Emergency Response

Assistance phone numbers

Postcode:
Eastings and Northings:

Telephone Number:

Date of plan:

Author

To be kept at:

Copy also located at:

Revision number and date:

Emergency Response

Introduction

Assess	Evacuation procedure Escalation procedure Internal contacts External contacts Emergency strategy

React	Command structure for emergencies Risk assessment for salvage operations Entry control log **Click here for example Floor Hazard Plans and Artefacts Grab Sheets** **Guidance on:** • Fire • Flood • Security *including site-specific information* • Spillage • Documentation and Security of Salvaged Objects • Dealing with the Media Inventory of Priority Objects Priority Object Salvage Sheets *including key information* Inventory of Salvaged Objects – *Blank Form*

Protect	Click here for salvage advice	
	• Air drying	• Natural history
	• Books	• Paintings
	• Ceramics	• Paper
	• Freezing	• Photographs
	• Furniture	• Plastics
	• Leather	• Stone
	• Metal	• Textiles

Recover	Salvage recovery locations Disaster store contents Post incident procedure

Introduction

Aim

The overall aim of this plan is to enable premises/building/company name.to respond in an appropriate manner to any major emergency.

Structure

The plan has been designed for use during an emergency and consists of enter the type of folder   Emergency Response'.
It contains the arrangements for _____ response, including the escalation process, the co-ordination and control of the emergency, and recovery after an incident. Salvage information and the procedures for the removal, treatment, and storage of valuable objects are also included.
The contents are **confidential** and must be kept secure.
Further guidance on pre-planning and preventing emergencies can be found on the English Heritage PRIME website alongside EH Management Standards for Integrated Emergency Planning.

Maintenance and Distribution

This plan has been produced in hard copy for the locations shown on the front cover of the manual. Some parts of the plan will also be stored on (other data sources if required)

The premises/building/company name.   .is responsible for the development of plans. The individual site is responsible for ensuring their plans are up-to-date by amending documents.

Emergency Evacuation Procedures

IN CASE OF FIRE OR OTHER EMERGENCY:

1. Raise the alarm by breaking the nearest fire alarm break-glass call point
2. Evacuate the premises by the nearest route
3. Tackle the fire, if safe to do so, without taking any risks.
4. Call the fire service by dialling 999

ON HEARING THE ALARM

a. Evacuate the premises by the nearest route
b. Ensure that disabled people are helped to safety
c. Report to the Assembly Point at

Location:

DO NOT

1. **Do not stop to collect personal belongings**
2. **Do not re-enter the building unless authorised to do so**
3. **Do not use lifts unless disabled and lift is checked and declared safe to use.**

ESCALATION PROCEDURE

Address, postcode and site telephone number

Directions:

Fire Access:

Keys to all buildings:

EMERGENCY OCCURS

Does the emergency require immediate action by the emergency services or utilities?

Yes

No

Does emergency require the immediate help of off-site staff or other agencies?

Yes

No

Call together sufficient staff to deal with emergency and if collection is at risk call the Conservation Incident Hotline 07785 387847

Dial 999

Local police: **101**

Local fire: **CDDFRS 0845 305 8383**

Site duty/on call manager:

English Heritage Conservation Hotline: 07785 387847

Keyholders:

	Work	**Emergency**
Site Manager		
Site Supervisor 1		
Site Supervisor 2		

Other emergency contacts:

Curator
Conservator
Area Manager

The above emergency response team will then decide on any further escalation and resources required.

See Internal & External Contacts Lists for further numbers.

Internal contacts

Site specific contacts

	Company	Contact Details
Security		
Night Guard – 24 hour		
Maintenance Contractor		
Others		

Alarm Details

	Monitoring Station	Other Information
Fire Alarm		
Security Alarm		
Panic Alarm		

INITIAL CONTACTS		MOBILE	OFFICE	HOME	Distance from home to site (if appropriate)
Duty Manager Pager					
ContactName	Facilities Manager				
Contact Name	Site Manager				
Contact Name	Site Supervisor				
Contact Name	Site Team Member				
Contact Name	Curator				
Contact Name	Conservator				
Conservation Incident Hotline	Collections Care 24 hrs				
EH Press Office	0207 973 3250				

SITE STAFF/ STAFF BASED AT SITE		MOBILE	OFFICE	HOME	Distance from home to site (if appropriate)
Name	**Position**				
Contact Name	Facilities Team Member				
Contact Name	Housekeeper				

External contacts

Emergency Services	Emergency Number	Non-Emergency
Ambulance	999	
Coastguard	999	
Police	999	
Fire Services	999	
Local Hospital – Example A&E		
Local Police Station		
Local Fire Station		
Police Community Support Officer		
Counter Terrorism Hotline		
Local Council Emergency Planning Manager		

Utilities	Emergency Number	Non-Emergency
Electricity – suppliers name		
Gas - suppliers name		
Electricity/Gas - suppliers name		
Water – suppliers name		
Telephone Faults - suppliers name	Pin No. Account No.	

