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**NB** The revision date shown in the table above signifies updating in respect of procedure, with subsequent appropriate retraining of staff. Section G of this Plan, which provides telephone numbers and nominated individuals, is liable to frequent amendment. There is a separate footer for this Section with a validation date of data updating.

## HISTORYLINKS MUSEUM

### EMERGENCY PLAN

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## **FIRE**

### **IMMEDIATE ACTION**

- Tell everyone to leave the museum immediately by the nearest exit.
- The assembly point is in front of Meadows Business Park. Ask visitors to check that all members of their party are present.
- Ring 999. Use a mobile or ring from Dornoch Cleaners, a Business Park premises or the Castle Hotel.
- Ring the Primary Contacts detailed at Section G page 9
- Ask visitors to move their cars away from the front of the museum, if it is safe to do so, to allow access for emergency vehicles.
- Do not go back into the building until told it is safe to do so by the Fire Officer.

## **A: FIRE**

### **1. Responsibilities**

- 1.1 No action should be taken in the museum without the authorisation of the Fire Officer. The action taken will depend on the severity of the incident.
- 1.2 The person in charge of the museum's response will be either of the Primary Contacts (see Section G page 9)

### **2. False alarm**

- 2.1 When the alarm goes off the monitoring station will ring the museum. If there is no reply they will alert the fire brigade.
- 2.2 If it was a false alarm or a very minor incident and the monitoring station's call can be answered, they will ask for the password, which is "BRIDGE". If the password is not given they will alert the fire brigade.

### **3. Visitors**

- 3.1 If the incident was minor and self-contained resulting in limited or no damage, or was a false alarm, the museum can be immediately re-opened to visitors.
- 3.2 If there has been more extensive damage to a limited area, it may be possible to re-open the museum in part, subject to health and safety considerations.
- 3.3 If there has been extensive damage to the building or the collection the museum will be closed.
- 3.4 If visitors do not wish to or are unable to complete their visit, give them a pass for free re-entry later.

### **4. Collection**

- 4.1 If the incident has had any impact on the collection in terms of fire or smoke damage, use of water or other fire suppressants within the building, or damage to display or storage areas, call in the Curatorial Adviser (see Contacts Salvage Section G page 9. The Curatorial Adviser will contact other collection specialists as necessary.
- 4.2 Gather the materials listed in Section H for handling, moving and listing items from the collection.
- 4.3 Items under immediate threat of further damage should be moved to a safe area following the salvage instructions in Section I. Remember that removing items from display cases or storage boxes may expose them to an increased risk of damage, and that inexpert handling can also cause damage.

- 4.4 Once the extent of the damage has been assessed, some or all of the collection may be removed to the emergency salvage area at the Social Club, School Hill. See Contacts Salvage Section G page 9 to arrange access.
- 4.5 Contact the insurers via Highland Council to advise them of a possible claim for loss or conservation work (see Section G for contact and policy details).

## **5. Building**

- 5.1 If there has been any damage to the building or its furnishings and fittings contact the insurers via Highland Council (see Section G for contact and policy details).
- 5.2 If necessary call in builders or other specialists listed in Section G to make the building temporarily safe and secure.
- 5.3 Full-scale repairs and replacements and hire of emergency equipment should be carried out in consultation with the insurers.

## **6. Lenders**

- 6.1 Any owners of loaned material whose items have been affected by the incident should be informed as soon as possible. Any arrangements for conservation or return must be agreed with them in advance.
- 6.2 Any institutional lenders should be advised of the incident, regardless of whether their items have been directly affected.

## **B: POWER CUT**

1. Ring the Scottish & Southern Electricity helpline (Section G) to find out how long the power cut is likely to last.
2. If it occurs while the museum is open to the public and is likely to last more than a few minutes, offer any visitors in the building a pass for free re-entry later. Put up the closed sign on the door with a note explaining the reason and likely time of re-opening.
3. Switch off and unplug all electric equipment at the wall, including the two dehumidifiers hidden behind screens in the display area and the one in the museum store. This will avoid possible damage to equipment from a power surge when the supply comes back on.
4. The fire and intruder alarms have battery backups which will last 8-10 hours. They operate as normal during this period. If the batteries run out before the power comes back on the alarm systems will be non-operational. In this situation call in a keyholder, in the order listed at Section G page 9, to verify that the building is safe and secure.
5. When the power comes back on, switch electrical equipment back on.
6. The dehumidifiers will need to be reset by pressing the Auto button to cycle through to a humidity setting of 50%. If it is autumn or winter the cold weather setting should also be selected. Contact the Curator or Curatorial Adviser (Section G page 9) if in doubt.

