

First Draft

**This is a draft and has not yet been adopted by any group. This document as written is intended for Commercial Off Site Museum Storage Companies and their Storage Facilities and not for museum that builds its own off site facility, however it provides useful guidance as to what considerations should be included in the design or selection process. It was created for presentation to ICEFAT for their members with the advice and assistance of professional security advisors.**

**This document will be modified when appropriate.**

## 1. Preface

1.1 The purpose of this document is to provide guidance to individuals and institutions seeking to increase the security and safety of fine arts and other collections of value while in storage off of the premises of the individual or institution in whose care the collection is assigned.

1.2 This document is sponsored jointly by the American Society for Industrial Security's Museum, Library and Cultural Property Council, the Registrar's Committee of the American Association of Museums, and the Museum Association Security Committee (MASC) of the American Association of Museums. Stakeholders include museums, owners of collections, insurers of collections, and others.

1.3 It is the desire of the Committee to solicit the Museum, Library and Cultural Property Council of the American Society for Industrial Security and request that this document be published as an attachment to the Suggested Practices for Museum Security. Copyright of this document remains with the Committee.

## 2. Revisions

2.1 Revisions to this document shall be made from time to time as agreed upon by members of the sponsoring organization's committee members. The Registrar's Committee of the American Association of Museums is the primary sponsor of this document. Revisions however may be by any stakeholder or sponsor.

2.2 The primary responsibility for maintenance of this document rests with a Suggested Practices Sub-Committee of the Registrar's Committee of AAM.

2.3 The Museum, Library and Cultural Property Council of the American Society for Industrial Security provides support and insight into the security provisions of this document.

2.4 Any member of AAM may propose revisions to this document which shall be reviewed by the sub-committee at least annually.

2.5 Any member of ASIS may propose revisions to this document to the ASIS Museum Library and Cultural Property Council which shall be reviewed by the Council at least semi-annually and forwarded to the Registrar's Committee by its liaison.

2.6 These Suggested Practices are not standards nor are they *de facto* standards. They are recommended practices as defined by the leaders of the

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museum community with expertise in storage and conservation and protection of collections.

2.7 This document applies to both museum-owned and private commercial off-site storage facilities used to store collections.

2.7.1 When a provision does not apply to both and one type of storage facility is held to a different standard, this document will say so.

2.8 The word “should” when used means that compliance with that provision may be mandatory to obtain insurance. The word “shall” means that it is the opinion of the organization issuing this document and its committee and sub-committee that a specific provision shall be complied with for the individual or institution to be in full compliance and that it is likely that insurers may have serious questions regarding non-compliance due to this provision.

2.8.1 Where the use of the words “should” and “shall” differ from the stylistic form used by other bodies known to issue guidelines and suggested practices, they shall not be changed by those bodies simply to conform to stylistic standards. It is the specific intention of the Registrar’s Committee in association with the insurance industry to make a distinction between when a provision should be implemented and when it shall be implemented and to communicate to the reader that specific ramifications might occur for failure to comply.

### 3.1 Definitions

3.1.1 Off Site Collections Storage Facility. The term “Off Site Collections Storage Facility” refers to the facility where the item or collection maintained by a museum, gallery, corporation or collector is stored. This document does not apply to on-site facilities operated by museums, corporations, galleries or collections.

3.1.2 Commercial Collection Storage Facility. The operator of a Commercial Collection Storage Facility is someone other than the museum, gallery or collector whose collection is stored at a facility provided by the operator.

3.1.3 Protection defined. Protection refers to and includes security, fire, water, vermin and environmental risks.

3.1.4 All other definitions of “Suggested Practices for Museum Security” apply to these facilities whether or not they are specifically addressed.

3.1.5 “Museum Quality” defined; Misuse of This Term. The Committee recognizes that there has been a general misuse of the term “museum quality” when referring to the quality of off-site storage provided by providers of such storage and discourages the use of this term.

#### 4.1 Responsibility

4.1.1 Of storage facility operator. It is the responsibility of the operator of an off site storage facility to provide a safe and secure venue for storage of all items accepted for storage.

4.1.2 It is the responsibility of the Operator to disclose provisions of this document not complied with in the storage facility's Facility Report.

4.2 Of user of the storage facility. It is the responsibility of the user of an off site storage facility to provide valid information regarding items being stored, to not store hazardous materials without disclosure, to request isolation of hazardous materials stored, to fumigate or abate hazards before sending items off-site or disclose to the facility operator the risk unabated hazards pose.