Security	Emergency Number	Non-Emergency
Security Company		
Intruder and Fire Alarms Company		
Monitoring Company	(False Alarms)	
enter phone details if required		

Trades people *Where possible please add contract number*	**Emergency Number**	**Non-Emergency**
Maintenance Contractor Company		
Electrical		
Heating and Plumbing		
Cleaning Contractor		

Other *Please enter any local museums/National Trust properties who may want to enter into reciprocal arrangements for an emergency response.*	**Emergency Number**	**Non-Emergency**
Local Museum		
Security	**Emergency Number**	**Non-Emergency**
Security Company		
Intruder and Fire Alarms Company		
Monitoring Company		

Trades people *Where possible please add contract number*	**Emergency Number**	**Non-Emergency**
Maintenance Contractor Company		

Electrical		
Heating and Plumbing		
Cleaning Contractor		

Other *Please enter any local museums/National Trust properties who may want to enter into reciprocal arrangements for an emergency response.*	**Emergency Number**	**Non-Emergency**
Local Museum		

EMERGENCY STRATEGY		
ADDRESS OF PREMISES	💬	**DATE:**
RESPONSIBLE PERSON		

PROVISION	DESCRIPTION	IMPORTANT FACTORS
SIGNIFICANT HISTORIC FEATURE	💬	💬
SIGNIFICANT CONTENTS	💬	💬
FIRE RISKS	💬	💬
FLOOD & OTHER RISKS	💬	💬
ACCESS FOR FIRE ENGINES	💬	
WATER SUPPLIES	💬	💬
COMPARTMENTATION	💬	
MEANS OF ESCAPE	💬	💬
FIRE ALARM & DETECTION	💬	💬
EMERGENCY LIGHTING	💬	

FIRE FIGHTING EQUIPMENT		
SIGNS & NOTICES		
PROCEDURES		
EVACUATION PROCEDURE		
TRAINING		
RECORD OF TESTS ETC		
FIRE RISK ASSESSMENT		

Incident Management Structure for Salvage

In the event of an incident that requires a salvage operation, the Incident Coordinator should allocate roles to individuals. This table can be used to document these decisions.
More information about roles can be found on the reverse of this page.

Incident Coordinator
Name:

Security
Name:

Documentation
Name:

Communication & Welfare
Name:

Salvage Team Co-ordinator
Name:

Quartermaster
Name:

Recovery Team Co-ordinator
Name:

Salvage Teams
Names:

Salvage Teams
Names:

Wet Recovery Teams
Names:

Dry Recovery Teams
Names:

Roles and Responsibilities
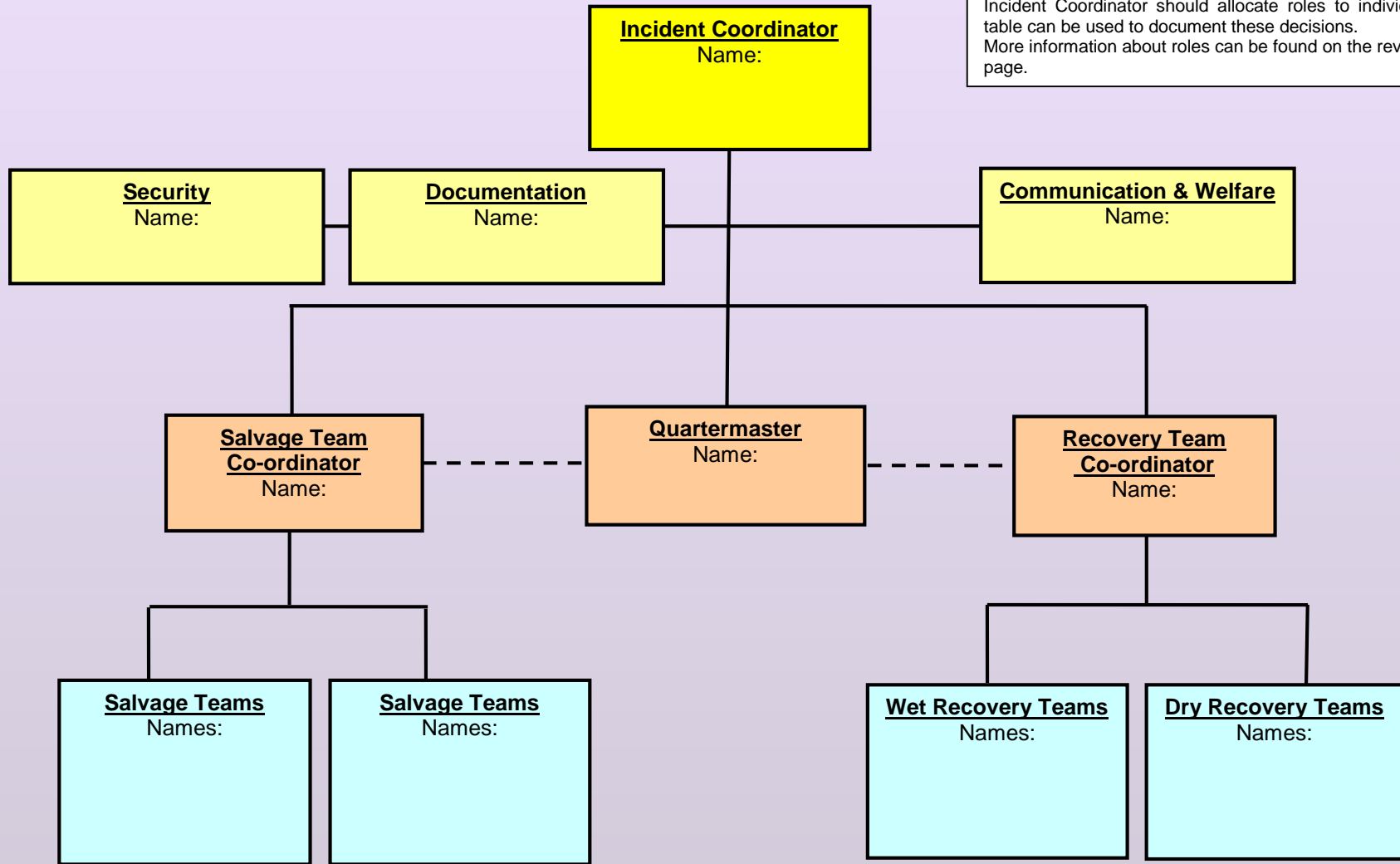
Incident Coordinator
Manages the incident. Appoints individuals to team leader roles. Responsible for communication with Emergency Services. Delegates tasks and does not get involved in specific activities. Remains in one place and is available to make decisions. Deals with all external enquiries including media contact (or appoints someone to do this.) Monitors the bigger picture. Ensures events and key decisions are recorded.