## **C: FLOOD**

### **1. Cause and effect**

- 1.1 Flood means any unplanned ingress of water into the museum. This could be caused by burst pipes or by severe weather resulting in water coming in under the doors or through the roof. It could also be caused by water used in response to a fire.
- 1.2 Water is extremely damaging to museum objects. Potential damage caused by flooding is avoided as far as possible by good maintenance, regular checks of the building during the winter and by keeping objects away from possible sources of water and off the floor.
- 1.3 Even if objects are not directly affected by flooding, they can be damaged by the sudden rise in humidity which will follow.

### **2. Burst pipes**

- 2.1 If there is a suspected burst pipe, turn off the water at the stopcock under the worktop in the kitchen to the left of the sink.
- 2.2 Call one of the plumbers on the contact list. Call a Keyholder from the list shown at Section G page 9.
- 2.3 As all the plumbing is in the area of the kitchen and toilets, flooding should be restricted to this area unless the water has been running for some time. If there is water lying on the tiles in front of the kitchen door, check the nearby carpet to find out how far it has spread. If the flooding has been so severe that water has penetrated into the display area, call the Curatorial Adviser (see Section G page 9).
- 2.4 Lift any items that are standing in water. When dealing with museum objects follow the salvage instructions in Section I.
- 2.5 Check and note down with the date and time the humidity readings on the dehumidifiers. These checks should be repeated daily until the humidity returns to normal (around 50%).
- 2.6 If there is significant penetration of water into the carpet it may be necessary to hire a suction drier and additional dehumidifier. It may also be necessary for the museum to remain closed until the carpet is dry.
- 2.7 The areas affected should be checked daily for the next month in case of lingering damp that might cause mould or damage paintwork or fittings.

### **3. External flooding**

- 3.1 External flooding could manifest itself as excess rainwater coming in under the doors, or through the roof if it has been damaged. If water is coming up from the drains it may be contaminated. In all events call a Keyholder from the list at Section G page 9.
- 3.2 If water is coming from the drains, call the Scottish Water emergency number (see Section G). Put on rubber gloves or similar before getting your hands wet or touching any wet objects.
- 3.3 If there is water coming in under the doors, get sandbags from the Highland Council office in The Meadows and use them to block gaps where water is coming in.
- 3.4 Move any items that are standing in water or which are in areas that might be affected if more water comes in. If the display area or store have been affected or are under threat call the Curatorial Adviser (see Section G page 9). When moving museum objects follow the salvage instructions in Section I.
- 3.5 Get advice from Scottish Water on dealing with any areas or objects that have been affected by contaminated water.
- 3.6 Check and note down with the date and time the humidity readings on the dehumidifiers. These checks should be repeated daily until the humidity returns to normal (around 50%).
- 3.7 If there is significant penetration of water into the carpet it may be necessary to hire a suction drier and additional dehumidifier. It may also be necessary for the museum to remain closed until the carpet is dry.
- 3.8 The areas affected should be checked daily for at least the next month in case of lingering damp that might cause mould or damage paintwork or fittings.
- 3.9 For flooding resulting from damage to the roof see the next section.

### **4. Lenders**

- 4.1 Any owners of loaned material whose items have been affected by the incident should be informed as soon as possible. Any arrangements for conservation or return must be agreed with them in advance.
- 4.2 Any institutional lenders should be advised of the incident, regardless of whether their items have been directly affected.

## **D: STORM DAMAGE**

- 1 Storm damage is most likely to affect the roof of the museum. Even relatively minor damage such as the loss of a few slates could result in water getting in and causing problems inside the building.
- 2 The main ways of guarding against storm damage and its consequences are keeping the building in a good state of repair and regular checks, particularly during bad weather, to ensure that even minor problems are picked up quickly.
- 3 If there is any visible damage to the roof or any other part of the building call the Curator or a Keyholder as listed at Section G page 9. She/he will assess the extent and impact of the damage and call in specialists and builders as necessary.
- 4 If the damage is so severe that it has affected the inside of the building and therefore possibly the collection, call the Curatorial Adviser (see Section G page 9).
- 5 Depending on the level of damage it may be necessary to contact the insurers. The contact and policy details are in Section G.
- 6 If there is water coming in and posing an immediate threat to museum objects, shop stock or fittings, move them to a safe dry area. When moving museum objects follow the salvage instructions in Section I. If necessary arrange for a suction drier and additional dehumidifier and monitor the level of humidity daily until it returns to normal.
- 7 Depending on the extent and nature of the damage it may be necessary for the museum to be temporarily closed to visitors.
- 8 Minor damage might be first noticed by, for example, a damp patch on the ceiling. In this event call a Keyholder as listed at Section G page 9.