4.3 It is the Right and Responsibility of the Registrar's Committee to publish to its members the names of any commercial facility which misrepresents itself as possessing either a Silver or Gold Seal Certification under this document when no such certification has been achieved or advertises itself as otherwise being in compliance with this document when at least a Silver Certification has not been so achieved or has in the past been achieved but is no longer valid having expired.

#### 5.0 Certification of Storage Facilities

5.1 Gold and Silver Seal Certifications Defined. "Gold Seal Certification" is defined as: A higher level of security provided to individual collection storage rooms used exclusively by a specific customer in a commercial storage facility.

5.1.1 Gold Seal Certification exists when the operator of a storage facility offers, and the user accepts, specific customer or user-controlled enhancements above and beyond the level provided by the facility itself.

5.2 "Silver Seal" is defined as: Silver Seal Certification can be claimed when a collection storage facility complies fully with all of the provisions of this document except those specification reserved for Gold Seal facilities.

5.3 The establishment of two levels of security does not imply that Silver Seal is less acceptable than Gold Seal security. It is a means of indicating that the user of a leased space has taken independent steps to achieve a second and independent level of security above and beyond that provided by the facility operator. A key component of Gold Seal security is that it is independent of the security provided by the operator of the facility.

5.4 An operator of a collection storage facility may not claim Silver or Gold Seal status. Silver or Gold Seal status is conferred when the independent non-product affiliated security consultant approved by the fine arts insurer and the fine arts insurer together certify that all requirements have been met.

5.5 When Gold Seal Certification is claimed it is claimed only for areas that fully comply with the requirements and not for the facility as a whole.

5.6 A written certificate shall be issued for a one year period by the insurer that indicates the Gold or Silver Seal certification. Operators who claim Silver or Gold Seal certification may do so by claiming "Gold (or Silver) Seal Certification for the Period (date range of no more than one year).

5.7 If for any reason the facility is unable to maintain compliance such as might occur when certain alarm system provisions can no longer be met may discontinue claiming certification and shall notify users of their inability to comply with certification requirements.

## 6.0 Adequacy of Protection

6.1 As a general rule, security for items in storage shall be equal to or greater than those conditions found in the museum gallery as defined by the Suggested Practices for Museum Security unless a higher or lower standard is established by a specific requirement of this document.

## 6.2 General Statements

6.2.1 Operators have a responsibility to store accessioned items off site with the same care as when stored within the museum and according to the Suggested Practices for Museum Security.

6.3 Collections stored off site must be fully documented.

6.3.1 The protection program for off site collections are to be fully documented by the operator in writing in the form of a Facility Report that is accurate and complete. It shall be available for inspection by the owner of the item being stored or the official institution representative engaging in the transaction with the operator, or the Director of Security for the owner or caretaker of the collection being stored.

6.3.2 Protection policies and procedures for the off site storage facility are to be in writing and detailed. Policies and procedures placed into effect intended to protect the contents of off site collection storage facilities are to be consistently enforced and should apply to all persons.

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6.4 The protection function for all off site collection storage facilities should be the responsibility of one individual who is regularly on site and conducts regular and frequent inspections and audits and takes appropriate corrective action. This person should report to the CEO of the off site collection storage facility.

### 7.0 Building Construction

7.1 The building's fire rating shall be Class 1 A.

7.2 Proximity to public protection.

7.2.1 Police response shall be within five minutes

7.2.2 Fire response shall be within five minutes

7.2.3 The water supply for fighting a fire shall be adequate and in close proximity to the building.

7.3 Fire separation between adjacent facilities shall be adequate. Free-standing buildings shall be separated by a minimum of fifty feet. Where buildings are adjacent as in an urban setting there shall be a four hour fire separation between buildings.

7.4 Building maintenance shall be adequate to prevent problems from occurring; special attention shall be paid to providing preventive maintenance on water systems to avoid leaking.

7.5 Windows shall have bars or security rated shutters or shall be protected by motion or glass break alarms that detect penetration before the intruder reaches collections in storage or moves more than 20 feet whichever occurs first.

7.6 All perimeters shall meet UL Extent of Protection Level 4 alarm protection including all doors, docks, windows, skylights, vents, hatches, elevator shafts, seismic isolation chamber access doors, and other penetration large enough to permit entry by a human. Where there is a difference of opinion regarding the definition of the true meaning of UL Extent of Protection Level 4 it shall be as defined in the Suggested Practices for Museum Security.

7.7 All roof penetrations shall be locked and alarmed unless local codes mandate that they permit free access to the building.

7.8 All windows capable of being opened and all doors shall be alarmed to detect opening. It shall not be possible to pass an item from collection storage out through a window or other opening in the building undetected.

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### 7.9 Building Lighting

7.9.1 Lighting on the inside shall be adequate to permit the safe movement of collections and minimize accidents or damage.

