

# Disaster recovery plan - Notes



ecclesiastical





# Note #1:

## Disaster recovery plan details

*At the start of your plan, clearly indicate the date and version of the plan so you can be sure everyone is working from the same and most recent version.*

1. Name of premises

2. Version

3. Date

4. Locations of onsite copies

|   | Location | Paper/electronic |
|---|----------|------------------|
| 1 |          |                  |
| 2 |          |                  |
| 3 |          |                  |
| 4 |          |                  |

5. Locations of offsite copies

|   | Location | Paper/electronic |
|---|----------|------------------|
| 1 |          |                  |
| 2 |          |                  |
| 3 |          |                  |
| 4 |          |                  |

6. Next review of this plan due (date)

7. If found, please return to

# Note #2:

## Property information

*Key property information held in one place can save time and help emergency services.*

### Key personnel

| Name                           | Telephone | Mobile | Email |
|--------------------------------|-----------|--------|-------|
| Owner/Manager                  |           |        |       |
| Responsibility for maintenance |           |        |       |
| Responsibility for security    |           |        |       |

### Building construction

- What year(s) was the building(s) constructed?
- Is the building listed? ☐ Yes ☐ No  
What grade?
- What are the predominant building materials?
- Is the building in good condition?

### Floor plan of the building

Insert floor plans of the building showing room names or area/section/fire area numbers if applicable, exit routes and any fire compartmentalisation.

### Main utility supplies

| Provider    | Contact details | Location<br>(e.g. of stopcock) | Additional<br>information |
|-------------|-----------------|--------------------------------|---------------------------|
| Water       |                 |                                |                           |
| Electricity |                 |                                |                           |
| Gas         |                 |                                |                           |

### Location of fire-fighting equipment

| Extinguishers  | Basement | Ground floor | First floor | Second floor | Roof |
|----------------|----------|--------------|-------------|--------------|------|
| Water          |          |              |             |              |      |
| Carbon dioxide |          |              |             |              |      |
| Foam           |          |              |             |              |      |
| Powder         |          |              |             |              |      |
| Wet chemical   |          |              |             |              |      |

| Other equipment    | Basement | Ground floor | First floor | Second floor | Roof |
|--------------------|----------|--------------|-------------|--------------|------|
| Manual call points |          |              |             |              |      |
| Fire hoses         |          |              |             |              |      |
| Blankets           |          |              |             |              |      |
| Buckets            |          |              |             |              |      |

### Location of other emergency equipment

| Location     |
|--------------|
| Response kit |
| Sandbags     |
| Other        |

### Security

- Details of any security system in operation for the whole building

Type of alarm

Method of signalling

| Provider                            | Contact details | Location | Additional information |
|-------------------------------------|-----------------|----------|------------------------|
| Security alarm                      |                 |          |                        |
| Alarm reset instructions            |                 |          |                        |
| Please do not record security codes |                 |          |                        |
| Additional information              |                 |          |                        |

- 2.** Is there an inventory of contents? **Yes** **No**

Where is it located?

Who is responsible for it?

- 3.** Details of any doors and windows that are kept locked.

|                | Basement | Ground floor | First floor | Second floor | Roof/attic |
|----------------|----------|--------------|-------------|--------------|------------|
| External doors |          |              |             |              |            |
| Internal doors |          |              |             |              |            |
| Windows        |          |              |             |              |            |

- 4.** Details of any other security features

## Maintenance

Most recent maintenance checks and if there any problems waiting to be fixed

| Date of last inspection | Any ongoing issues? |
|-------------------------|---------------------|
| Electrical systems      |                     |
| Heating systems         |                     |
| Plumbing systems        |                     |
| Drainage systems        |                     |
| Security systems        |                     |
| The roof inc. guttering |                     |
| Attic / loft space      |                     |
| External lighting       |                     |
| Internal lighting       |                     |
| Windows and doors       |                     |

