BS ISO 21110:2019

BSI Standards Publication

Information and documentation — Emergency preparedness and response

Documents
Document Sharing Hub

Full document details: BS ISO 21110:2019

National foreword

This British Standard is the UK implementation of ISO 21110:2019.

The UK participation in its preparation was entrusted to Technical Committee IDT/2/9, Document preservation.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2019
Published by BSI Standards Limited 2019

ISBN 978 0 580 98954 4

ICS 01.140.20; 97.195

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 August 2019.

Amendments/corrigenda issued since publication

Date	Text affected

Documents
Document Sharing Hub

Full document details: BS ISO 21110:2019

INTERNATIONAL STANDARD

ISO 21110

First edition
2019-08

Information and documentation — Emergency preparedness and response

Information et documentation — Préparation et réponse aux situations d'urgence

Reference number
ISO 21110:2019(E)

Documents
Document Sharing Hub

© ISO 2019

Full document details: BS ISO 21110:2019

COPYRIGHT PROTECTED DOCUMENT

© ISO 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub

Full document details: BS ISO 21110:2019

Contents

Page

Foreword ... **v**

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 Planning ... **3**
4.1 Process of preparing ... 3
4.1.1 General ... 3
4.1.2 Establishing an emergency committee ... 4
4.1.3 Establishing a documented program ... 4
4.1.4 Stating the emergency preparedness and response plan's objective ... 5
4.2 Understanding identified risks and their impact ... 5
4.2.1 General ... 5
4.2.2 Identifying hazards ... 6
4.2.3 Identifying building vulnerability ... 7
4.2.4 Identifying collections vulnerability ... 8
4.2.5 Assessment of potential damage or loss ... 9
4.2.6 Risk analysis ... 9
4.2.7 Security strategy ... 10
4.2.8 Risk management and monitoring measures ... 10
4.3 Definition of emergency levels and phases ... 10
4.4 Alignment with other emergency plans ... 11
4.5 Plan content ... 11
4.6 Plan validation ... 12
4.7 Plan publication and distribution ... 12
4.8 Plan presentation ... 13
4.9 Plan maintenance procedures ... 13
4.9.1 Principles ... 13
4.9.2 Maintenance in co-ordination with other plans ... 14
4.9.3 Procedures for maintaining the plan ... 14
4.10 Identifying tasks and resources ... 14
4.10.1 Principles ... 14
4.10.2 Priorities for response and recovery ... 15
4.10.3 Legal, financial and administrative framework ... 16
4.10.4 Emergency supply and equipment and resupply ... 17
4.10.5 Facilities ... 17
4.10.6 Documentation and forms ... 18
4.11 Organization ... 19
4.12 Responsibilities ... 20
4.13 Training ... 21
4.13.1 General ... 21
4.13.2 Exercising and testing the plan ... 22
4.13.3 Debrief and evaluation ... 22

5 Response and recovery ... **23**
5.1 Principles of effective response and recovery ... 23
5.2 Responding to an emergency ... 24
5.2.1 Levels of command ... 24
5.2.2 Management and co-ordination of the response phase ... 24
5.2.3 Assessments ... 25
5.2.4 Decision making and planning ... 26
5.2.5 Working with contractors and voluntary sector ... 28
5.3 Recovering from an emergency ... 28
5.3.1 Principles ... 28
5.3.2 Management and coordination ... 29

© ISO 2019 – All rights reserved

AVA Documents
Document Sharing Hub

Full document details: BS ISO 21110:2019

5.3.3 Assessment ... 30
5.3.4 Operations planning ... 30
5.3.5 Post-emergency mitigation ... 30
5.3.6 Funding for recovery ... 32
5.3.7 Ending of operations ... 32
5.3.8 Review ... 33

6 Indicators of performance ... 33
6.1 General ... 33
6.2 Indicators and methodology ... 34

Annex A (informative) **Stakeholders and their roles during an incident ... 44**

Annex B (informative) **Example template of response and recovery plan ... 46**

Annex C (informative) **Emergency planning — Principal components ... 51**

Annex D (informative) **Suggested roles and responsibilities during relocation ... 52**

Annex E (informative) **Typical list of tasks in the case of water leakage ... 53**

Annex F (informative) **List of supplies ... 55**

Annex G (informative) **Example of a daily occurrence report form ... 57**

Bibliography ... 58

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 46, *Information and documentation,* Subcommittee SC 10, *Requirements for document storage and conditions for preservation*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

Documents
Document Sharing Hub

Information and documentation — Emergency preparedness and response

1 Scope

This document provides a context for emergency planning, response and recovery for all types of an archive, library or museum collections in light of other existing plans. It provides responders and other stakeholders with an outline for planning, responding and recovering. This document does not address the causes of a critical event, but the consequences and wider impacts. This document outlines a cycle for developing, exercising and reviewing a plan, and how to present a plan. It aims to encourage responders to develop their capabilities in emergency preparedness and touches on some elements of response and recovery, where relevant, by highlighting indicators of good practice.

