need to contact HSE out of hours?

The type of circumstances where HSE may need to respond out of hours are:

- following a work-related death
- following a serious incident where there have been multiple casualties
- following an incident which has caused major disruption such as evacuation of people, closure of roads, large numbers of people going to hospital etc
- Gas incidents

If your incident fits these descriptions ring the duty officer on 0151 922 9235

APPENDIX E - PREPARED PRESS STATEMENT AND KEY CONTACT INFORMATION

Prepared Press Statement [only to be issued with the authorisation of the Chairman, Secretary or Emergency Response Co-Ordinator]. Subsequent press statements to be made solely by the Chairman, Secretary or the Emergency Response Co-Ordinator. All press queries to be directed to them.

"A [State type of Emergency] occurred in London Bus Museum, last night/early this morning. Fire brigade [and/or other emergency services] personnel were at the scene quickly and have worked hard to limit the damage to our collections and building.

Our emergency control plans are now activated and we are working hard to salvage our holdings. The Museum will be closed until notified otherwise on our website, Twitter or Facebook. Further information will be circulated tomorrow/later today."

List of local media and contact details

Local newspapers	Get Surrey: Eleanor Fleming: 01483 508815 M: 07766 511942 Woking News & Mail: 01483 802700
Local radio	BBC Southern Counties Radio: 01483 734 312 Eagle Radio: 01483 300 964
Local television news	BBC South East: 01892 675572 0844 881 2000
Other	London Bus Museum website & other social media

APPENDIX G – ACCOMMODATION FOR RECOVERY OPERATION

Emergency Accommodation may be available by arrangement with Brooklands Museum Trust as follows:

<p>Assembly Area</p> <p>Where people will gather when called in.</p>	<p>Paddock</p> <p>Brooklands Reception or Concorde Booking Building</p>
<p>Control Point</p> <p>Private, with phones and IT</p>	<p>A Admin office</p> <p>B Visitor Services</p>
<p>Rest Area</p> <p>Preferably with kettle and kitchenette</p>	<p>A Sunbeam Cafe</p> <p>B Dunlop Mac rest area</p>
<p>First Aid Point</p>	<p>A Visitor Services</p> <p>B Admin</p>
<p>Sorting Area</p> <p>Large area in central location</p>	<p>A Stratosphere Chamber - Education Centre</p> <p>B Balloon Hangar</p>
<p>Storage for unaffected material</p> <p>Secure area</p>	<p>A Acoustics building</p> <p>B Upstairs in Stratosphere Chamber - Education Centre</p>
<p>Treatment area large area with good ventilation</p>	<p>A Stratosphere Chamber – Storage and Machinery areas</p> <p>B Napier Room</p>
<p>Packing area</p> <p>Near loading bay</p>	<p>A Balloon Hangar</p> <p>B Discovery Centre</p>
<p>Contractor parking</p>	<p>A Staff Car Park, Outer Paddock, Finishing Straight</p> <p>B Members banking</p>

Appendix H – Dealing with minor incidents – Category 1

Where minor incidents do not require the full activation of the plan, these procedures can be followed. If the quantities damaged are more than 5 boxes of stored material or 10 meters of exhibition/storage space, all EMT members should be contacted.

Discoverers are instructed to contact the Building Recovery Manager and Salvage Manager in this event.

- Notify EMT but advise presence is not required.
- Contain the source – take steps to control the problem (contact facilities)
- Risk assess (especially electrical hazards) and make area safe
- Check adjacent areas
- Protect unaffected material (move / polythene sheeting)
- Clear up water as far as possible
- Salvage priority items and move to treatment area for assessment
- Stabilise the environment - install dehumidifiers / air the area
- Review whole building in light of problem which occurred
- Consult appendices C and L for salvage guidance.

