



Emergency Plan

Version 4.7
August 2026

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Next Review Date: August 2028

London Bus Preservation Trust Ltd
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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.

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1 QUICK REFERENCE SECTION

Immediate Actions in Case of Fire

[See section 2.5 below for other incident scenarios]

Background: We are part of the Brooklands fire system which is divided into areas. We are part of one area which we share with Brooklands aircraft factory, flight shed, heritage skills academy (HSA) and acoustics building. If a fire alarm is set off in any area, the fire alarm sounds in all areas. Brooklands use a "Redcare" system provided by Cornerstone which monitors the fire alarm system 24 x 7 and alerts an operator who calls 999 to summon the fire service. There is a radio link with Brooklands which is tested every morning.

If we discover a fire anywhere in our building when visitors and/or volunteers are in the building:

1. Activate the nearest fire alarm
2. Evacuate everyone following the procedure described above
3. Call 999 giving our "three words" location **[props.fuzzy.insert]** which is the Vickers Gate]
4. Inform Brooklands on the radio, failing that on the landline 01932 857381, highlighting that the fire brigade are arriving via the Vickers Gate

If the fire alarm goes off in our area indicating that there is a fire somewhere in Brooklands (which could include our building):

1. Contact Brooklands on the radio, failing that on the landline 01932 857381. They will tell us if they think the fire is in our building or one of theirs near enough to affect us. If the fire is reported in our building quickly check on our local panel to find which zone the fire is in (we have 5 zones in our building)
2. Evacuate everyone following the procedure described above, using the appropriate exits (if the fire is external to our building we may need to direct people away from it)
3. Locate the fire and if real call 999 giving our "three words" location **[props.fuzzy.insert]** which is the Vickers Gate]

Having contacted Brooklands and called the fire brigade then immediately carry out the following actions:

1. Switch off all fans by tripping the main switch, as described in the section on “Main Services Cutoffs”, to prevent airflows driving the fire (will cut off all power but we have emergency lighting)
2. If the fire is small, a suitably trained person can attempt to tackle it as long as they know which fire extinguisher to use the fire service have already been called, and it is safe to do so. If in any doubt, leave the building immediately
3. If available, send a volunteer towards the Vickers Gate to direct Emergency Services – **wear Hi-Vis if possible**
4. A roll-call of staff and volunteers is to 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
5. Contact Emergency Response Co-Ordinator and the Emergency Management team (contact details available in staff copies of the summary plan)
6. Duty Manager or other responsible person should liaise with the Fire Brigade until the arrival of the Emergency Response Co-Ordinator
7. Only re-enter the building when the Duty Manager or Emergency Response Coordinator, having checked with the emergency services, confirms that it is safe to do so

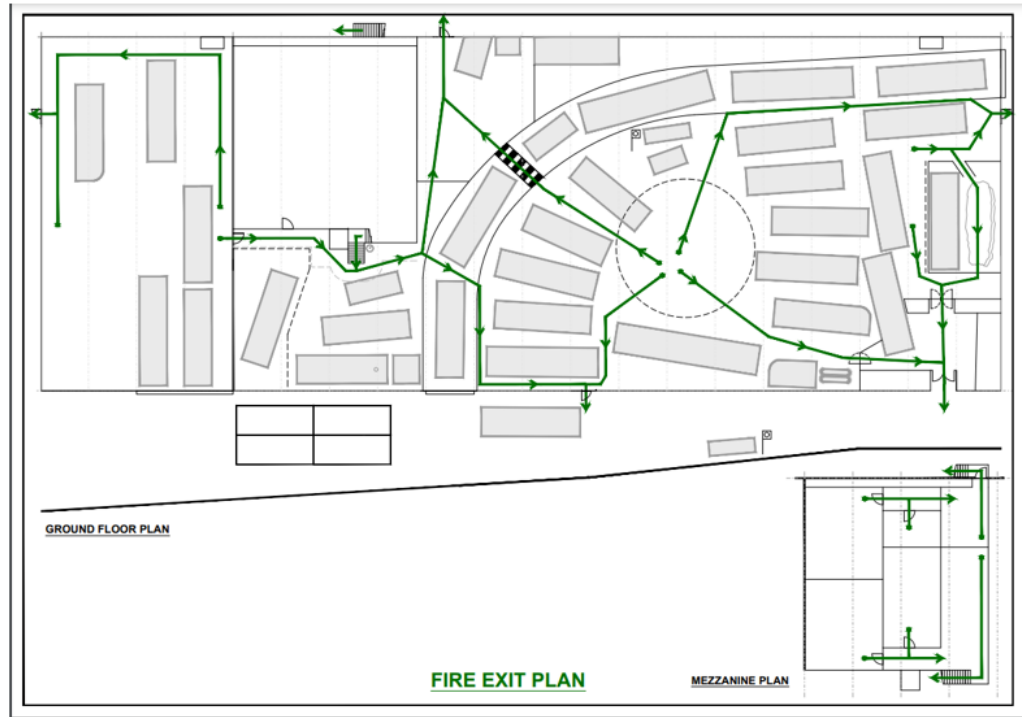
If a fire occurs out of hours, we depend on it being detected by the fire alarm or by a Brooklands security patrol. If Brooklands become aware of a fire they will contact one of our Emergency Response Coordinators (ERCs) advising that there is a fire in our building or close to it. Brooklands to summon fire service. ERC to travel to site, check where the fire is and handle the situation as they think appropriate.

Evacuation procedure

- Volunteers will act as marshals, and should direct visitors to the assembly point which is by the normal parking place for the black public address system truck on the Finishing Straight (note that if the truck is not there for some reason the assembly point is still marked by a notice).