Security
Ensures people, building/site and objects are secure. Manages entry to site and establishes cordons. Appoints individuals to travel off-site with objects if needed. Arranges for site to be secured following salvage operation, e.g. manned guarding, security fencing, alarm resets.

Communication & Welfare
Ensures information is shared. Keeps in contact with all teams. Monitors and sends messages. Keeps Incident Co-ordinator updated. Monitors communication between salvage and recovery teams to ensure the flow of salvaged objects is appropriate. Monitors the health and safety of individuals. Ensures people have breaks and looks for signs of stress/fatigue. If appointed, handles press/external communications.

Documentation
Implements a controlled documentation process to ensure whereabouts of objects are recorded. Ensures all items are identified and/or recorded as they are treated and packed. Located with recovery teams. Security aspect to this role, so liaises with security contact or holds this role as well. Documentation can be a lengthy process so a team may be required if people are available.

Quartermaster
Manages physical resources. Identifies materials available and allocates them to salvage and recovery teams whilst coordinating requests for resources. Obtains additional items if needed.

Salvage Team Coordinator
Manages the removal of objects from the building/site or liaises with the emergency services salvage teams. Prioritises the order of objects to be salvaged and accounts for the unique circumstances of the incident. Communicates with the Incident Coordinator. Controls access to the salvage site or provides clear instructions to the emergency services. Ensures Incident coordinator and Recovery Team leaders know what to expect. Assesses the level of triage necessary at the point of recovery.

Salvage Teams
With the consent of the emergency services and under the guidance of the Salvage Team Coordinator, the Salvage Teams remove objects from rooms or area agreed with Emergency Services. Team transports to object triage area. Ensures security of objects by handing to recovery teams. Appropriate PPE should be worn.

Recovery Team coordinator
Organises resources for the triage of objects. Establishes work stations, equipment and teams for wet recovery and dry recovery. Ensures all salvaged objects are treated, packed and labelled. Ensures location of objects is documented or liaises with Documentation team.

Wet recovery Teams
Deals with the worst affected salvaged items (wet, contaminated or physically damaged). Makes decisions on immediate actions, i.e. further washing, freezing, drying, etc. Provides initial object first aid. Team members record treatment and confirm documentation as items leave for storage.

Dry Recovery Teams
Deals with items that do not require immediate first aid. Carefully packing, labelling and protecting objects is a priority. Team members will record condition of all objects and confirm documentation as items leave for storage.

Risk Assessment for Salvage Operations					
What To Check For	**Satisfactory Condition?**			**Describe Hazard**	**Proposed Action against No or Don't Know**
	Yes	**No**	**Don't Know**		
Is there effective liaison and communication with emergency services?					
Have hazardous Areas Been cordoned off?					
Has a Control Point been established?					
Has a secure salvage area been designated and secured (as well as possible)?					
Have staff been reminded to be alert to security issues, such as theft from salvage area or unauthorised entry into the building?					
Where applicable, have site security guards been re-deployed?					
Is there record of who is in emergency area, where they are working? & when they are due to return to control point					
Is there an evacuation procedure in place?					
Is there a system in place to identify hazards & warn operatives?					
Is there a system in place to ensure operative's welfare & to guard against fatigue?					
Is there a system in place to ensure good manual handling practices prevail?					
Is Personal Protective Equipment available & used when required?					