Appendix J - People to contact after Category 2 or 3 event

List of line managers/Trustees/friends/depositors to contact in the event of a serious incident

Name	Phone number	Email address
Roger Stagg 738J	01732 849002	rrs@rogerstagg.co.uk
Martin Allmey MLL740	07500 056937	
Des Maybury S454 & TS3A	07500 056937	
David Jones TA1 RML2760	020 7055 9672	david.e.jones@stagecoachbus.com
Simon Douglas Lane RT3491	0208 941 5027	simonsdl14@gmail.com
Elmbridge Environment Dept	01372 474474	
SEMD (Elaine Sansom)	07557 744650	Elaine.sansom@southeastmuseums.org
Health & Safety Executive	0845 300 9923	

List of local museums, conservators, organizations to approach for assistance in the event of a serious incident

Name	Phone number	Email address
National Preservation Office	(0)20 7412 7612	n12o@bl.uk
Arts Council	0161 934 4317	Artscouncil.org.uk
Arts Council Area Manager	0845 300 6200	Artscouncil.org.uk
Museum Engagement Officer	01483 518737	haidee.thomas@surreycc.gov.uk
Conservators	01483 518737	haidee.thomas@surreycc.gov.uk
South East Museums Development	07483 438860	Elaine.Sanson@southeastmuseums.org Carolyn.chinn@southeastmuseum.com
Health Protection Team (Environmental Radiation)	0344 225 3861. Or out of hours 0844 967 0069	www.gov.uk/health-protection-team

APPENDIX K - SUMMARY PAGE

London Bus Museum Emergency Plan Summary

If you discover any threat to the collections or buildings inside or outside office hours please contact any of the following for immediate assistance and call the emergency services on 999 if necessary. Please then contact Brooklands Reception on 221 and inform them.

Name	Home	Mobile	e-mail
Ian Reddick	01932 493356	07774 493356	ianreddick@gmail.com
Roger Stagg	01732 849002	07831 477209	rrs@rogerstagg.co.uk
Ian Jackson	0208 397 8017	07768 994931	ian.r.jackson@blueyonder.co.uk
Simon Douglas Lane	0208 941 5027	07746 097718	simonsdl14@gmail.com
John Cattermole	01483 232657	07906 858452	j_j_cattermole@hotmail.com
Gerry Job	0208 654 7664	07973 172863	aebickel@aol.com
BMT:			
Tamilie Newbery	01932 857381	07773 336164	Ext 235 TNewbery@brooklandsmuseum.com
Julian Temple		07871 085049	
Andy Green		07963 216955	
Steve Castle	01932 857381		Ext 244 stevecastle@brooklandsmuseum.com

In the event of a fire, the alarm may sound automatically. If not RAISE ALARM immediately - break the glass of the nearest fire point, or shout a warning and contact Duty Manger and BMT Reception immediately. Evacuation procedure is on the Back Cover.

In the event of a flood, first search for the source of the problem, and see if you can deal with it or turn off the stop cock (e.g. leaking tap). Try to divert the water away from the collections. If collections are under threat and it is safe to do so, protect them from damage by moving them to a safe area or covering them with polythene. Do not move damaged collections until the Salvage Manager views the collections.

Equipment to assist with salvage is available in the following locations:

Cage Store (Emergency kits and some Personal Protective Equipment)
Workshop (Protective Protection Equipment)

If you are contacted to assist with salvage, please remember to bring some cash, ID, house keys, your mobile telephone, warm clothes and stout shoes, glasses rather than contacts, a flask and something to eat and any torches or useful equipment you may have at home.

Do not talk to the press.