## **E: THEFT**

1. Theft of museum objects is rare and is most likely to happen when the museum is open to the public. It is combated by having most items in locked cases, controlled access to the store and a weekly check of items on open display.
2. The theft of items from the shop is also possible when the museum is open.
3. It is therefore important to be aware of visitors and what they are doing. If you notice any suspicious activity, note a description of the person and continue to observe. If you believe that they are planning or engaged in criminal behaviour, ring the police and a Keyholder as listed at Section G page 9. Do not confront the person or try to stop them leaving if you are on duty on your own.
4. If the loss of items from the museum or shop is noticed later as a result of an audit or stock-take, the security procedures will be reviewed.
5. If the museum is broken into when it is closed, the intruder alarm should go off and the police and a key-holder will attend. A break-in of this type is more likely to target cash or items which can be readily sold such as computers.
6. If there is damage such as a broken window or forced door, call out a joiner from the list in Section G to secure the building until a full repair can be made. Depending on the level of damage it may be necessary for the museum to be temporarily closed to the public.
7. Get an incident reference from the police and notify the insurers. Contact and policy details are in Section G.

## **F: VANDALISM**

1. If you notice any damage to the building or grounds call a Keyholder as listed at Section G page 9, who may in turn decide to notify the police.
2. Tradesmen should be called out to repair any damage as quickly as possible as this will help to avoid the building being targeted again.
3. Serious damage may necessitate the temporary closure of the museum to the public and the involvement of the insurers.

## G: EMERGENCY CONTACT DETAILS

EMERGENCY	SERVICES	RING 999
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Primary contacts			
John Muir	Museum Committee member responsible for site	01862 810880	
Peter Wild	Curator	01862 810140	07778 503555

Other keyholders			
Peter Fairgrieve	Committee Member	01862 810377	
John Barnes	Committee Member	01862 811844	
Christine Murray	Committee Member	01862 810319	
John Muir	Committee Member	01862 810880	
Sue Higgins	Committee Member	01862 811322	

Collection salvage			
Estelle Quick	Curatorial Adviser	01381 600263	07789 781483
Judi Sutherland Pat Murray	Contact for emergency salvage area at Social Club, School Hill	01862 811898 01862 810282	

Police			
Northern Constabulary 24hr		0845 6033388	
Dornoch police		01862 810222	
Fire/rescue			
Inverness HQ		01463 227000	
Dornoch station		01862 811044	

<b>Doctor</b>			
NHS 24		08454 242424	
Dornoch Medical Practice		01862 810213	
<b>Highland Council</b>			
Emergency 24hr		0845 7697284	
Dornoch service point		01862 812000	
Lorna Cruickshank	Independent Museums Support Officer	01349 863441	

<b>Water/drains</b>			
Scottish Water 24hr		0845 6008855	
Jim McCue	Plumber	01862 810159	07990 783097
A. Thomson & Son	Plumber	01862 810270 /811174	07740 984468
<b>Electricity</b>			
Scottish & Southern Electricity 24hr		0800 300999	
Jimmy Anderson	Electrician	01862 810991	07761 832568
J Durrand	Electrician	01862 810631	
<b>Glazier/boarding up/locksmith</b>			
Neil Leslie Albert Lewis		01862 810080 01862 810867 /810783	
<b>Roofing/builder</b>			
A. Banks & Sons		01862 810589	
J & S Gunn		01862 810604	

<b>Equipment hire</b>			
George Campbell, Dornoch Tool Hire	Portable generators Emergency lighting Extension cables Pumps Dehumidifiers Wet & dry vacuum cleaners	01862 810610	07740 589717
<b>Van hire</b>			
D.I. Rutherford		01862 810214	07831 219313 /152335

<b>Intruder and fire alarm</b>			
Northern Security		01463 236658	
Remote monitoring station	For reporting a false alarm	0870 6011555	
<b>Insurer</b>			
Zurich Municipal XAO 122020 6343	Contact via Highland Council	01463 702414	

## H: EMERGENCY EQUIPMENT LOCATIONS

<b>Cleaning materials</b> Broom Dustpan and brush Vacuum cleaner Mop Bucket Sponge Cloths Rubber gloves	Kitchen
<b>Useful extras</b> Dust sheets Dustbin bags Extension lead Masking tape Torch First aid kit Step ladder	Kitchen
<b>Tools</b> Hammer Pliers Saw Screwdrivers Utility knife	Kitchen
<b>Listing and labelling</b> Clipboard Notepads Pencils Scissors Digital camera Stapler Sticky labels String	Front office
Handling gloves Plastic bags Permanent markers Tie on tags Boxes	Museum store
<b>Moving and sorting</b> Plastic boxes Folding table	Shed