7.9.2 Lighting on the exterior shall be adequate to illuminate the building so that passing patrol vehicles can see an intruder.

7.9.3 CCTV cameras on the interior of the building shall have adequate lighting to assure a quality image that identifies a person where appropriate. CCTV cameras on the exterior of the building shall have adequate lighting to provide the person monitoring with a useable picture that determines if a need exists to call police or responding security personnel.

7.9.4 Temporary lighting shall be inspected and approved by the Security Manager when put into use. It shall be mounted in a safe manner away from combustibles.

### 7.10 Electrical Systems

7.10.1 Systems shall meet code and shall be maintained to code at all times including temporary systems such as temporary lighting.

7.10.2 Regular fire inspections shall be conducted to assure that electrical systems are safe and codes are being observed.

7.10.3 Codes shall be met with regard to use of extension cords, surge protecting outlet strips and over loading of circuits.

### 7.11 Docks

7.11.1 The dock should be self enclosed and out of the weather when practical.

7.11.2 When the dock is not self-enclosed, a roof or canopy shall afford protection.

7.11.3 When the dock door is open, it shall be attended by a representative of Security or senior staff member whose responsibility is to oversee access control and parcel control.

7.11.4 Collections will not be left on the dock unnecessarily and shall be removed to a more secure area as soon as practical. They shall be observed at all times that they are on the dock.

7.11.5 The dock shall not be used for collection and non-collection deliveries at the same time.

## 7.12 Elevators

7.12.1 Elevators shall be used to move collections between floors and they shall not be moved in stairwells or in areas where damage may occur.

7.12.2 Elevators that move from collection bearing to non-collection bearing areas of the building will either be controlled by a guard or key or access system controlled. The elevator shall not be used by visitors or contractors to move into high security areas unattended.

7.12.3 Motion detectors shall be located outside every elevator and stairwell door on each floor to prevent the elevator or stairwell from being used as a means of roof entry.

## 7.13 Gold Seal and Private Storage Areas

7.13.1 Where collections are stored in private isolated storage areas they shall be located within regular secure collection bearing areas of the building or shall be isolated from other collection areas. Where located within secure storage areas where non-employee access is restricted without escort, private or Gold Seal storage areas may be constructed of materials that make access to them difficult and assure a reasonable probability of detection by someone attempting to breach their perimeter. Openings in walls that permit air flow are permitted if they are secured by metal studs that prevent a person from easily or quickly penetrating the opening. When they are isolated from secure storage and not located within an otherwise secure area or in an area where access is less well controlled, walls must be solid and of the type that substantially prevent penetration by an intruder.

7.13.2 To achieve Gold Seal status a collection storage room must be located within an otherwise secure area, not be located in an area where non-employees have general access, and must be alarmed by an independent burglar alarm system under the control of the user of the space. The independent alarm system must report to an off site central station in compliance with the requirements of the Suggested Practices for Museum Security for burglar alarm systems in museums.

7.13.3 Private storage rooms used for the exclusive use of a single user shall have a door that is equal to or greater in strength to the walls, shall be equipped with a high security dead bolt or drop bolt lock with a proprietary keyway, and with hinges that are properly pinned to prevent removal of hinge pins to facilitate removal of the door.

7.13.4 Gold Seal storage rooms are to be secured by one of the following means on the perimeter doors:

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7.13.4.1 An electronic access control system (card or biometric reader) AND a deadbolt as described above, or

7.13.4.2 An electromagnetic lock controlled by the security control room operator in a central on-site security control room AND a mechanical lock as described above, or

7.13.4.3 Two high security locks with one lock's key under the control of the building's security manager and staff and one key under the control of the user of the room, or

7.13.4.4 Two high security locks with one key under the control of the building's security manager or security staff and one key under the control of another employee.

## 8.0 Emergency Rapid Entry to high security areas

8.1 Security personnel other than the Manager of Security shall not have ready access to collection bearing areas at any time.

8.2 There must be a means to permit rapid emergency entry of high security areas by security personnel when there is no time to obtain a key from the Security Manager.

8.3 A written policy must be provided that defines the rapid entry procedure.

8.4 A high security rapid entry key box that is armored and protected by tamper switches that detect and report both the opening of the box's door and removal of the box from the wall upon which it is mounted, shall be located in the building's security command center. The rapid entry box shall be equal in quality to the Knox Box model 3200 rapid entry key box used by fire department for rapid entry to buildings.

8.5 The security rapid entry box is to be ordered from the manufacturer with a private security (not a fire department) keyway. A Medeco or equal deadbolt lock shall be ordered on the box from the manufacturer.