## Access

Location of access points and if they are clear and accessible

| Location of access         | Clear – Yes / No |
|----------------------------|------------------|
| Attic/loft space           |                  |
| Roof                       |                  |
| Fire and emergency escapes |                  |

| Category | Percentage |
|----------|------------|
| Other    | 1%         |

# Note #3:

## Record of responsibilities

*Details of who is allocated what role for the duration of the incident.*

| Responsibility                                                                  | Name | Contact details |
|---------------------------------------------------------------------------------|------|-----------------|
| Overall co-ordination                                                           |      |                 |
| Notify and liaise with emergency services                                       |      |                 |
| Implement health and safety procedures                                          |      |                 |
| Co-ordinate evacuation                                                          |      |                 |
| Co-ordinate and attend to medical needs                                         |      |                 |
| Secure the building – ensure no one can re-enter until declared safe.           |      |                 |
| Move priority items to a safe location or remove them and set up a salvage area |      |                 |
| Notify the insurance company                                                    |      |                 |
| Manage media enquiries                                                          |      |                 |
| Activate a communications network to provide updates to wider contacts          |      |                 |
| Arrange security to protect the building and its contents                       |      |                 |
| Authorise emergency spending                                                    |      |                 |



# Note #4:

## Immediate response and evacuation procedures

*These details aim to assist with an efficient response when disaster strikes.*

### Designated assembly point/s

| Area / section | Assembly point |
|----------------|----------------|
| 1              |                |
| 2              |                |
| 3              |                |
| 4              |                |

### First aid

#### 1. Qualified First Aiders

| Name | Contact details |
|------|-----------------|
|      |                 |

#### 2. First aid equipment locations

|                                      | Basement | Ground floor | First floor | Second floor | Roof/attic |
|--------------------------------------|----------|--------------|-------------|--------------|------------|
| First aid kit                        |          |              |             |              |            |
| Carry equipment<br>(e.g. evac chair) |          |              |             |              |            |
| Heart defibrillator                  |          |              |             |              |            |
| Spinal board                         |          |              |             |              |            |
| Other                                |          |              |             |              |            |

**3. Emergency treatment location**

|  |
|--|
|  |
|  |

**Location of hazardous substances**

| Substance | Location: room, floor / area # | Handling procedures / notes (fire) | Handling procedures / notes (flood) | Handling procedures / notes (other) |
|-----------|--------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
|           |                                |                                    |                                     |                                     |
|           |                                |                                    |                                     |                                     |
|           |                                |                                    |                                     |                                     |
|           |                                |                                    |                                     |                                     |

**Procedures****Fire**

- On discovering a fire, immediately raise the alarm
- Contact the emergency services
- If small and safe to do so, tackle the fire using the appropriate extinguisher
- If it is not possible to tackle the fire, wearing hi-visibility jackets and if safe to do so, check the building for people (a team may do this, each covering an area following everyone out). Close doors behind you and evacuate to designated assembly points
- If safe, locate priority items and recover as you exit (snatch list)
- If safe and possible, turn off gas and electricity supplies
- Ensure clear access for emergency vehicles and service personnel.

**Flood**

Register for flood alerts with the Environment Agency, National Resources Wales or the Scottish Environment Protection Agency.

- Do not approach or stand in water in case of the risk of electrocution
- Locate the source of the water and control / stop if safe and possible to do so
- If safe and possible, turn off gas, water and electricity supplies
- Move people, pets and vehicles to safety
- Move vulnerable items at risk of flooding to higher areas if safe to do so
- If there are large quantities of water, contact the Fire and Rescue Service / 999 if in immediate danger
- Evacuate to the designated assembly point if necessary
- If safe, locate priority items and recover as you exit (snatch list)
- Avoid floodwater as it may be contaminated.

**Bomb or suspect package**

- If a warning is received, complete the bomb threat checklist below
- Evacuate the building to the designated assembly point/s
- Contact the Police and emergency services.

**Injury / accident**

- Cordon off the area and reroute visitors to protect privacy and provide space
- Contact the medical services if required
- Contact your onsite first aider to provide initial medical assistance until either the casualty is well enough to move / be moved or the medical services arrive
- Ensure medical services have a clear and easy route to the casualty
- Complete an accident report and communicate any RIDDOR incidents in the required timeframe
- If it is a serious incident, contact the Police / other emergency services and follow their directions. This may include securing the site and not allowing people to leave / confining all people on site to one area. (You may need to consider the provision of water, access to bathrooms etc).