APPENDIX L - SALVAGE AT A GLANCE

(Outline reminder only. Consult with Conservator at scene)

Object	Priority / rate of deterioration	Handling / packing	Treatment
Framed artwork (no glass)	HIGH - First 15 mins = worst damage	Remove frames, not stretchers in safe place. Keep horizontal. Collect any flaking paint.	Air-dry paint side up slowly, out of sunlight.
Framed artwork (glass)	HIGH – risk of adhesions	Remove from frames unless glass is stuck to image.	Air-dry slowly, image side up. If image stuck to glass, air-dry glass side down.
Photos	HIGH – risk of adhesions	Remove from enclosures (cut if necessary). Don't touch or blot surfaces. Rinse with cool clean water (15 mins colour; 30 mins black white and all negs).	Air-dry in dust-free environment image side up or hang, clipping non-image areas. Freeze if quantity is large.
Glass plate negatives	HIGH	Handle with care fragile. Do not freeze	Air-dry on absorbent paper, but tilt slightly to improve drying rate.
Books	HIGH – fine bindings, MEDIUM – other books	Push book from shelf, don't pull. If spine/boards are detaching, secure by bandaging or cotton tape.	Air-dry if superficially wet, fanning to 900. Freeze if quantity is large.
Paper	MEDIUM	Take care not to tear pages. Remove documents in original boxes if possible.	Air-dry on absorbent paper. Unfold as the item dries. Freeze if quantity is large.
Textiles	HIGH	Keep item fully supported. Do not unfold.	Rinse drain and blot items with cotton sheets/towels. Reshape. Freeze if quantity is large.
Wooden items	Medium	Keep drawers in place, remove content. Hold veneer in place with weights. Lift from bottom.	Rinse/sponge surfaces gently to clean. Air-dry slowly. Any white haze can be addressed later
Ceramics	HIGH -Terracotta, HIGH-lowfired ceramics, MEDIUM – high fired	Breakage.	Pat dry – do not rub. Air-dry using fans
Glass	LOW	Breakage	Pat dry, without rubbing, then air-dry with fans.
Stone	LOW	Smooth surface, blot. If a rough/ applied finish, do not blot.	Air-dry using fans
Metal	MEDIUM -treat corroding metals 1st	Use gloves when handling. If surfaces are stable	Blot with lint free towels. Air-dry using fans.
Leather	HIGH	Handle with care. Provide support	Pad out with toweling to maintain shape, and air-dry with fans
Baskets	HIGH	Lift from the bottom of the object. Keep lid on	Pad out with toweling to maintain shape, and air-dry slowly.
Bone / ivory	HIGH	Handle with care - may be fragile	Air-dry with fans.
Taxidermy	HIGH	Avoid direct handling (arsenic)	Separate in crate with freezer paper/polythene. Air-dry slowly.
Herbarium specimens	HIGH	Avoid direct handling	Open boxes, air-dry with good ventilation.
Pinned insects	HIGH	Very fragile - handle with care	Ensure pins are supported. Air-dry with good ventilation
Geological specimens	MEDIUM (check for specific items)	Handle with care	Rinse Air-dry slowly.
Palaeo - specimens	MEDIUM	Handle with care	Air dry slowly. Use ties to hold fragile or repaired specimens whilst drying.

Fluid preserved collections	HIGH	Avoid direct handling	Rinse with distilled water or preservative and transfer to new jar with fresh preservative.
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APPENDIX M: RECOVERY & RE-OPENING

First priorities:

- Decide
 - Whether a period of closure is necessary and publicise (see below, liaise with BMT)
 - Scale of incident and act according to Levels 1, 2 or 3 (see Appendices H & J)
 - Whether salvage is possible in-house or Harwell Document Restoration should be called in (NB Max delay before mould growth on damp items is 2-3 days)
 - Recovery programme and timescale
- Inform museum insurers who will
 - Appoint loss adjusters
 - Authorise early payments, e.g. Harwell Document Restoration, salvage supplies etc
 - Advise on interruption of business
- Arrange alternative accommodation for
 - Management
 - Shop (probably online sales only at first)
 - Vehicles
 - Storage and transport of undamaged items
 - Salvage operations
- Arrange meetings for
 - Determination of action plan (CoM, Emergency Heads of Dept)
 - Joint Management Committee with BMT
 - Insurance assessors
 - HSE, ACEML, SEWS as appropriate
- Manage communications
 - Establish telephone links (divert landline to mobile? Work from home?)
 - Restore IT facilities
 - Inform stakeholders via , telephone, Twitter, Facebook, Website as appropriate
 - Owners of loaned vehicles
 - Clients with future bookings
 - Maintain media contacts with prepared statements, including
 - Broadcast media
 - Local websites
 - Local and National press
 - Enthusiast press
- Plan for
 - Rebuilding or repair of museum
 - Restoration and/or return of artefacts
 - Resumption of business
 - Necessary publicity associated with re-opening (in short or long term)
 - Management, support and retention of volunteers