It is not intended to be an operations manual as there is no single approach that meets the needs of every site, nor is there one single set of organizational arrangements that is appropriate to each and every type of emergency.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
business continuity
capability of the organization to continue delivery of products or services at acceptable levels following disruptive incident

[SOURCE: ISO 22300:2018, 2.3.10]

3.2
business continuity plan
BCP
documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption

Note 1 to entry: Typically, this covers resources, services and activities required to ensure the continuity of critical business functions.

[SOURCE: ISO/IEC 27031:2011, 3.3]

3.3
collection
documents and items under the stewardship of an archive, library or museums regardless of format

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

3.4
emergency management
overall approach preventing emergencies and managing those that occur

Note 1 to entry: In general, emergency management utilizes a risk-management approach to prevention, preparedness, response and *recovery* (3.11) before, during and after potentially destabilizing and/or disruptive events.

[SOURCE: ISO 22300:2018, 3.78]

3.5
emergency preparedness
measures and action taken in advance to mitigate the effects of possible destructive events

Note 1 to entry: This includes drawing up a disaster response plan.

[SOURCE: EN 15898:2011, 3.4.6]

3.6
emergency response
immediate phase in the aftermath of an event, consisting of gaining control, limiting the extent of the emergency and minimizing further damage

3.7
hazard
source of potential harm

Note 1 to entry: Hazard can be a risk source.

[SOURCE: ISO Guide 73:2009, 3.5.1.4]

3.8
incident response
actions taken in order to stop the causes of an imminent *hazard* (3.7) and/or mitigate the consequences of potentially destabilizing or disruptive events, and to recover to a normal situation

Note 1 to entry: Incident response is part of the *emergency management* (3.4) process.

[SOURCE: ISO 22300:2018, 3.115]

3.9
mutual aid agreement
written agreement between institutions that provides for assistance upon request, by furnishing personnel, equipment, and/or expertise

3.10
pre-impact phase
phase of warning

3.11
recovery
restoration and improvement, where appropriate, of operations, facilities, *collections* (3.3), livelihoods or living conditions of affected organizations, including efforts to reduce risk factors

[SOURCE: ISO 22300:2018, 3.187, modified — The term "collections" has been added.]

3.12
review
activity undertaken to determine the suitability, adequacy and effectiveness of a subject matter to achieve established objectives

[SOURCE: ISO Guide 73:2009, 3.8.2.2]

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

3.13
risk
effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected — positive and/or negative.

Note 2 to entry: Objectives can have different aspects (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and process).

Note 3 to entry: Risk is often characterized by reference to potential events and consequences or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence.

Note 5 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of an event, its consequence, or likelihood.

[SOURCE: ISO Guide 73:2009, 1.1]

3.14
risk assessment
overall process of risk identification, risk analysis and risk evaluation

[SOURCE: ISO Guide 73:2009, 3.4.1]

3.15
risk management
coordinated activities to direct and control an organization in regard to *risk* (3.13)

[SOURCE: ISO Guide 73:2009, 2.1.1]

3.16
risk management plan
scheme within the risk management framework specifying the approach, the management components and resources to be applied to the management of risk

[SOURCE: ISO Guide 73:2009, 2.1.3]

3.17
triage
prioritizing or sorting system to assess the severity of affected collections and to assign stabilization priorities

4 Planning

4.1 Process of preparing

4.1.1 General

Preparing is a continuous cycle of planning, organizing, equipping, training, evaluating and improving procedures to ensure effective co-ordination and the enhancement of capabilities to respond and recover in the event of an emergency.

Figure 1 illustrates this process.

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

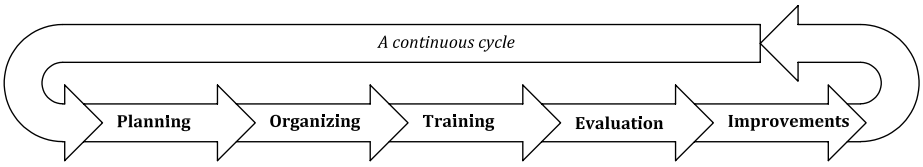

Figure 1 — Process of preparing

NOTE See Annex C for a detailed diagram of emergency planning.