-
- An alternative assembly point for major event days is situated beside the Vickers Bridge. This is to be used only if it might be hazardous for visitors to assemble at the Finishing Straight. A decision will need to be made by the Duty Manager on the day of the incident on which of the two to use.
- The exits from the museum building are shown in the diagram below:



-
- Emergency Exit plan with exit locations
-
- 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 by the black public address system truck on the Finishing Straight
 - An alternative assembly point for major event days is situated beside the Vickers Bridge.
 - It will be necessary for the Duty Manager to make a decision at the time of the incident on which of the two assembly points to use. Staff should prioritise getting everyone out of the building and then attempt to direct them to the assembly point.
 - The Duty Manager should keep hold of the Brooklands radio in order to retain communication with Brooklands
 - 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 a fire to come between you and the exit
- Do not break windows unless you have no other option - oxygen will feed the fire
- Only re-enter the building when emergency services and/or the Duty Manager or the Emergency Response Co-ordinator has confirmed it is safe to do so

Main Services Cut-offs

Electricity

The electricity supply has a single main switch, which can be used to cut off the electricity supply to the entire building.

From there, the electricity supply is zoned into:

- a) DB1 Lighting
- b) DB2 Small Power (ie sockets)
- c) DB3 Office
- d) DB4 Workshop

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

Main Switch

The main switch cabinet is located next to the side roller shutter/fire exit on the south end of the building.



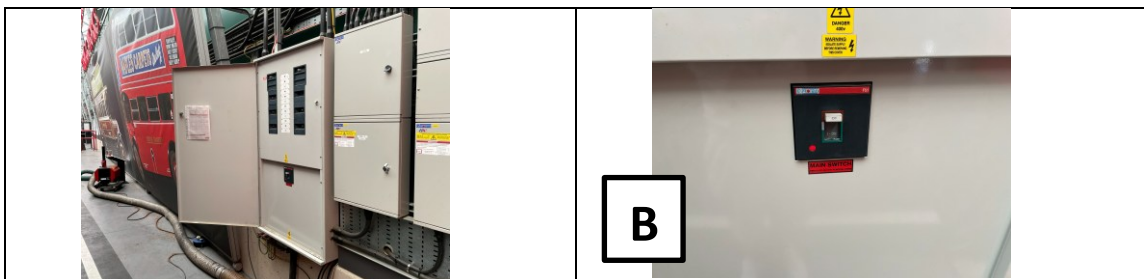
A key is required to open the main switch cabinet (A). This is held in

the key safe at the main Reception desk. It is identified with a blue tab and is labelled “Fuse Box”.



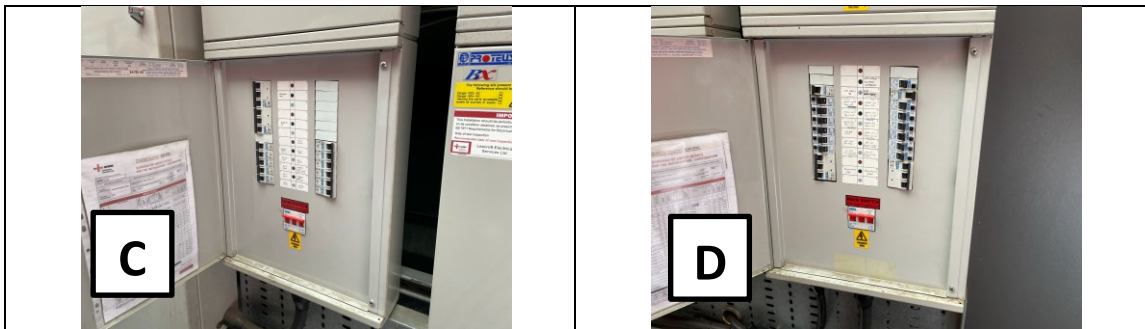
The key safe is opened using the Duty Manager’s key. This is always with the Duty Manager during opening hours but otherwise is left in the Duty Managers’ drawer in the office. The code to the office lock is known by all Duty Managers and in emergency can be obtained out of hours from one of the Emergency Response Coordinators.

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



Lighting and Small Power DB1 and DB2

These switch cabinets are located by the main switch, near the side roller shutter/fire exit on the south end of the building. They are unlocked using the same key as the master switch cabinet. The cut-off switch is at the bottom of the panel (C) and (D).

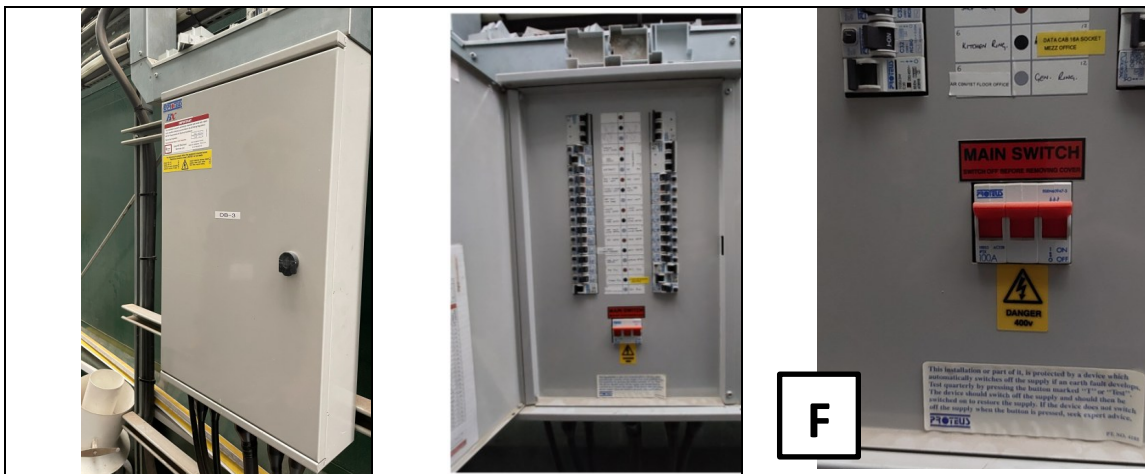


Office DB3

The switch cabinet is located in the area known as “Dead Dog Alley” ie the passage on the right side of the office/mezzanine/canteen block next to the outside wall. The cabinet is on the right about halfway up the passage.