**Bomb / terrorist threat checklist**

1. Write down the exact words said by the caller

2. If possible, try to determine details of the bomb from the caller

What is the location of the bomb?

What time is it set to go off?

What does it look like?

What type of bomb is it?

Why has it been planted?

Do you represent an organisation?



As soon as the call is over, try to determine the caller's number via: an automatic display on the phone unit, the operator, automatic number identification for example.

3. Details of the caller

Male

Female

Child

Adult

Juvenile

Did you recognise the voice?

Yes

No

Details

Did the caller appear familiar with the site?

Yes

No

Manner of speech

Normal

Hysterical

Garbled

Rambling

Other

If 'other' please specify below

Was the caller speaking

Fast

Slow

Anything distinctive about the voice?

Accent?

Did the message appear to have been read or was it spontaneous?

What was the caller's attitude like?

#### 4. About the call

Was there any noise on the line?

Yes

No

Were there any call box pay tones or coins?

Yes

No

Were there any background noises?

Operator

Interruption

Whispering

Children

Giggling

Traffic

Conversation

Typing

Machinery

Aircraft

Church bells

Trains

Other

Details

# Note #5:

## Communications

*A record of how information should be communicated to your different networks / groups (trustees, staff, volunteers, other contacts), and what level of information is shared. The originating messenger should be the same in all cases. You may have more than one of these groups.*

*Personal data must only be recorded with the owners permission. This data should be re-visited regularly to ensure data is correct, not being held for longer than required and you still have consent (refer to General Data Protection Regulations, GDPR).*

### Social media

1. Platform (WhatsApp / Skype / Other)

2. Level of information

3. Name of group

4. Members of the group

| Name | Mobile number |
|------|---------------|
|      |               |

### SMS text messaging

1. Level of information

2. Members of the group

| Name | Mobile number |
|------|---------------|
|      |               |



**Telephone number**

# Note #6:

## Response equipment kit

*A checklist of items that could be useful in a disaster and when recovering items.*

|                                                        |                                   |                                         |                     |
|--------------------------------------------------------|-----------------------------------|-----------------------------------------|---------------------|
| Absorbent paper                                        | Do not enter signs                | Megaphone                               | Scales              |
| Acid-free wrapping paper                               | Drinks and snacks                 | Mobile phone (with battery and charger) | Scissors            |
| Aprons                                                 | Dust masks                        | Mops                                    | Screwdriver         |
| Back supports                                          | Dust pan and brush                | Notepads                                | Screws and nails    |
| Batteries (various sizes)                              | Dusters                           | Overalls                                | Spade               |
| Blotting paper                                         | Emergency lighting                | Paper towels                            | Spanner             |
| Boots (waterproof with steel toe caps)                 | Extension leads                   | Parcel tape                             | Sponges             |
| Boxes                                                  | Fan heater                        | Pencils                                 | Stanley knife       |
| Brooms                                                 | Fans                              | Pencil sharpener                        | String              |
| Bubble wrap                                            | Fire blankets                     | Pens (waterproof)                       | Tables              |
| Buckets                                                | Fire extinguishers                | Plastic clothes pegs                    | Tags (waterproof)   |
| Chalk                                                  | First aid kit                     | Plastic containers                      | Tape measure        |
| Chemical sponges                                       | Freezer bags                      | Plastic crates                          | Tarpaulins          |
| Clipboards                                             | Generator                         | Pliers                                  | Torches             |
| Crates                                                 | Gloves (rubber, leather, nitrile) | Polythene bags                          | Towels              |
| Crowbar                                                | Goggles                           | Polythene sheeting                      | Trays               |
| Dehumidifiers                                          | Hammer                            | Portable lights                         | Tripod              |
| Detergent                                              | Hard hats                         | Pumps                                   | Utility knife       |
| Digital camera (additional batteries and memory cards) | Hazard tape                       | Radios                                  | Vacuum cleaner      |
| Disaster recovery plan                                 | Head torches                      | Rags                                    | Warning signs       |
| Disinfectant                                           | Hi-vis jackets/ tabards           | Refuse sacks                            | Waterproof clothing |
| Distilled water                                        | Humidity monitor                  | Ropes                                   | Wet vacuum          |
|                                                        | Laboratory coats                  | Rubber bands                            |                     |
|                                                        | Ladder                            | Safety pins                             |                     |
|                                                        | Masking tape                      | Sandbags                                |                     |
|                                                        |                                   | Saw                                     |                     |