## **I: SALVAGE INSTRUCTIONS**

- Get help from others on the emergency contact list. If you attempt to salvage objects by yourself in a hurry in a difficult situation you may accidentally cause further damage.
- Contact the curator as soon as practicable.
- If the storage areas are accessible, get out the materials appropriate to the emergency situation, which may include: plastic sheeting for covering the floor, plastic boxes and bags for moving objects, gloves for protecting your hands and for handling fragile material, high visibility protective clothing, notepad and pencil for making notes, torch.
- Set up a safe, dry area away from the site of the emergency, to be used for sorting and laying out salvaged material.
- Do not enter the emergency area unless it is safe to do so and you have been told you may do so by the fire officer (if present).
- Protect yourself by wearing hard hat, boots, protective gloves and high visibility clothing as appropriate to the situation.
- Lift objects carefully, preferably with the assistance of another person. Heavy, fragile or damaged objects may be further damaged by careless handling. Use plastic boxes so that objects are supported underneath.
- Remove objects from any source of further damage, but remember that you may expose them to an increased risk by removing them from display cases or storage boxes, which give some protection from smoke and water.
- Lift anything lying in water.
- Photographic negatives, microfilm and microfiche should be re-immersed in clean water once wet, until specialist advice is available.
- Allow excess water to drain off other items. Take no further action without specialist advice.
- Do not use artificial heat to dry objects out.
- Do not open, close, unfold or separate wet books or documents.
- Do not wipe or blot anything.
- Do not unpack or disturb wet boxes of papers, photographs or artwork.
- Make urgent arrangements for transporting wet papers to be rapidly frozen by the organisation on the contact list. Prompt action could save them from complete destruction.

- Once objects are out of immediate danger, label their containers and do what you can to list them with a note of the nature and extent of damage, e.g. wet but otherwise undamaged, badly charred at bottom etc. This will be invaluable in the days ahead.

## **J: FLOOR PLANS**

## K: RISK ASSESSMENT

Date: April 2009

L = Likelihood of occurrence (1 = Unlikely, 2 = Possible, 3 = Likely)

S = Possible severity of effect (1 = Minor, 2 = Moderate, 3 = Severe)

RF = Overall risk factor L + S (2 = Negligible, 3 = Minor, 4 = Moderate, 5 = High, 6 = Maximum risk)

Risk	L	S	RF	Risk reduction measures
Fire	1	3	4	Fire alarm system maintained and monitored. Electrical wiring and equipment kept in good repair and replaced if necessary. Electrical equipment used according to instructions. Sockets not overloaded. End of day checks for equipment switched off, litter bins safe. Most museum objects in display cases or storage boxes.
Flood (burst pipes)	1	2	3	Pipes and tanks lagged. Minimum level of heat maintained during winter. Water turned off in extreme weather. No museum objects stored or displayed in vicinity of pipes. Most museum objects in display cases or storage boxes. Minimum number of museum objects stored on floor. Dehumidifiers on cold weather setting in winter.
Flood (weather related)	1	2	3	Building regularly checked and maintained. Gutters, downpipes and drains kept clear. Minimum number of museum objects stored on floor.
Storm damage	1	1	2	Building regularly checked and maintained. No museum objects stored in loft.
Theft	1	1	2	Intruder alarm maintained and monitored. End of day check for doors and windows locked and alarm set. Museum attendants monitor visitor activity. Most objects displayed in locked cases. No unsupervised access to store.
Vandalism	1	1	2	Building and grounds kept tidy.
Power cut	2	1	3	Computer systems regularly backed up. All equipment turned off in event of power cut.

**L: TRAINING RECORD**

<b>Date</b>	<b>Attendees</b>	<b>Training carried out</b>
11.6.09	Museum Committee Members and volunteers	Reception duties and emergency procedures
31/3/10	All Museum Committee Members Bramley, Birkett, Higgins, Gall, H. Fairgrieve,	Front of house reception aspects of emergency plan
5/4/11	All Museum Committee Members Bramley, Birkett, Higgins, Ursula, H. Fairgrieve, M Madge, G Munro, J Melville	Front of house reception aspects of emergency plan
23/4/12	All Museum Committee Members Birkett, Higgins, Ursula, H. Fairgrieve, M Madge, J Melville	Front of house reception aspects of emergency plan