4.1.2 Establishing an emergency committee

An emergency committee shall be established.

This committee is responsible for the emergency preparedness and response plan. Senior management should be directly involved in the committee. This committee shall be responsible for:

— preparing an emergency preparedness and response plan;

— managing an integrated response and recovery to an emergency affecting or threatening collections and their environment.

The emergency committee should include:

— the emergency preparedness and response plan coordinator with a background in conservation and/or collections care or substantial knowledge of collections and buildings;

— senior management with knowledge of the different emergency plans within the institution (i.e. business continuity plan, emergency communication plan, etc.);

— full range of service groups;

— experts with knowledge of:

  — logistical implementation issues such as financing, insurance, and governmental support;

  — different emergency plans within the institution;

  — conservation and preservation;

  — collections and their priorities;

  — stacks and storage management;

  — heating, ventilation and air-conditioning (HVAC) and other building systems.

— other stakeholders.

Expertise may be recruited from outside the institution as needed.

NOTE Annex A gives a list of stakeholders and their roles during an incident.

4.1.3 Establishing a documented program

The institution shall have a documented and scheduled program that includes:

— written policy approved by the leadership;

— established program goals and objectives;

— established program plans and procedures that safeguard the collections;

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

— budget, purchase, and maintenance of standard emergency supplies and equipment;

— review process for continuous improvement;

— training plan and training programme.

4.1.4 Stating the emergency preparedness and response plan's objective

The emergency preparedness and response plan for collections shall have a clearly stated objective.

The objective is a brief summary of the purpose of the emergency preparedness and response plan to reduce damage to the collections and their environment with procedures to address hazards that present the highest risks.

The objective shall include planning for small and large emergencies and the appropriate actions under a range of circumstances, with emergency procedures to address each situation.

NOTE 1 Emergency levels are defined in 4.3.

NOTE 2 Lack of preparedness can lead to inadequate or inappropriate response and the escalation of a small-scale emergency to a larger incident, with greater impact on more of the collection and/or building, over a longer period of time.

The objective shall specify the limitation on planning, sectors or areas out of the scope.

4.2 Understanding identified risks and their impact

4.2.1 General

The emergency committee shall identify conditions or events that could contribute to loss or damage to collections to proactively address hazard mitigation, emergency response and emergency recovery.

Building regulations mainly relate to life safety and mechanical system operations. Therefore, a risk assessment shall be conducted with regard to the protection of the building and collections.

Risk assessment can be used to support decisions about disaster prevention or protection of collections in a new or existing building. It can be used to provide general guidance or to support choices in the selection of scenarios. A risk assessment shall be carried out to identify the specific risks to collections and the site.

Risk assessment can identify:

— compliance with safety code and regulations;

— compliance with preservation standards and requirements;

— corrective and compensatory measures against the identified hazards;

— balance between cost and risk reduction benefit;

— special events or temporary exhibitions that can compromise existing fire protection systems;

— acceptable risks especially for severe events;

— reliability of the emergency preparedness and response plan and/or the overall crisis management.

Effective risk assessment and management requires information about:

— collections and the building;

— hazards to these;

— collections and building vulnerabilities;

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

— potential impacts on these;

— controls that can be put in place.

It is important that gaps in information or the need to gather more information (such as risk assessments, surveys, etc.) are identified during the planning process.

The expertise of emergency services (such as representatives of local fire and police departments, occupational health and safety officer, etc.) shall be requested for assessing the site risks and reviewing the plan.

4.2.2 Identifying hazards

Accurately assessing hazards and identifying vulnerabilities is critical to understanding the risks to collections.

NOTE 1 ISO 11799 contains information on risks and requirements for a new construction or for reviewing an existing building and for their maintenance.

NOTE 2 ISO/TR 19815 contains information on risks and requirements for managing the environment of collections in a repository.

NOTE 3 ISO/TR 19814 contains information on risks and requirements for managing library and archives collections.

Table 1 ranks the likelihood of hazards.