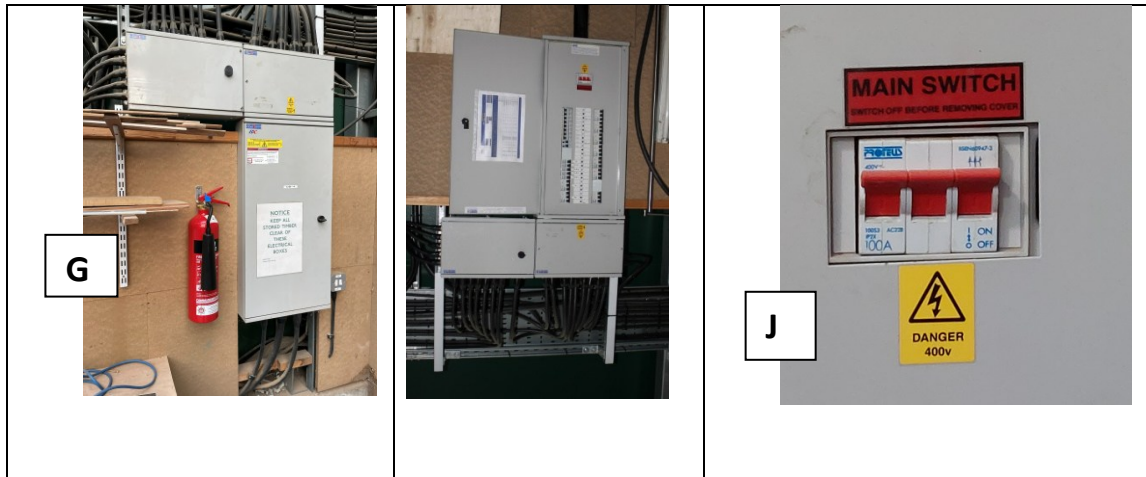


Open switch cabinet (E) (the door is not locked) to find cut off switch (F).



Workshop DB4

The switch cabinet is located in the corner of the workshop at the back of the woodworking area. The cut-off switch is in box (E) which is not locked. Open box (G) to find the cut-off switch (J).



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.

Water



The main external water supply cut-off is under the inspection cover

(L) outside the main museum roller shutter door (K). 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.

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.



Heating and Air-conditioning Plant



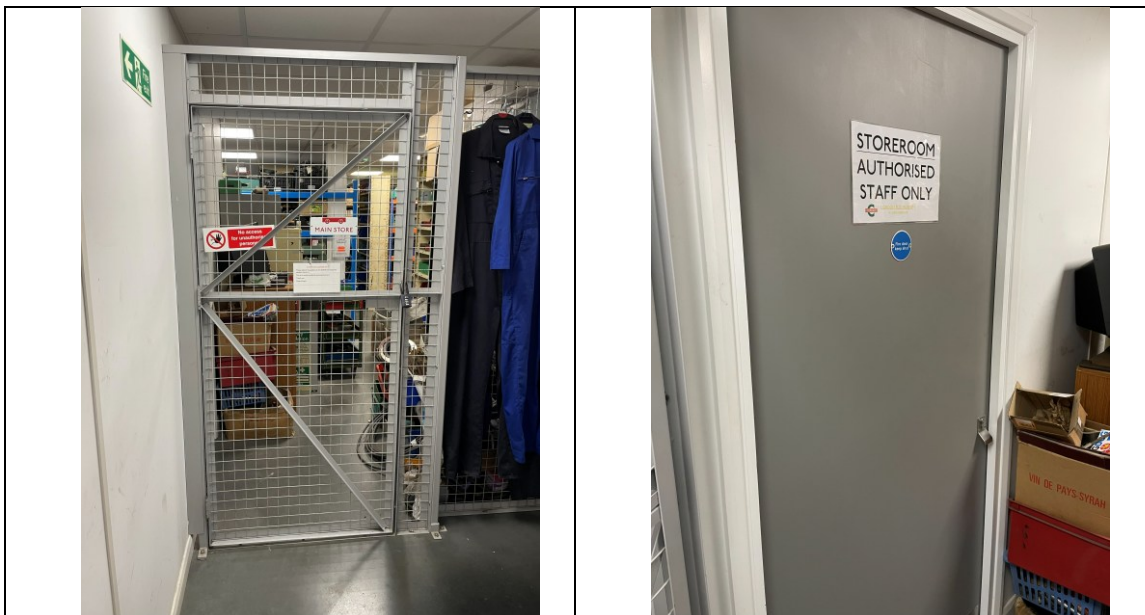
The Heating and Air Conditioning plant is located in two separate external buildings beyond the workshop, accessible via the perimeter path. There is an external power supply unit (M), for which the switch(N) is to be found on the right-hand side of the unit.