Callout Procedure

Alarm is likely to be raised by LBM Duty Manager (working hours) or BMT Security. At each stage in the sequence below, if no contact can be made at any level, proceed to the next level.

LEVEL 1: FIRST contacts to be AT LEAST TWO of

Ian Reddick	01932 253 121	07774493356
Simon Douglas Lane	0208 941 5027	07746 097718
Brooklands Security	01932 857381	07404096066

LEVEL TWO Level 1 personnel to contact:

4. Emergency managers, or if not, their deputies (contact details Page 20, 28)
5. Transport & Rolling Stock Managers (**AT LEAST TWO**) so they can alert drivers (Contact details below)

Alan Eggleton		07749 921120
Peter Rodger		07785 385599
Peter Brown		07768 837725
Roger Stagg	01732 849002	07831 477209
Glyn Mathews		07940 771439

6. Duty Managers

Bob Bailey	01483 824006	07947 337611
Grahame Bath	0208 568 3772	07768 053655
John Cope	0208 540 8078	07596 854151
Ian Cormack		07773 135013
Leon Daniels		07834 573475
Steve DeWilde	0208 398 4593	07704 822651
Simon Douglas Lane	0208 941 5027	07746 097718
Steve Edmonds	020 8661 0745	07906 587687
Andrew Emerson	01932 222749	07957 499869
Deryck Fill	0208 394 0475	07801 065537
Colin Fradd	01737 244680	07976 212464
John Greenwood	0208 224 7480	07886 828690
Bob Hamilton	0208 949 2447	07486 867804
Graham Hayward	0208 255 9122	07811 097016
Ian Jackson	020 8397 8017	07768 994931
Gerry Job	020 8654 7664	07973 172863
Guy Marriott		07770 667603
John Norman	0208 408 1053	07970 984404
Adrian Palmer		07774 859871
John Rawlins	01372 464490	07710 773028
Chris Taylor	0208 399 4000	07870 450453

LEVEL THREE Level 2 personnel please contact as follows:

3. Emergency managers contact your deputies
4. Transport/Rolling Stock managers contact drivers for moving vehicles

At each stage, indicate the nature of the emergency, and ask people to come to the museum as soon as possible

Evacuation procedure

- Volunteers will act as marshals, and should direct visitors to the assembly point which is next to the BAC 1-11 opposite visitors' main entrance.
- An alternative assembly point for major event days is situated beside the Vickers Bridge
- A staff member will sweep buildings - feel for heat with back of hand and use foot to safeguard door if opening towards you
- Sweep to **include a thorough check of all toilets/ workshop/stores/hidingplaces/office/boardroom/mezzanine/vehicles, being especially alert to deaf, blind and disabled and their needs**
- **Mobility impaired on mezzanine may have to be evacuated onto external fire escape landing**
- The lift should be used only if there is no alternative and it is safe to do so
- Doors should be closed as the buildings are swept
- Never allow the fire to come between you and the exit
- Do not break windows unless you have no other option – oxygen will feed the fire
- Dial 999 from the assembly point outside the building to ensure that emergency services are on their way (do not delay your exit to collect a mobile telephone)
- For further detailed instruction in the event of fire or another

emergency, consult page 21 of the Duty Managers Handbook: Annex B Evacuation Procedures.

- Only re-enter the building when emergency services and/or the Duty Manager or other person in authority have confirmed it is safe to do so