Table 1 — Ranking the likelihood of hazards

Established	The site is periodically affected by natural hazards (i.e. more than every 10 years). The area includes buildings or other activities which can be targets for damage, vandalism or unauthorized access. Technical failures like leakages, power failures, etc. occur on a frequent basis or have been registered in the recent past years. Collections have been affected by technical failures in the recent past years. Activities in the area are hazardous to the site.
Credible	The site is prone to natural hazards which affect the site on a sporadic basis (i.e. less than once every 10 years). No damage, vandalism or unauthorized access against archives, libraries or museums has been registered in the area but in immediate vicinity other buildings could be a target. Technical failures like leakages or power failures have been registered in the past years but with no harm to collections. Activities in the area can be hazardous to the site.
Potential	The region is prone to natural hazards, but the site has never been affected. No damage, vandalism or unauthorized access against archives or libraries has been registered in the area. The maintenance of the building and its equipment is made according to regulations and documented. Activities in the area are not hazardous to the site.
Minimal	The region is not prone to natural hazards and no critical event has been registered. The maintenance of the building and its equipment is made according to regulations and documented. Activities in the area are not hazardous to the site.

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

4.2.3 Identifying building vulnerability

The building vulnerability assessment considers the potential impact of loss after an event, and determines if critical systems will continue to function during an emergency.

It shall consider the age, function and style of the building to determine inherent risks, including fire risks.

The building vulnerability assessment shall consider the following factors:

— local area risks such as severe weather, tsunamis, mudslides, volcanoes, floods;

— site;

— building envelope;

— physical structure and design;

— heating ventilation air-conditioning;

— plumbing and gas systems;

— electrical systems;

— fire detection and fire suppression systems;

— fuel load constituted mainly of paper-based collections;

— use of non-storage areas for storage;

— adjacency with science laboratories or chemical storage;

— changing exhibition and display areas;

— prior or chronic infrastructure problems.

The vulnerability assessment shall consider external factors, including:

— access conditions for rescue vehicles;

— fire-fighting water supply;

— time of response to an alarm;

— criminal activities.

Table 2 ranks the severity of the building vulnerabilities.

Table 2 — Building vulnerability rankings

Devastating	One or more major weaknesses have been identified that make the building extremely susceptible to a hazard. All or part of the building will be lost or have structural problems. Critical installations will be interrupted. Side effects are not manageable. The facility is closed.
Severe	One or more major weaknesses have been identified that make the building very susceptible to a hazard. Critical installations can be interrupted. The entire facility can be closed for a period of up to two weeks and a portion of the facility can be closed for an extended period of time.

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

Table 2 *(continued)*

Noticeable	A weakness has been identified that makes the building susceptible to a hazard. Critical installations can be interrupted. Facility remains open but one or several repositories are affected requiring the relocation of a part of the collections.
Minor	A minor weakness has been identified that slightly increases the vulnerability of the building. Critical installations will continue to function. Side effects of an event are manageable. The collections environment can be affected with no need of relocation of collections.

4.2.4 Identifying collections vulnerability

The collections vulnerability assessment shall consider consecutively physical damages and the loss of value.

The vulnerability assessment shall consider special hazards to collections and the side effects on their preservation conditions in the case of an incident. Only hazards that have a significant probability shall be considered.

Potential physical, biological or chemical effects on materials and on their enclosures and furnishings shall be evaluated but not be limited to the following:

— fire hazards, heat, smoke and soot;

— discharge of sprinklers;

— clear and contaminated water;

— interruption of core services;

— hazards from the collection itself (radioactivity, poisons, asbestos, explosives, etc.);

— Use of stack areas for non-collection storage purposes, including staff work areas and facility maintenance equipment and supply storage.

The collections vulnerability assessment shall be based upon an accurate documentation of the collections preservation conditions, including:

— conditions of collections;

— all types of materials and media;

— all types of enclosures and their description;

— all storage furnishings in which collections are kept.

Special attention should be drawn to some collections materials that emit volatile compounds. This list shall reflect all changes in location.

The collections vulnerability assessment shall include an independent evaluation of the effectiveness of fire suppression systems and their full compliance with standards. The system shall be periodically tested to ensure that it can extinguish or control the fire in the fuel package.

NOTE Changes in type of storage, ceiling construction and room elevations can alter the effectiveness of the fire suppression systems.

The collections vulnerability assessment shall consider an individual event and the accumulative effect of multiple minor events, including:

— physical forces;

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

— thieves, vandals, displacers;

— fire;

— water;

— pests;

— pollutants;

— light;

— incorrect temperature;

— incorrect relative humidity;

— custodial neglect and dissociation.

Table 3 ranks the severity of collection vulnerability.