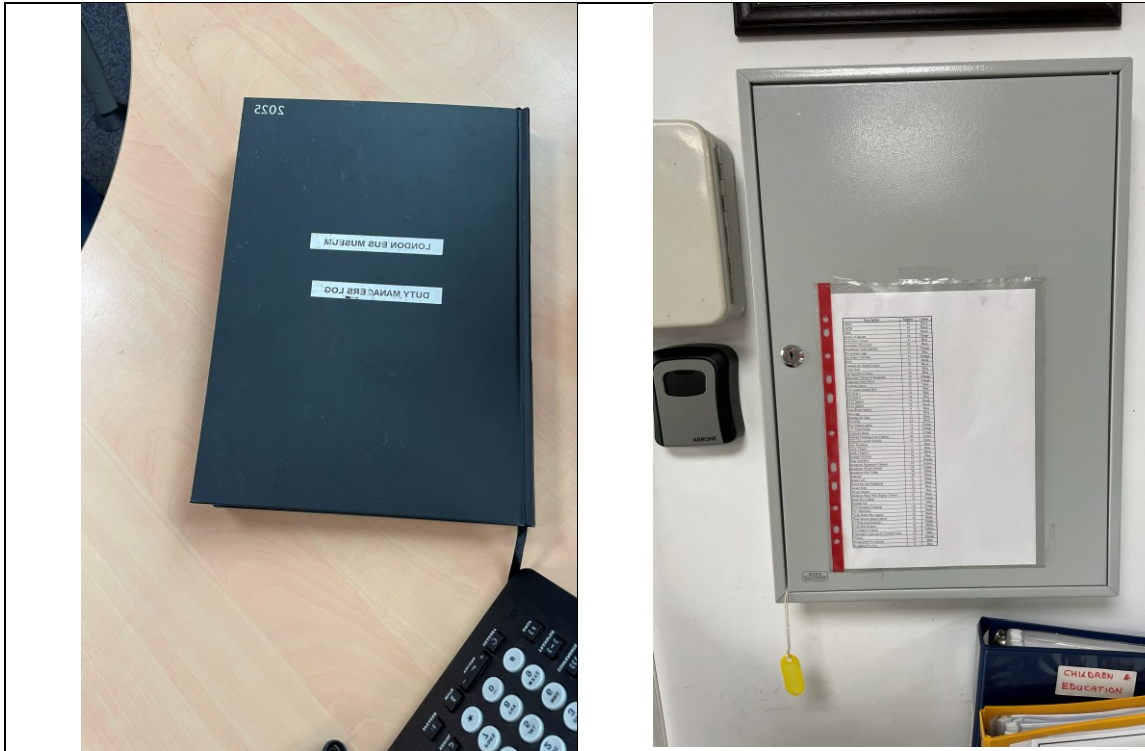


The de-humidifier is located in one of these two buildings (P). The switch which specifically controls the de-humidifier is located just inside the door of this building (Q).

Access to Secure Store

The secure store is located on the ground floor of the office block, on the left near the entrance by the mezzanine stairs. It is accessed via a padlocked entrance gate and then a locked door.





The code for the padlock on the entrance gate to the store is listed in the Duty Managers Log which is kept on the table on the left of the main office. The key is kept in the Duty Managers key safe, which can be opened using the Duty Managers key.

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 Brooklands Security:

Brooklands Security	01932 857381	07415 724 839
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and AT LEAST ONE of the Emergency Response Coordinators:

Ian Reddick	01932 253 121	07774493356
Simon Douglas Lane	0208 941 5027	07746 097718

LEVEL TWO personnel to contact:

The remaining Emergency Response Coordinator or if not, the Deputy Emergency Response Coordinator, the LBPT Chairman and Secretary (for contact details see Emergency Contacts section below)

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

Duty Managers:

Bob Bailey	01483 824006	07947 337611
Grahame Bath	0208 568 3772	07768 053655
Leon Daniels		07834 573475
Steve DeWilde	0208 398 4593	07704 822651
Simon Douglas Lane	0208 941 5027	07746 097718
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
Ian Jackson	020 8397 8017	07768 994931
Gerry Job	020 8654	07973

	7664	172863
John Norman	0208 408 1053	07970 984404
Adrian Palmer		07774 859871
Chris Taylor	0208 399 4000	07870 450453

LEVEL THREE personnel please contact as follows:

- Emergency Response Coordinators contact your deputies
- 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

Vehicles are constantly being rotated at the museum so this is a list of the LBM fleet vehicle and probable location. An up to date list is maintained on the wall of the canteen.

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	Location	Notes
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		top priority, 2 secondary, 1 save, if possible, 0 non priority		
C1875 "Horse bus	"Knife board"	2	Offsite North Chapel	
C1885 "Horse bus	Four Light Garden Seat	2	Main Gallery	Can be pushed out
C1890 "Horse bus	Three Light Garden Seat	2	Offsite North Chapel	
K767	XC 8403	0	Main Gallery	Can be pushed out
NS174	XO 1048	2	Workshop	Petrol
D142	XX 9591	3	Main Gallery	Petrol
	UU 2204	1	Offsite Rusper	Chassis only
T31	UU 6646	3	Main Gallery	Petrol
ST922	GJ 2098	3	Main Gallery	Petrol
T357	GN 8242	3	Workshop	
LT1059	GO 5170	2	Offsite Rusper	
738J	AGX 520	3	Main Gallery	Petrol
STL 441	AXM 693	3	Main Gallery	Petrol
Q83	CGJ 188	2	Offsite North Chapel	
RL92		1	Offsite North Chapel	Service Vehicle
T448	CXX 171	3	Main Gallery	
STL 2093	DLU 92	3	Main Gallery	No fuel War Hall
STL 2377	EGO 426	3	Main Gallery	
T504	ELP 228	3	Offsite North Chapel	
RT1	EYK 396	3	Main Gallery	
CR16	FXT 122	2	Main Gallery	
G351	HGC 130	3	Main Gallery	
702B	JXC 2	3	Offsite Brockham	Petrol
RT2657	LYR 641	1	Offsite Brockham	
RT2213	KGU 142	2	Main Gallery	Chassis Only
RTL 139	KGK 803	1	Offsite Brockham	
TD95	JXC 288	3	Offsite North Chapel	