Entry Control Log

NAME	TIME IN	TIME OUT	LOCATION

Rear Entrance

LETSBY LANE

Example Mill
(English Heritage
Property)

North Garden

Service
Wing

Example House

West
Wing

East
Wing

Letsby Station
Under Passage

Train line

MAIN STREET

STATION ROAD

Main Entrance
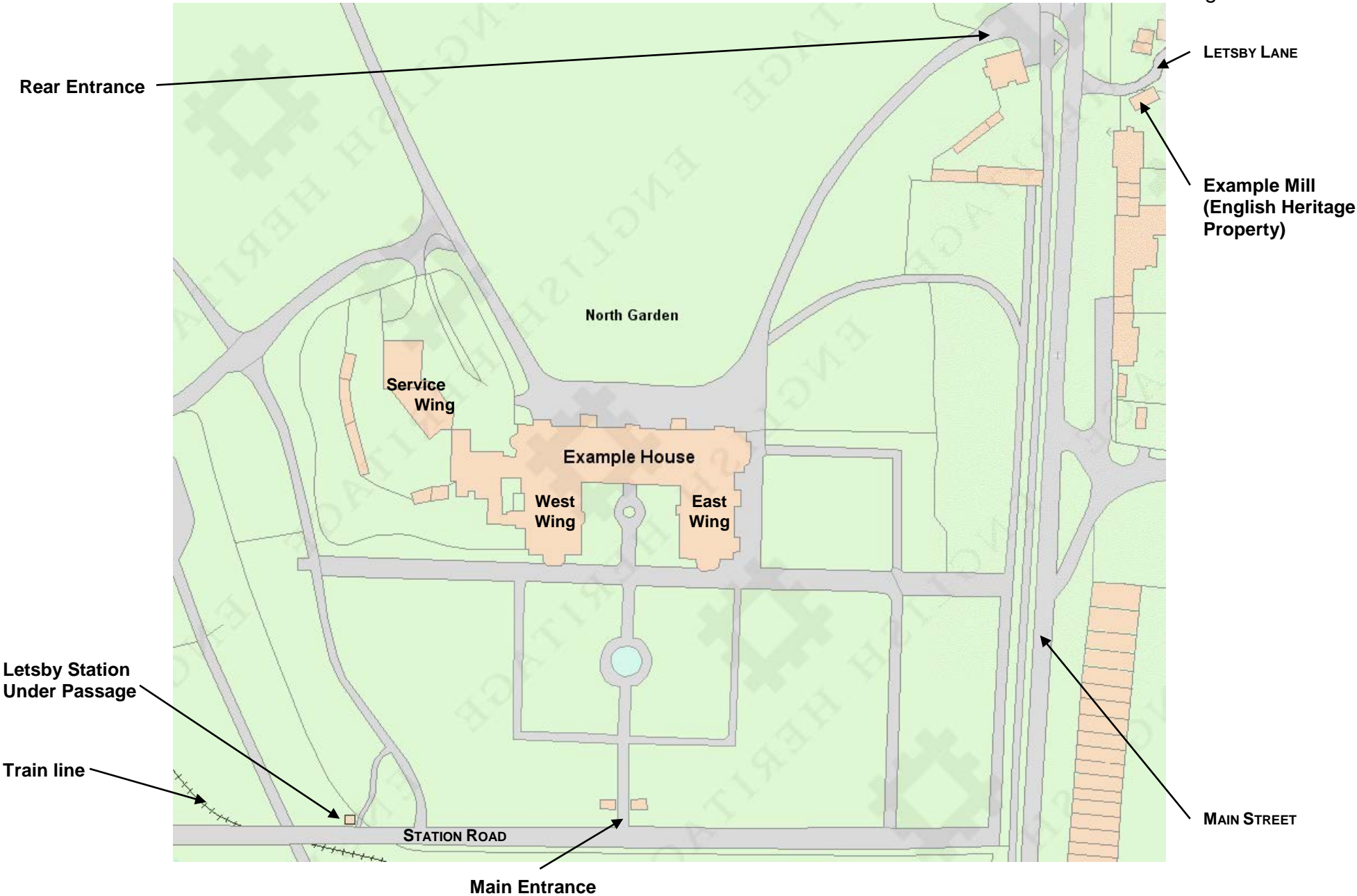
Working with the Fire Service at an Incident

The Senior Fire & Rescue Service Officer is in Charge!

Do not commit to any tasks until you have:

- Briefed by the incident commander before completing any task.
- Do not enter the building unless authorised.
- Instruction on command and control from the Fire Service.
- Under the supervision of the Fire Service at all times.
- What your specific task is & you are capable of undertaking it.
- Your personal protective equipment is suitable & sufficient.
- Where the fire is located and relative risks.
- Understand the evacuation signal is short sharp blows on a whistle

If you satisfied with the above:

Sign in the entry log

Stay with your buddy or team
Be aware of your surroundings at all times.
Breathe only fresh air not smoke
Check doors are not warm before opening them
Keep escape route within sight
Keep to job in hand, do not wander
Listen for evacuation whistle
Stay in radio contact (if available)

Sign out of the entry log

Danger Signs

Any signs of Smoke or Fire evacuate the building immediately and contact incident commander

Remember

Your exit route & any alternative exits.
Never put yourself or a member of your team at risk.