Table 3 — Collections vulnerability rankings

Devastating	A large proportion of collections or high priority collections are at risk of being lost, destroyed or damaged beyond restoration. Enclosures are non-existent or unreliable.
Severe	Parts of sensitive collections are at risk of damage beyond restoration. A large proportion of collections or irreplaceable collections can be damaged or contaminated but treatment is possible. One or several repositories need to be evacuated.
Noticeable	A limited number of collections are at risk of damage beyond restoration. The repositories environment is under control.
Minor	There is no risk of loss of irreplaceable collections. Irreplaceable collections and sensitive materials are protected by enclosures. Provisions for basic treatment or replacement of enclosures are available.

4.2.5 Assessment of potential damage or loss

The emergency committee shall identify the conditions that could provoke damage or loss of collections. Scenarios shall consider the possible multiplier effects and their adverse effects including:

— Requirements of overall plans or local authorities plans;

— Damage to essential building installations such as electricity, water, ventilation, air conditioning, security systems;

— Damage to equipment such as storage furniture;

— Inaccessibility to the building for an extended period of time.

4.2.6 Risk analysis

The risk analysis shall consider consecutively distinct risks.

For each risk, the ranking specified in Table 4 can be applied.

Table 4 — Risk rankings

Very high	The risk is totally unacceptable. Immediate measures shall be taken to reduce these risks and mitigate hazards.
High	The risk is unacceptable. Measures to reduce risk and mitigation hazards should be implemented as soon as possible.

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

Table 4 *(continued)*

Medium	The risk may be acceptable over the short-term. Plans to reduce risk and mitigate hazards should be included in future plans and budgets.
Low	The risks are acceptable. Measures to further reduce risk or mitigate hazards should be implemented in conjunction with other security and mitigation upgrades.

4.2.7 Security strategy

Objectives shall be established to determine the level of protection required for the collections.

A security strategy shall include specific measures relating to the protection of the collections. It shall be drawn up in accordance with the risk assessment. It shall be based on knowledge of the collection materials' vulnerability and the collections' value.

The security strategy shall be drafted in consultation with fire safety and building security specialists, such as local firefighter or police.

4.2.8 Risk management and monitoring measures

Regardless of the nature of the threat, institutions shall limit or manage risks from these threats to the extent possible. The emergency preparedness and response plan shall address the risks identified. Research findings can lead to revisions in the plan.

The purpose of risk management is to reduce the risks identified during the risk assessment. institutions shall address those risks that are not acceptable; otherwise, it would be difficult to define priorities and to finance the mitigation of all the identified risks.

Risk management includes the following activities:

— avoidance;

— detection;

— protection;

— response.

Building vulnerabilities shall be addressed to reduce risks. Where collections are at risk, they shall be relocated. If relocation is not possible, the collection shall be protected until vulnerability can be eliminated or reduced.

NOTE See NOTES 1 to 3 in 4.2.2.

4.3 Definition of emergency levels and phases

The emergency preparedness and response plan of the institution shall have a clear definition of an emergency.

A small-scale incident can affect part of a collection, a small number of shelves or be restricted to a single floor, but essentially the definition of scale is proportional to the resources an institution has available to respond and deal with an emergency incident. A large-scale emergency can affect a whole building. Large-scale incidents can be caused by natural hazards (earthquakes, widespread flooding, hurricanes, uncontrolled forest fires), or other causes such as gas or bomb explosions. Large-scale incidents can affect areas beyond the institution and collections can be at additional risk of looting or vandalism.

The plan should distinguish between small incidents, which can have a limited impact, and larger or more serious incidents, which can have a widespread impact. For example, internal leaks can affect a small area or natural emergencies can affect a city or a region.

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

An incident can escalate from one level to the next. The three main levels can be defined as:

— Level 1: minor incident requiring commitment of resources within current capabilities of the institution;

— Level 2: major incident requiring more resources than the current capabilities of the institution;

— Level 3: critical incident requiring extensive resources, and additional external resources.

Hazards such as floods or storms often provide a pre-impact phase (warning) that shall be time-lined in order to plan for precautionary tasks.

4.4 Alignment with other emergency plans

An emergency preparedness and response plan should be aligned or coordinated with other existing local, regional or national emergency management plans (for example crisis management plans). Emergency preparedness and response plans for collections shall be coordinated with the institution's business continuity plan.