	UMP 227	3	Offsite North Chapel	
RF19	LUC 219	1	Offsite North Chapel	
RFW 6	LUC 381	3	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	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	Offsite Brockham	
RM140	VLT 140	1	Main Gallery	
1096F	WXR 859	0	Main Gallery	Petrol
RMC 1461	461 CLT	1	Offsite Brockham	
RMC 1469	469 CLT	1	Main Gallery	
RML 2670	SMK 760F	1	Main Gallery	
1492B	SMK 782F	0	Main Gallery	Petrol- Ambulance
SMS 369	EGN 369J	2	Offsite North Chapel	
RP90	JPA 190K	1	Offsite North Chapel	
M6	WYW 6T	1	Offsite North Chapel	
T23	WYV 23T	2	Offsite On Loan to Bromley Bus Group	
SP1	YN56 FCA	1	Offsite On Loan to Bromley Bus Group	
EB2	LC63 CXY	2	Main Gallery	Cannot be moved easily

				Battery operated
RLH53	MXX 253	2	Offsite North Chapel	Privately owned
RT2775	LYR 826	2	Offsite Loaned to Leyland Transport Museum in Leyland	Currently on Loan until 2025
WVL 1	LG02 KGP	1	Main Gallery	
RFW 14	LUC 389	2	Offsite Stamford Brook	On Loan to LBM
1464F	JLA 83D	2	Main Gallery	On Loan to LBM
XF3	CUV53C	2	Offsite Wythall	

Non-Vehicle Collections

Priorities are listed by location:

Mezzanine and outside the visitors toilets:

- Remove Hand-built models

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

See above for how to access Secure Store.

Emergency Contacts

Role	Name	Home	Mobile	e-mail	Distance	Travel time
LBPT Emergency Response Co-ordinators	Ian Reddick	01932 253 121	07774493356	ian.reddick@londonbusmuseum.com	5 miles	30 minutes
	Simon Douglas Lane		07746 097718	Simonsdl14@gmail.com	10 miles	40 minutes
LBPT Deputy ERC	Gerry Job	0208 654 7664	07973 172863	gerry.job@londonbusmuseum.com	20 miles	90 minutes
LBPT Building Recovery Manager	Roger Stagg	01732849002	07831 477209	roger.stagg@londonbusmuseum.com	50 miles	90 minutes
LBPT Chairman	Leon Daniels		07834 573475	leon.daniels@Londonbusmuseum.com		
LBPT Secretary	Peter Brown		07768 837725	peter.brown@londonbusmuseum.com	40 miles	90 minutes
LBPT Rolling Stock Director	Roger Stagg	01732 849002	07831 477209	roger.stagg@londonbusmuseum.com	50 miles	90 minutes
LBPT Curatorial Manager	Phil Palmer		07849 917904	phil.palmer@londonbusmuseum.com		

Keyholders	Chairman Secretary BMT Reception BMT Security Duty Managers	Internal 211 01932 857381	07768 837725 07768 837725	leon.daniels@Londonbusmuseum.com peter.brown@londonbusmuseum.com See Duty Manager list		
First Aiders				See First Aider List below		
Fire Alarm Company	Cornerstone Fire and Security	0844 247 4247		www.cornerstonegroup.co.uk		
BMT Reception		01932 857381		reception@brooklandsmuseum.com		
BMT Director & Chief Executive	Alex Patterson	01932 857381 Int 235		Please contact via David Morrison (see below).		
BMT Head of Operations	Mary Hely	01932 857381 Int 238	07967 208612	MHely@brooklandsmuseum.com		
BMT Head of Track & Air Events	David Morrison	01932 857381 Int 244	07768 696979	dmorrison@brooklandmuseum.com		
Electricity	E-ON	0800 7838866				
LPG	Avanti	0845 9765544		Energy.avantigas.com		
Water	BMT	01932 857381				
Local Plant Hire	iPro Hire	0331 630 1596				
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		

2 MAIN SECTION

2.1 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 Response Co-ordinators
-

Electronic copies of this plan are sent to all Emergency Team members. They will be expected to bring the copy with them (electronic or paper) 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.

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

See front cover for current version and issue date of this plan. A review will be conducted after any activation of the plan or **every two years otherwise**.. 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.

2.2 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

Main Building

Risk Analysis of London Bus Museum Brooklands					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	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.
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North Chapel

Risk Analysis at North Chapel					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	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.

Rusper

Risk Analysis at Rusper					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	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.

Brockham

Risk Analysis at Brockham					
Incident	P	S	Px S	Max Risk	Mitigation Action
Break-In	1	2	2	Low	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.

Information Technology Risk Analysis

Information Technology					
Incident	P	S	Px	Max	Mitigation Action
Data : storage of LBM	2	2	4	High	Ensure all LBM data is stored centrally within the LBM MS 365 environment or designated external (cloud) system providers, e.g. Quickbooks, Access Paysuite, etc., and NOT on personal laptops, desktops, tablets, phones or memory sticks. Included in Acceptable Use of Computers section of Volunteers
Data : backups	3	3	9	High	Ensure all LBM data is backed-up either on cloud service or external disks, stored offsite at another museum or other suitable external location, and rotated on a periodic basis.
Data : file loss or corruption	2	2	4	High	Establish what has been lost, whether it can it be retrieved by restoring backups, or by employing an external data recovery company. [Central Technology Dorchester]