Entering a Flooded Building in Safety

The evacuation signal:- short blasts on a whistle

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

Before entering a flooded building you must consider:

> **Electrical hazards**
> **Structural hazards**
> **Hazardous materials**
> **Bacteria and viruses**
> **Ventilation**

1. **Electrical hazards**
   If water has come into contact with electrical circuits, and especially if the water rose above electrical outlets, turn off power at the main breaker or fuse of the service panel. Do not turn power back on until the equipment has been repaired or inspected by an electrician.

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

3. **Hazardous materials**
   Damaged building materials may contain asbestos and lead-based paint. Before disturbing suspect material, precautions should be taken to prevent exposure. Floodwaters can contain hazardous materials such as pesticides, fuel or spilled chemicals. Play it safe and do not enter if in doubt.

4. **Bacteria and viruses**
   Microscopic organisms, particularly those from sewage, can be found in mud or sediment left by floodwater. If you accidentally swallow sediment or flood water that is contaminated, you might develop gastrointestinal illness. You can reduce the risk by wearing rubber gloves, not eating or smoking, and frequent hand washing. If you get a cut or wound that is exposed to flood water, there is some risk of tetanus and you should be vaccinated if you haven't received a tetanus vaccination within the past 5 years.

5. **Ventilation**
   Do not use petrol or generator pump within an enclosed area as there is a danger of carbon-monoxide poisoning.

Security

Bomb Threats

A telephone bomb threat or suspicious package should be treated seriously and dealt with urgently. It is important to gather as much information as possible from the threat in order to assist in decision making.

Subsequent actions will be based on the assessment of the call/package and the security measures in place. There are three possible responses:

- The threat may demand instantaneous action and the need to evacuate the building.
- Alternatively, you may wish to carry out a bomb search and/or wait for the police to arrive to help in the assessment.
- Do nothing – if the threat is assessed as non-credible, no further action is required.

Bomb Search

A search must only take place when the Responsible Person has assessed the threat and decided that immediate evacuation was not necessary. You may wish to wait until the police arrive before making the decision to search, however the police themselves will NOT normally search premises themselves.

There are three levels of search:

- Level 1 – all areas fully open to the public

- Level 2 – areas where visitors or contractors may have access

- Level 3 – all remaining areas

Searching must be done in pairs. If something is found:

1. Do not touch or move it
2. Move away immediately
3. If possible close the door to the room
4. Withdraw all people
5. Try to remember as much as possible about the appearance and
6. location of the device – you will need to remain on hand to brief the police.
7. If you haven't already done so, call the police.

Evacuation

The decision to evacuate will normally be the responsibility of the Responsible Person, although the police may advise an immediate evacuation. The decision should be based on the following:

- If the threat appears real and imminent, then all staff should be evacuated.

- If the warning appears real, but indicates that the threat is not immediate, staff should first search their own work stations, then evacuate.

- If the warning is less credible with no immediate threat, search teams could carry out their sweep, only evacuating if something suspicious is found.

Care should be taken when choosing an evacuation route. People should not have to pass through the risk area to evacuate:

- If there is a device within the building, care will be needed in choosing which stairwell/exits to use.

- If the device is in an adjacent property or in a vehicle, evacuation at ground floor should avoid the risk area.

The evacuation route does not stop outside the building. The guideline retreat distances are:

- Device inside the building - retreat 60m Device outside the building – up to suitcase size retreat 100m
  vehicle borne – retreat 500m

Site Security during Evacuation

At sites with important collections, security measures should be put in place to protect valuable objects. If it is safe to do so, staff should be positioned where they can observe building entrances at a distance. Alternatively, staff could patrol the site perimeter to prevent unauthorised access.

The movement and storage of valuables during salvage operations also needs consideration. Please refer to guidance note *'Documentation and Security of Salvaged Objects'* which can be found in this manual.

Security During Incident Operations

Topic	Recommended Action
IEP Folder Security	When using the folders, keep them secure at all times and control the issue of grab sheets to salvage teams.
Incident Response	Plan the movement and storage of objects or items as determined by the incident.
	Cordon off area's where possible
	If the site or office is open, visitors/staff should be directed to the muster point – see inside front cover of emergency response folder
	As an incident develops, it is important to consider the security of individuals, the evacuated building and objects.
Using Resources	Allocate security duties to minimise risks to salvaged collections/items. Guarding duties may need to be different during an incident
	If necessary, and if it is safe to do so, guard doors and exits
	If a guarding company provides guarding services for your site, consider asking them for additional staff for the duration of the salvage operation. Otherwise appoint staff to these duties
Movement & Security of Objects & Assets	Monitor the movement of objects/items. Carry out this activity at a safe/appropriate distance determined by the emergency.
	Ensure routes are understood and the receiving area has space available. Monitor the receiving area
	Appoint guards or staff to monitor loading and transport. If valuable objects/items are to be transported by a third party, assign a staff member to travel with the object/s to ensure safe and secure storage at the agreed destination. It is essential to obtain guidance from the conservation hotline contact, if collection objects are to be moved. It is also essential to protect all important items, objects and data before, during and after transport
	Ensure the following items are not vulnerable to criminal activity: tills & contents, safe & contents, stock, IT equipment, confidential data, objects/items remaining in situ and any other confidential items. Ensure buildings & building fabric are also not vulnerable to criminal activity
	If objects/items are to be stored in an unfamiliar environment, make sure appropriate security exists. Appoint a static guard if necessary
Documentation	Accurate documentation is an essential security process. Valuable objects and items may need to move to and from assessment and treatment area's and then to storage areas. You need to ensure records are kept showing where objects/items are.
Triage & Treatment areas	You may need to appoint guards or staff to monitor triage and treatment area's
CCTV	Where available and practicable, use site security camera's to: monitor salvage operations monitor entrance/exit points view entrances/exits/salvage operations monitor traffic (if relevant)
Site Relocation	If you need to relocate objects, staff, assets or records, ensure security measures and protocols at the alternative location are appropriate and suitable to ensure people and items are safe and protected. E.g. you may need to consider additional security guarding. Ensure appropriate asset control is introduced e.g. ensuring valuable items/equipment or data are recorded.