# Note #7:

## Situation report

*Capture details of the disaster and update it as information becomes available. This could be useful for emergency, recovery and insurance purposes.*

Date of incident

Who is in charge / key contacts onsite?

| Name                   | Contact details |
|------------------------|-----------------|
| For our organisation   |                 |
| For emergency services |                 |
| Other involved party   |                 |

### Incident assessment

1. What is the nature of the incident?

2. If known, what is the cause?

3. What areas are affected?

4. Has the entire building/s been checked?

5. Who discovered / reported the incident?

6. What actions have been taken?

### Safety status

1. Are there any obvious dangers? Yes      No

2. If so, what?

3. Has the building been evacuated? Yes      No      Part

4. Are there any possible health and safety issues? Yes      No

5. If so, what?

### Emergency and support services

Which services have been contacted?

| Service         | Contacted?<br>Yes/No | On site?<br>Yes/No | Contact name |
|-----------------|----------------------|--------------------|--------------|
| Police          |                      |                    |              |
| Fire and rescue |                      |                    |              |
| Ambulance       |                      |                    |              |
| Insurers        |                      |                    |              |
| Other           |                      |                    |              |

## Note #8:

*A pre-determined list of priority items – items that you will want to remove as soon as possible. You may need to consider an extended or separate list if you are hosting other people's items on loan / tour.*

Please do not include any sensitive or secure information.

Please do not include any financial values.

| Item | Location | Relevant information (e.g. how to remove it and where any specialist tools are kept) |
|------|----------|--------------------------------------------------------------------------------------|
|------|----------|--------------------------------------------------------------------------------------|

# Note #9:

## Salvage cards

*These cards provide key information needed to locate, identify and recover priority items. If you have items that belong to someone else, there should be cards for their priority items as well. These cards should be laminated or available electronically on-site, and could be handed to emergency services. You may wish to make them bigger than shown here.*

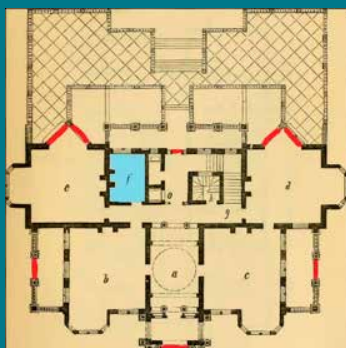
Example card:

### Side one

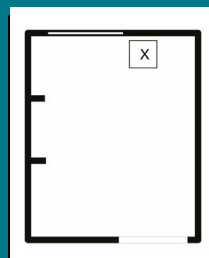
|                             |                                                                                |
|-----------------------------|--------------------------------------------------------------------------------|
| <b>Room</b>                 | Library                                                                        |
| <b>Card number</b>          | 1                                                                              |
| <b>Item</b>                 | Ming vase                                                                      |
| <b>Description</b>          | Blue and white bulb shaped vase, ceramic, dragon pattern, approx. 30cm height. |
| <b>Removal instructions</b> | Fragile                                                                        |
| <b>Tools required</b>       | None                                                                           |
| <b>Location in room</b>     | North wall on pedestal.                                                        |



### Side two



|                       |         |
|-----------------------|---------|
| <b>Room</b>           | Library |
| <b>Floor</b>          | Ground  |
| <b>Fire zone/area</b> | 2       |