Data : bugs / viruses	3	3	9	High	Update computers with latest virus protection software on all connected devices including servers, desktops, routers and on external devices: memory sticks, tablets and mobile phones. If problem persists employ an external system support company to remove virus and clean the computer, volunteers should attempt to do this themselves. All bug and virus incidents should be reported as soon as possible to ensure that they do 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. Users should not download or install software they are not certain of.
Computer Hacking	3	3	9	Medium	Ensure that strong passwords and used at all times. Ensure use of anti-virus software is made of on all devices. Ensure volunteers regularly change passwords and use different passwords for each account. When volunteers are not at a computer or laptop, ensure that the device is locked and cannot be accessed without a password. Included in Acceptable Use of Computers section of Volunteers Handbook..
Damage to desktop computers	1	2	2	Medium	Establish if there has been a loss of data and where backup of the information is located. Contact IT Manager for repair or replacement.
Failure of other IT equipment	2	2	4	Medium	Repair or replace or upgrade depending on cost. Ensure that all electrical equipment is PAT tested regularly, and equipment is used for its intended use in line with health and safety guidelines. Contact IT Manager for repair or replacement.
Infestation	1	1	1	Low	Check regularly for rodent infestation around 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)

2 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

3 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

4 Collection - Uniforms

- Damp
- Mould
- UV light
- Moth

5 Collection - Ephemera (Notices – Small Objects – Photos/Slides – Papers – Books & Manuals)

- keep as dry as possible
- avoid UV light
- constant temperature
- secure store ideal

6 Loss of key documents

- Agreements, contracts etc locked in safe in secure store

- Most documents are stored electronically and backed up

7 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 openable 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

2.3 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**)

2.4 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.

2.5 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 by the black public address system truck on the Finishing Straight
- An alternative assembly point for major event days is situated beside the Vickers Bridge.
- It will be necessary for the Duty Manager to make a decision at the time of the incident on which of the two assembly points to use. Staff should prioritise getting everyone out of the building and then attempt to direct them to the assembly point.
- The Duty Manager should keep hold of the Brooklands radio in order to retain communication with Brooklands
- 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 a fire to come between you and the exit
- Do not break windows unless you have no other option - oxygen will feed the fire
- Only re-enter the building when emergency services and/or the Duty Manager or the Emergency Response Co-ordinator has confirmed it is safe to do so

Response to Specific Incident Scenarios

Fire

Background: We are part of the Brooklands fire system which is divided into areas. We are part of one area which we share with Brooklands aircraft factory, flight shed, heritage skills academy (HSA) and acoustics building. If a fire alarm is set off in any area, the fire alarm sounds in all areas. Brooklands use a "Redcare" system provided by Cornerstone which monitors the fire alarm system 24 x 7 and alerts an operator who calls 999 to summon the fire

service. There is a radio link with Brooklands which is tested every morning.

If we discover a fire anywhere in our building when visitors and/or volunteers are in the building:

1. Activate the nearest fire alarm
2. Evacuate everyone following the procedure described above
3. Call 999 giving our “three words” location [**props.fuzzy.insert**] which is the Vickers Gate]
4. Inform Brooklands on the radio, failing that on the landline 01932 857381, highlighting that the fire brigade are arriving via the Vickers Gate

If the fire alarm goes off in our area indicating that there is a fire somewhere in Brooklands (which could include our building):

1. Contact Brooklands on the radio, failing that on the landline 01932 857381. They will tell us if they think the fire is in our building or one of theirs near enough to affect us. If the fire is reported in our building quickly check on our local panel to find which zone the fire is in (we have 5 zones in our building)
2. Evacuate everyone following the procedure described above, using the appropriate exits (if the fire is external to our building we may need to direct people away from it)
3. Locate the fire and if real call 999 giving our “three words” location [**props.fuzzy.insert**] which is the Vickers Gate]

Having contacted Brooklands and called the fire brigade then immediately carry out the following actions:

1. Switch off all fans by tripping the main switch, as described in the section on “Main Services Cutoffs”, to prevent airflows driving the fire (will cut off all power but we have emergency lighting)
2. If the fire is small, a suitably trained person can attempt to tackle it as long as they know which fire extinguisher to use the fire service have already been called, and it is safe to do so. If in any doubt, leave the building immediately
3. If available, send a volunteer towards the Vickers Gate to direct Emergency Services – **wear Hi-Vis if possible**

4. A roll-call of staff and volunteers is to 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
5. Contact Emergency Response Co-Ordinator and the Emergency Management team (contact details available in staff copies of the summary plan)
6. Duty Manager or other responsible person should liaise with the Fire Brigade until the arrival of the Emergency Response Co-Ordinator
7. Only re-enter the building when the Duty Manager or Emergency Response Coordinator, having checked with the emergency services, confirms that it is safe to do so

If a fire occurs out of hours, we depend on it being detected by the fire alarm or by a Brooklands security patrol. If Brooklands become aware of a fire they will contact one of our Emergency Response Coordinators (ERCs) advising that there is a fire in our building or close to it. Brooklands to summon fire service. ERC to travel to site, check where the fire is and handle the situation as they think appropriate.

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

1. Alert the Building Recovery Manager and Salvage Manager
2. 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
3. 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)
4. Attempt to ascertain the source of the water and deal with it if possible (e.g., turn off stop cock, turn off tap etc.).
5. If large quantities of water are escaping, the emergency plumber should be contacted. See Emergency Contacts Pages 20/21
6. Try to direct the flow of water away from collections with polythene sheeting, or contain the spread of water with absorbent paper and mops

7. Protect collections in danger of becoming wet but not yet wet – move or shield with polythene sheets. Check adjacent areas for water ingress
8. See priority grab list – for water damage, lowest shelves in workshop/secure store/cage store are most vulnerable
9. 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

1. Alert the entire Emergency Management Team, starting with the Building Recovery Manager
2. Evacuate site of visitors
3. Use discretion to alert emergency services
4. Contact Floodline 0345 988 1188 (24 hrs.) or www.environment-agency.gov.uk/floodline for authoritative advice
5. 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:

1. Turn off electricity and water supplies at mains (do not reconnect after flooding until checked by accredited person)
2. Unplug all electrical items and move to higher area
3. Move priorities offsite/higher
4. Empty cases if possible and move drawers
5. Raise items on bricks or blocks
6. 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
7. If water reaches the exhaust pipe, engines should not be started

8. Assess safe locations to leave vehicles
9. Leave internal doors open
10. Weigh down and tie together items that cannot be moved.
11. Move kit/Emergency Plan/accession records etc offsite
12. 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
13. Weigh down manhole covers
14. Move any dangerous chemicals or objects which may contaminate flood waters further.
15. Move away from site to safe area and do not re-enter until directed by Emergency Management Team.
16. Always ensure you have a clear escape route to higher ground

Storm or high wind warning

1. Alert the entire Emergency Management Team, starting with the Building Recovery Manager
2. 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:

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

Heavy Snowfall

1. Decide if the Museum should be closed due to safety and staffing issues
2. Ensure emergency exit doors will open
3. Clear snow and deploy salt/grit, including on fire exit stairs and paths

4. Minimise vehicle movements on site
5. Update website and answer phone messages daily (if required)
6. Liaise with BMT and Museum security contractors

Utility Failure

1. Alert the Building Recovery Manager
2. 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
3. Provide assistance to visitors and staff in your area
4. Torches can be obtained from Building Recovery Manager or Visitor Services.
5. 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
6. Emergency Management Team will advise on further necessary actions

Vandalism / Theft

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

Nuisance or abusive visitor, suspicious behaviour etc.

1. 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
2. Contact a Duty Manager and the Emergency Response Co-Ordinator
 3. Restrict access to affected area
 4. The visitor should be given a verbal warning as to the unacceptable nature of their behaviour and the expected standards of behaviour.
 5. 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
 6. Await the arrival of police for the physical removal of the person. Do not engage in physical contact
 7. The Emergency Management Team will advise on further necessary actions in discussion with the police.

Bomb / Suspect Package

1. Report the discovery or threat immediately to the Duty Manager, Emergency Response Co-Ordinator or Building Recovery Manager.
2. The ERC / BRM will inspect the suspicious item and contact Police on 999 giving Vickers Gate **props.fuzzy.insert**, then BMT Reception, and take advice as to whether to evacuate the site.
3. 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.
4. Members of staff and public should leave the site in accordance with evacuation procedures as under "Fire" above
5. 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

1. Report the discovery immediately to the Duty Manager or Building Recovery Manager
2. Evacuate all buildings and proceed to assembly point
3. Staff should ensure that all buildings have been evacuated (see "Fire" above)
4. Call the Fire Brigade (or ask Brooklands Reception to do so if you are unable) giving Vickers Gate **props.fuzzy.insert**
5. 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
6. A call should be made immediately to the L.P.G. Emergency helpline on 03457 200 100 or BOC 0800 111 333
7. 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.
8. You will be advised of further required actions by the operator and the service engineers upon arrival
9. If it is safe to do so, cover any spilled liquid with absorbent material

Medical or Injury incident

1. In the event of a medical incident, the first-aiders should be contacted in the first instance
2. The first aider will:
 - Notify the Site Manager.
 - If the injury or ailment requires an ambulance, Dial 999 giving Vickers Gate **props.fuzzy.insert** using the closest phone and alert BMT Reception 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
3. **DEFIBRILLATOR** is available at LBM Reception or Brooklands Reception

4. In the absence of trained personnel, follow audio instructions from the defibrillator
5. Any accident involving injury or First Aid must be reported in the Accident Book
6. 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 Fradd	Arun Sharma
Malcolm Cron (Chief First Aider)			
Adrian Palmer	Alan Gaskell	Andrew Emerson	Chris Taylor
Colin Read	Deryck Fill	Graham Bath	Ian Jackson
Tim Evans	Winston Menzies	Steve DeWilde	

Brooklands Museum First Aiders: Contact BMT 01932 857381 asking for Visitor Services (Ext. 221) or Admin Office (Ext. 255/235/240/242/244/246/252/253)

2.6 INCIDENT ASSESSMENT AND CONTROL

Emergency Management Team Members

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

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

If access is possible:

8. Emergency Management Team members present should conduct a site tour and use appendix F to record damage
9. 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).
10. 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)
- 11. 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
- 12. 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:

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

Emergency Response Co-ordinator & Deputy Emergency Response 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

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
-

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

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 Manager)
- 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

2.7 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

2.8 IT Recovery and Restoration

In the event of a major IT failure, the IT Manager should be contacted, who in turn will contact external support services where necessary. The aims of any salvage operation are (1) to save minimise any loss of data and (2) to restore the IT service.

Contact IT Manager [David Harman 07933 521789] and inform them of the situation.

IT Manager to make initial assessment of scale of the problem:

- Step 1 Gather information.
- Step 2 Identify nature of issue
 - Component failure – hardware, software, communication service (broadband etc.)
 - Assess whether and to what extent loss of data has occurred
 - Establish if it is a cyber/virus attack (including ransomware)
 - IT Manager to liaise if necessary with external support company, Central Technology, Dorchester [Peter Wheatley 07921 454880] to establish a solution.
- Step 3 Assess Risk & Plan
 - Put resolution in place
- Step 4 Monitor & Review

2.9 Pandemic

In the event of a pandemic of similar impact to the recent Covid-19 occurring, requiring the Museum to left unattended for an extended period, the Museum should be checked to ensure 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 sufficient background temperature is maintained to eliminate burst water pipes and stave off deterioration of any artefacts. If travel restrictions permit, temperature, humidity and UV impact need to be carried out on a regular basis. The Museum should also be checked and cleaned on a regular basis to ensure that no infestation occurs.