Spillages

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

Immediate response:

- Identify what has been spilt and assess the risk to health
- Decide quickly whether expert help is required or if the situation can be dealt with in-house using an appropriate spillage kit.
- Move people (including yourself) to a safe distance away from fumes etc
- Cordon off the area to prevent further exposure to people
- Eliminate ignition sources
- Ventilate the area by opening doors and windows

Clean Up

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

6. **Documentation**

During Salvage operations it is essential to keep track of all objects and to ensure they remain secure. Documentation is therefore important but should not delay removal or first aid treatment of objects.
As soon as practical a person or persons should be appointed to undertake Documentation.

```
┌──────────┐     ┌──────────┐     ┌──────────┐     ┌──────────────┐
│ Object   │────▶│ Object   │────▶│ Treatment│────▶│ Object       │
│ Removal  │     │Assessment│     │ Required │     │ receives first│
└──────────┘     │ (Triage) │     └──────────┘     │ aid Treatment│
                 └──────────┘                      └──────────────┘
                       │          ┌──────────┐            │
                       └─────────▶│ Treatment│            ▼
                                  │ Not      │     ┌──────────────┐
                                  │ Required │────▶│ Documentation│
                                  └──────────┘     │ And labelling│
                                                   └──────────────┘
                                                          │
                                                          ▼
                                                   ┌──────────────┐
                                                   │ Packing or   │
                                                   │ Further      │
                                                   │ Treatment    │
                                                   └──────────────┘
                                                          │
                                                          ▼
                                                   ┌──────────────┐
                                                   │ Storage      │
                                                   └──────────────┘
```
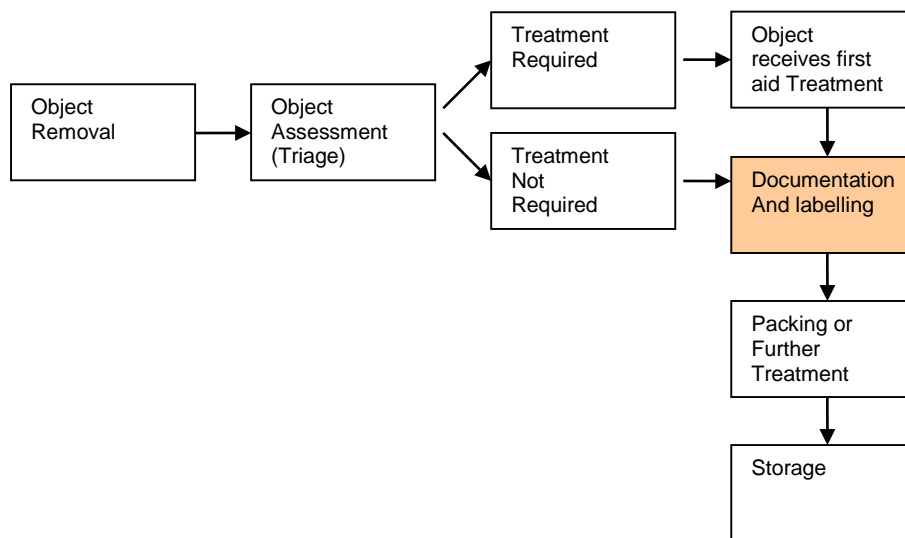
7. **Priority Objects**

The emergency plan identifies the highest priority objects, room by room, with an individual salvage sheet which must stay with the object; an Inventory of Priority Objects is kept in the response file and can be used to record the movement of these objects.

8. **Remaining Objects**

After removal and documentation of priority objects, the blank inventory sheet can be used to record what other objects have been removed and whether they have been stored or sent for further treatment.

9. **Labelling Objects**

Identification labels with the inventory number should be attached to larger items or, in the case of items crated the number of items in the crate, their inventory numbers and the room they were salvaged from. These details should be entered onto the blank inventory sheet. Labels should be attached

to objects by tying on with cotton tape; adhesive stickers should NEVER be stuck directly onto an object.

10. **Security**

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

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

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

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

- Where possible consider floodlighting the secure salvage area at night.