# Note #10:

## Contacts list

*The contact details for a wider communications network.*

| Organisation               | Contact name | Contact details |       |
|----------------------------|--------------|-----------------|-------|
|                            |              | Telephone       | Email |
| Alarm system provider      |              |                 |       |
| Boxes / crates             |              |                 |       |
| Broadband supplier         |              |                 |       |
| Cold storage / freezers    |              |                 |       |
| Collection owners          |              |                 |       |
| Conservation equipment     |              |                 |       |
| Conservator                |              |                 |       |
| Disaster recovery services |              |                 |       |
| Drain cleaners             |              |                 |       |
| Drying company             |              |                 |       |
| Electrician                |              |                 |       |
| Electricity supplier       |              |                 |       |
| Emergency equipment hire   |              |                 |       |
| Emergency lighting         |              |                 |       |
| Engineer                   |              |                 |       |
| Fire extinguishers         |              |                 |       |
| Gas supplier               |              |                 |       |
| Generators                 |              |                 |       |
| Glaziers                   |              |                 |       |
| Insurance company          |              |                 |       |
| Investors                  |              |                 |       |
| Lawyer                     |              |                 |       |
| Local authority            |              |                 |       |



Locksmith

Marquees

Medical centre

Other

Pest control

Plumbers

Polythene bags / sheets

Portable toilets

PR agency

Protective clothing

Royal Mail

Stakeholders

Storage

Telephone company

Transport

Water supplier

### Insurance information

Insurer name

Broker name

Policy number

### Claims

Contact name

Contact number

Claims reference

*Use Note #7: Situation report when contacting your insurer / broker to brief them on the incident.*

# Note #11:

## Business continuity

*This information could help you get back up and running sooner than later should the worst happen and you need to temporarily relocate some or all of your operations.*

| Address                                           | Contact name | Contact details |
|---------------------------------------------------|--------------|-----------------|
| Location of temporary administrative headquarters |              |                 |
| Temporary venue (all operations)                  |              |                 |

Priority operations / collections to be transferred to temporary venue (if not everything can be accommodated).

| Item / activity / collection | New location |
|------------------------------|--------------|
|                              |              |

Alternative arrangements for pre-booked events/activities:

| Activity/event | Action | Communications required |
|----------------|--------|-------------------------|
|                |        |                         |

Support information

|                                         | Organisation | Contact name | Contact details |
|-----------------------------------------|--------------|--------------|-----------------|
| Technical support<br>(computer systems) |              |              |                 |
| Technical support<br>(communications)   |              |              |                 |
| Secure storage                          |              |              |                 |

# Note #12:

## Record of damage

*This records details of damage to building and contents to help you establish what conservation work is required and to keep track of collections/items.*

### Building assessment

To be completed only if safe to do so.

Area / floor / room name

Assessor name and company

Contact details

Date

| Area of damage | Type of damage | Notes (initial assessment by staff name, insurer, other) |
|----------------|----------------|----------------------------------------------------------|
|----------------|----------------|----------------------------------------------------------|

#### External damage

Roof

Walls

Windows

Doors

Foundations

Other

Support information

| Area of damage | Type of damage | Notes (initial assessment by staff name, insurer, other) |
|----------------|----------------|----------------------------------------------------------|
|----------------|----------------|----------------------------------------------------------|

#### Internal damage

Flooring

Ceilings

Curtains/blinds

Furniture

Wall coverings

## Contents

To be completed only when safe to do so.

Ensure correct handling procedures are observed.

Ensure that every item is photographed and recorded below and can be cross-checked with the inventory.

Consider if the item can be restored (damage is sometimes seen as an extension to the item's story.)

## Objectives

1. To identify which collections or objects are affected
2. To identify the nature and scale of any damage
3. To identify the object's materials, importance, risk of further damage and salvage requirements.

| Item<br>reference<br>number | Item<br>description | Original<br>location | Damage | Treatment | New location | Photograph<br>reference<br>number(s) |
|-----------------------------|---------------------|----------------------|--------|-----------|--------------|--------------------------------------|
|-----------------------------|---------------------|----------------------|--------|-----------|--------------|--------------------------------------|

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