3 APPENDICES

APPENDIX A EMERGENCY RESPONSE EQUIPMENT KITS

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
- 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

Alarm Company (Fire)	Cornerstone Fire and Security	0844 247 4247
Alarm Company (Intruder)	Westronics	0118 942 6726
Boxes	Walsall Box Company	01922 628 118
Builders	Croystone Ltd Pyrford Homes	020 8393 2483 07860 148251
Clothing, protective	Screwfix Byfleet	0333 011 2112
Cold storage	Harwell DRS	01235 434373 www.harwellrestoration.co.uk
Conservation Equipment	PEL CXD	01379 647400 01234 846300
Conservators	Surrey History Centre	01483 518737
Dehumidifiers, Dryers, space heaters and air movers	Brooklands Museum	Brooklands reception
Drain clearing	Dyno-Rod	020 3930 6183
Electricity	E-ON	0843 1331117
Emergency Recovery Company	Harwell Document Restoration Services	
Floodlights	Screwfix Byfleet	0333 011 2112
Gas	BOC	0800 111 333
Glazing - emergency and boarding up	Fast Glass	01932 852401
IT Support	Nimoveri Ltd, Suite 9 The Granary, 1 Waverley Lane Farnham	0333 305 1821 https://nimoveri.co.uk/
Lift (Mezzanine)	Stannah Lifts	0800 715485
Packers and Storage	The Storage Pod	01932 353700
Pumps	Brooklands Museum	Brooklands reception
Roofing	Advanced Roofing	01342 360764
Security	ICL	0845 680 6808/ 01634 717784
Surrey C.C.	Emergency Planning Unit	0300 200 1003/ 01483 631734
Telephone	BT	0800 001 001
Tools/equipment local	Hire Services Southern	01483 740960
Transport	National Rescue Steve Gray	0870 737283/ 0208 83970325 01932 828545

	Dave Rush Andy Lambert	07860 677018 01489 571900 07739 626077
Water	Veolia	020 3567 7400

The list of the supplier / emergency contacts can be found in the Contact book which is held in the pigeon hole by the Duty Managers desk in the Main office at LBM. It is a hardback 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.

- Salvage
- Sorting
- Treatment
- 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
- Bubble wrap
- Labels for crates
- Polythene sheeting
- Bin liners
- Torches and emergency lighting

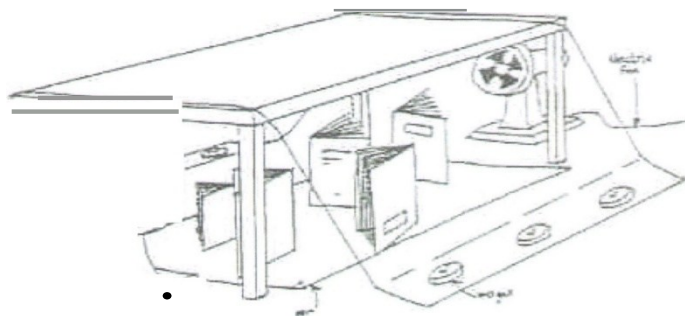
Sorting

- 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

- 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

- Items which are thoroughly wet and cannot be air-dried should be frozen, except the items which appear on the list in appendix K
- 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 K

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 Emergency Management Team 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 any parts of it are 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. In urgent cases, the review 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)		
-----------------	--	--

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.

--

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

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).

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 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: 01483 508815 Woking News & Mail: 01483 802700 Surrey Advertiser: 01483 508700
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 F DAMAGE RECORD FORM

Each crate should be given a number and this form completed for each crate detailing its contents. Upon completion, this form should be given to the Emergency Response Co-ordinator . In the event of a major emergency, the form can be used as a summary sheet, detailing just the crate number under 'Item Ref No' and a broad summary of contents. Only do this if permitted by the Salvage Manager

Crate number _____ Original location _____

Item Ref No	Object description	Type of damage	Treatment needed	Moved to (location)

APPENDIX G ACCOMMODATION FOR RECOVERY OPERATION

Emergency Working Accommodation may be available by arrangement with Brooklands Museum Trust.

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

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.

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

APPENDIX I 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
Ian Barrett 738J		ianfixesbuses@btinternet.com
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	see Appendix D above	

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	020 7412 7612/ 0161 934 4317	n12o@bl.uk
Arts Council Area Manager	0845 300 6200	Artscouncil.org.uk
Surrey Museum Engagement Officer	01483 518737	haidee.thomas@surreycc.gov.uk
South East Museums Development	07483 438860	Elaine.Sanson@southeastmuseums.org
Health Protection Team (Environmental Radiation)	0344 225 3861 Out of hours 0844 967 0069	www.gov.uk/health-protection-team

APPENDIX J SUMMARY PAGE

London Bus Museum Emergency Plan Summary

If you discover any threat to the collections or buildings while the building is open please report it immediately to the Duty Manager and then follow their instructions.

If you discover a threat out of hours please contact Brooklands Security:

Brooklands Security	01932 857381	07415 724 839
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and at least one of the Emergency Response Coordinators:

Ian Reddick	01932 253 121	07774493356
Simon Douglas Lane	0208 941 5027	07746 097718

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 Manager immediately. The Duty Manager will then lead the volunteer team to evacuate the building.

In the event of a flood, the priority is to search for the source of the problem, and see if it can be dealt with eg by turning off the stop cock. 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 K 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 –low fired 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.

APPENDIX L 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 voice/video communication
 - Restore IT facilities
 - Inform stakeholders via voice contact, email, 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

APPENDIX M ENTRY REGISTER

NAME	LOCATION	IN	OUT