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

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

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

- Sites with static guards should re-deploy them to protect the salvage area, control access onto site and prevent unauthorised re-entry into the building.

5.1   Security when Transporting Objects

- If objects are to be transported, they need to be logged on at the site and off at their destination using an off site curator or other employee.

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

Dealing with the media fact sheet

1. Dealing with the media – phone calls

All media requests from journalists and television companies should be referred to_____. Here's some advice on what to do if you get a call from a journalist at your site or office.

There is no such thing as a friendly journalist!
They are all, almost without exception, friendly and charming people but they are also professional people for whom friendship might jeopardise their integrity or give the perception of doing so!

Think before you speak
Don't say anything you don't really mean - not even as a joke.

Always be polite
Journalists have deadlines and can be under severe pressure to file a story. If you can't help by answering their question directly try to do so in an understanding way:

'I can see your problem but...life must be difficult for you on this story but....'

Assume everything you say is on the record
You might need to say that you are going to tell them something for background or operational reasons, but always consult Corporate Communications before doing so. In practice, there's no such thing as 'off the record'.

Be careful about simple denials or 'yes' answers
Journalists might put a long and rambling question to you and then when you say 'yes', attribute it as a quote from you. It is unrealistic to ask for editorial control or copy approval, but it is perfectly reasonable for you to ask for any quote they have taken from you to be read back to you.

You don't have to answer questions in the terms they are put
A reporter will put something to you in negative terms such as 'why is _____ making such a mess of its grants programme?' It is your job to answer as positively as possible. Say something like 'we know that over 70% of our clients are satisfied with our grant giving arrangements....'

2. Dealing with the media – broadcast interviews

- **Prepare yourself.** Rehearse and prepare a set of anticipated questions and their answers. English Heritage is fortunate in having a large number of leading experts. Nerves cannot usually destroy genuine knowledge, but if you don't know your stuff, waffle will show you up. Try to think of every possible angle.
- **Determine the three points you want to make** and get them over as soon as you can. Whatever the interviewer's question, try and turn it on to your ground. For example:

    'That's an interesting question, but can I first put it to a bit of context?

- **If you can think** of a soundbite, use it!
- **Remember to say** _____ as often as you can rather than 'we'.
- **Make sure you know the exact conditions** negotiated for you by Corporate Communications.
- **Is it live or pre-recorded?** Can you take something again if you are not happy? Who else is on? Can you hear what they have said? Will you get the last word? What is the tone of the programme? Does your contribution come after a filmed report?
- **Try and use plain language.** Don't use abstractions, latin or jargon. Use short sentences and try and remember to keep things simple without being patronising or 'dumbing down'.
- **If you have said what you wanted to say, shut up.**
- It is not up to you to keep the conversation flowing. Don't be lured in to saying more!
- **Hair and make-up are important.** Try not to be too distracted if you are unused to make-up. Let the make-up department do their job!
- **Avoid jangly jewellery and too many layers of clothing around the neckline.** It is also best to avoid small patterns such as stripes, spots and checks, especially herringbone as they dazzle on TV.
- **For male staff, a shirt and tie is normally the safest option.** Some very stylish people get away without a tie, but they have usually been 'styled' by a professional or dressed very expensively.
- **Sit up straight in the chair.** The back of a tailored jacket can ride up making you look hunched.
- **Wear dress that is appropriate on site interviews**
- **Remember** to smile, but not too much or you will not be believed.
- **Never wear sunglasses** for an outside interview.
- **Check** there is nothing visually distracting behind you

Inventory of Priority Objects at

Object Type	Inventory No	Object Description	Priority	Floor	Room & Position in Room	First Aid Required?	Location?	Storage Destination
💬								

Inventory of Salvaged Objects

Object Type	Inventory No (if known)	Object Description/s	Floor & Room Recovered from	1st Aid Rqrd? Where	Returned form 1st Aid?	Pack?	Crate? Wrap? Ref Number	Where Stored?
EXAMPLE ONLY	900024545	8 blue vases	FR4 Dining Room	No	EXAMPLE	Yes	Crate 1	Brodsworth Barn 1
	90017777	Small painting Horse Racing	Billiard Room	No	EXAMPLE	Yes	Crate 3	Momart Receipt
	-	Children on swing	FR4 Dining Room	Yes wet	EXAMPLE		Item ref FR4 P1	

Object Type	Inventory No (if known)	Object Description/s	Floor & Room Recovered from	1st Aid Rqrd? Where	Returned form 1st Aid?	Pack?	Crate? Wrap? Ref Number	Where Stored?