4.5 Plan content

An emergency preparedness and response plan should at least include the following basic elements. The order may vary according to needs.

a) management, control and coordination;

b) chain of command;

c) communication with the command centre and the responders;

d) roles and responsibilities;

e) key principles of intervention;

f) procedures for alerting key decision makers and activating response team;

g) operational procedures to support the execution of the emergency preparedness and response plan, including:

   1) health, safety and welfare for responders;

   2) containment and stabilization in affected area(s);

   3) requirements for shelter;

   4) access;

   5) security of any facilities locations where collections are temporarily held;

   6) facility access protocol for contractors brought in to assist with collections salvage.

h) protocol for securing utility shut-offs (such as electrical power or water main). This is listed below in o) "Annexes", but should be included as an operational procedure;

i) salvage priorities criteria and lists;

j) salvage procedures;

k) decontamination protocols for building or collections;

l) communication with the command centre and between response team;

m) tracking of collection moves and relocations;

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

n) monitoring (program, processes, building stability, climate and people) and reporting on activities, performance and compliance);

o) annexes, for example:

1) contacts lists;

2) location of resources and supplies including contact information of specialist contractors and suppliers;

3) location of alternate sites for storage of collections, treatment of collections and incident control;

4) location and access to specific facilities, e.g. freezing facilities;

5) site plans and floor plans with the following mapped:

i) priority and vulnerable collections;

ii) shut-offs for utilities;

iii) hazards, including hazardous collections and building materials e.g. asbestos;

iv) fire extinguishers;

v) entry/exit routes;

vi) meeting point;

vii) response supplies and equipment;

viii) list of location of response supplies and equipment.

p) salvage forms including:

1) risk assessment;

2) tracking;

3) key communications, decisions and events log;

4) on-site attendance;

5) expenditure and time.

NOTE Annex B gives an example template of an emergency preparedness and response plan.

4.6 Plan validation

The emergency preparedness and response plan shall be authorized by the management.

4.7 Plan publication and distribution

The emergency preparedness and response plan shall be distributed to designated positions within organizations rather than to individuals. Copies of the plan or parts of it are distributed to at least:

— those involved in the planning process;

— related planning committees;

— decision-making unit;

— experts and team responders.

© ISO 2019 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019

Provisions for the dissemination of the current approved version of the emergency preparedness and response plan shall be clearly defined in a project records management system and controlled in accordance with it.

The dissemination of the emergency preparedness and response plan should be tracked. Each authorized copy of the plan shall contain a version identification number and shall be dated.

A master distribution list shall be maintained for backup purposes and shall include a hard copy in case of IT failure.

Electronic access to the current approved version of the emergency preparedness and response plan shall be limited to the staffs that need to know the content, based on their work assignments, emergency response team duties, managerial functions, and other appropriate considerations.

Distribution of printed and electronic copies of the plan to external stakeholders shall be limited to those, with a legitimate need, such as local authorities and response organizations.

A list of approved external stakeholders shall be maintained in the current version of the emergency preparedness and response plan.

Draft or superseded print copies of the emergency preparedness and response plan shall be physically retrieved and destroyed (except for copies retained for legal or regulatory purposes).

Proof of distribution (such as transmittal letters) of original copies, additional copies, and revisions to external stakeholders, shall likewise be maintained in a project records management system.

Unauthorized copying or distribution of the Emergency Preparedness and Response Plan shall be prohibited.

4.8 Plan presentation

The planning process shall result in integrated or single plan documents, or a combination thereof.

The planning process shall result in a written program and a set of actions and operational procedures.

The emergency preparedness and response plan shall provide staff members with written instructions about their particular emergency duties. Duties should be assigned based on response team title rather than name of staff member. If that staff member is away, others should be able to step in and fulfil the duties outlined for that position.

The emergency preparedness and response plan shall include systematic procedures to guide situation and damage assessment, situation reporting and incident action planning.

4.9 Plan maintenance procedures

4.9.1 Principles

Plans shall be reviewed and adjusted to reflect organizational changes, including restructurings, new policies, changes in technology and facilities such as renovation work, changes in the location of collections or the redesign of a permanent or installation of a temporary exhibition. Plans shall continuously reflect changes in the details of key personnel, including names, job titles, and contact arrangements. The emergency preparedness and response plan maintenance shall be completed according to an established schedule.

The emergency preparedness and response plan, its procedures and capabilities shall be evaluated through periodic reviews, testing and exercises.

The plan maintenance includes the designation of a review team, the establishment of a review schedule and the identification of the issues that can impact the frequency of changes.

© ISO 2019 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 21110:2019