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HOUSE/PREMISIS

Main Recovery Store Area:
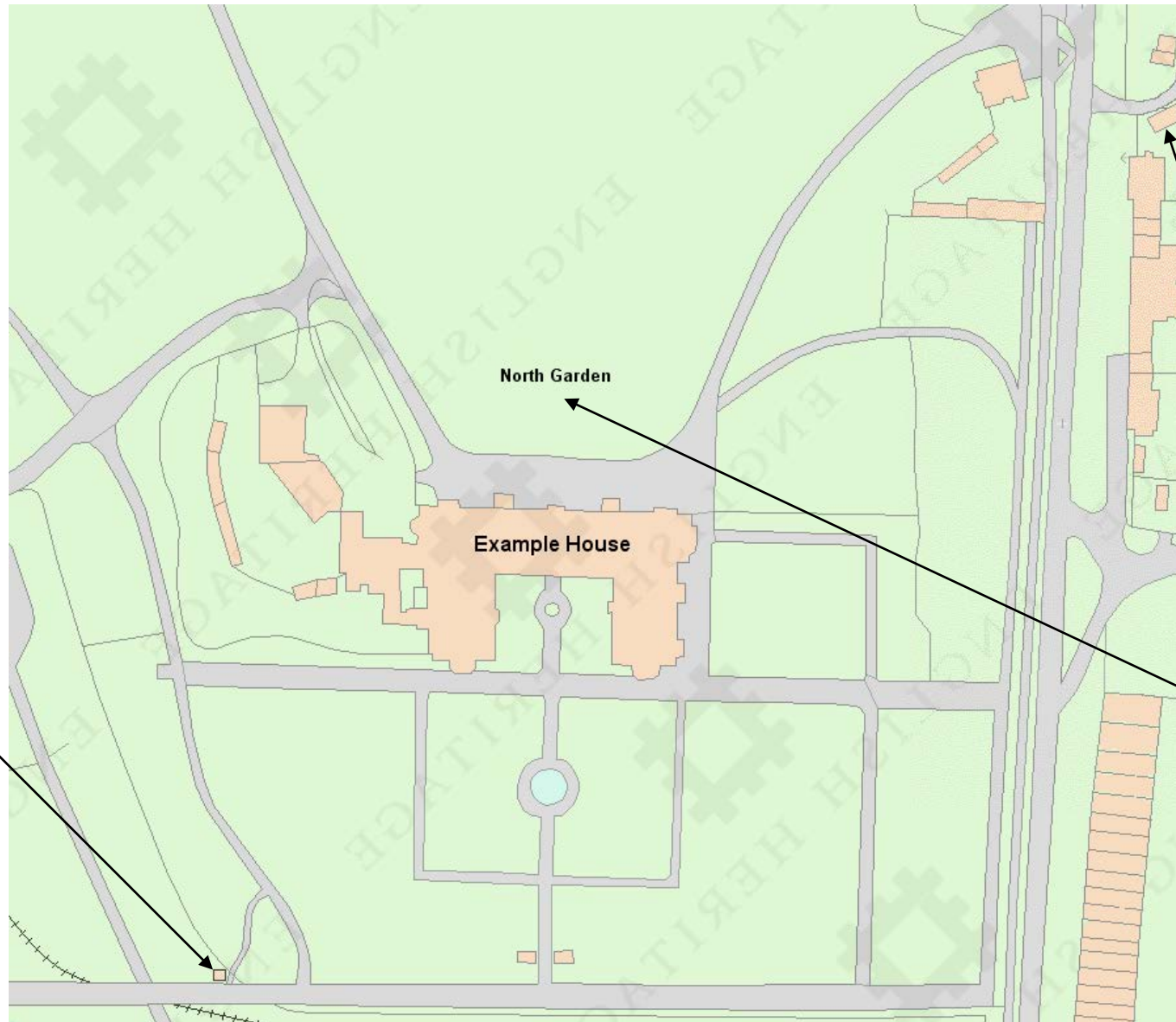
Small Recovery Store area:

Transport and Longer Term Storage:

Example House Object Recovery Locations

Object Recovery Capability is limited. See contact list for Treatment, Transport and Storage Facilities.

Small Store Recovery and Storage Area:
Example Mill, Letsby Lane
Space for large collections limited.

North Garden

Example House

Main Store Recovery and Storage Area:
Letsby Station under passage
To be secured by police if used.

Potential Overflow Recovery and Storage Area:
North Garden, Example House
Security and shelter required.

Disaster Store Contents for

Store Location – _____

Personal Protective Equipment

Equipment

Tools

in-Tool Box

Consumables

Post Incident Procedure

1   Purpose
The purpose of this procedure is to detail the method of making the site ready for occupation after a fire, alarm activation, or other emergency.

2   Competencies required
Staff must be familiar with the site or building, the normal opening up procedure, and what devices or equipment that might need to be reset after activation of the fire alarm system.

3   When to use this procedure
Staff must use this procedure after the site has been made safe following a fire, fire alarm signal or other emergency. If the incident has caused anything more than minor damage the re-opening may need to be delayed to allow for a comprehensive clean-up or building repairs.

4   What you need to do

1. If visitors are waiting for entry keep them informed as to what is happening
2. Reset the fire alarm system
3. Check that all exit doors and routes are free from obstructions and other hazards; clean or otherwise rectify as necessary.
4. Cordon off any areas that are hazardous and cannot be made safe.
5. Open automatic fire doors that are held open on magnets.
6. Check that all areas are adequately lit.
7. Ensure that the visitor experience will not be unduly affected
8. Restart boilers.
9. Check that room stewards are in position
10. Staff the tills
11. Allow entry