8.6 The keys to the rapid entry box shall be limited and carefully controlled. They shall be issued only to security management. One copy of the box's key shall be placed on a key ring assigned specifically to and never removed from the security command center. This key ring shall be passed from shift to shift.

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8.7 The building master key and master keys that permit rapid emergency entry into the Gold Seal and other high security areas of the building without a second person present shall be placed in the box.

8.8 The box shall be alarmed on a 24 hour zone of the building's alarm system and shall not be capable of being deactivated by the staff. Any opening of the key box shall send a distinct alarm to the off site UL listed central monitoring station. Any attempt to remove the box from the wall shall also activate a distinct key box alarm at the central station. The alarm at the central station indicating an event on the key box shall be distinguishable from all other alarms.

8.8.1 A policy shall exist that defines when this key box may be opened.

8.8.2 A policy shall exist that governs the actions of the central monitoring station in dealing with the alarms.

8.8.3 Upon receipt of an alarm at the central station indicating the opening of a key box, the police shall be immediately dispatched and instructed to take control of the building until the use of the emergency key on the security command center key ring to open the box is explained by security management. This policy is intended to provide rapid emergency entry to all portions of the building by a guard who is not normally given keys to these portions of the building. It's intent is to prevent a dishonest guard from removing items from the building after hours or from Gold Seal areas during the day without detection and to prevent someone from forcing the guard after hours to open secured parts of the building without being detected. The intent is for police to respond to every such event and take control of the building until each event is justified and to make arrests of the guard when it is not justified.

8.8.4 A system shall be established with the central station where the guard can call security management after hours, explain the need for rapid entry, and the security manager using his personal alarm code can authorize over the phone to the central station the opening of the key box where appropriate, and stop police response from occurring.

## 9.0 Building Location and Proximity

9.1 It is the duty of the operator of a collection storage facility to know the crime rate in the vicinity and to make that knowledge known to users of that facility.

9.2 A CAP Index survey shall be obtained no less frequently than every forty-eight months and the analysis, including a color coded map, shall be available for inspection by users or prospective users.

9.2.1 It is updated every four years, or more frequently.

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9.3 It is the duty of the operator of the facility to adjust the level of security upward to neutralize the level of risk as it changes

9.4 The operator of a collection storage facility has a duty to know the neighborhood conditions that exist within a one mile radius of the site.

9.5 Collection storage facilities shall not be located in proximity of any of the following risks:

9.5.1 Within an area where airplanes generally fly within 500 feet of the ground.

9.5.2 Within one half mile of any facility with a serious potential for catastrophic event such as an oil refinery, nuclear power plant, petrochemical storage site, etc.

9.5.3 Collection storage facilities shall not be located in proximity to the source of natural risk such as flood such as at the foot of a dam nor shall they be located in a 100 year flood plain.

9.5.4 Buildings with basements shall not store collections in the basements.

9.6 The lowest level of storage shall be above the anticipated level of surge or surge tide in a Category 3 or greater tropical storm.

9.6.1 The lowest level of a collection storage building whether used for storage or not shall have water detection on the lowest level of the building below grade and at each sump pump location.

9.6.2 Collection storage facilities located within hurricane prone areas shall be constructed to meet the coastal code for their area.

9.6.3 There shall be a policy that assures that windows and openings are protected to Miami-Dade Hurricane Rating of high missile impact and are rated for winds of 180 miles per hour or that they be covered prior to each hurricane storm event with window coverings rated for Miami Dade High Missile Impact. Where shutters are used, employees shall be trained in their installation and use and ample time shall be provided to assure that they can be installed prior to the storm event.

9.7 Adjacent exposure mixed use facilities

9.7.1 Collection storage facilities shall not be located in a building with mixed use operations that pose a greater risk than that of the storage facility itself such as a facility where welding or industrial operations are occurring, etc.

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9.7.2 Propane tanks other than small liquid propane gas tanks used for the purposes of operating the building shall not be in close proximity of the building. A minimum clearance of fifty feet between the tanks and the building is required.

9.7.3 Collection storage facilities located in areas of seismic activity shall meet all local and state earthquake codes.

9.7.3.1 Steps shall be taken to assure that items in storage are not easily toppled by seismic activity.

9.7.4 Collection storage facilities located in areas prone to brush or forest fires shall be located in an area clear of brush or flammable debris of at least 300 feet from the building's perimeter.

9.7.4.1 The building shall meet fire resistant construction requirements with a roof made of fire resistant materials.

9.7.4.2 There shall be a reliable and adequate water supply in proximity for use in fighting fires.

9.7.4.3 Trees that overhang the building shall be trimmed to prevent fire spread.

9.8 Where parking is adjacent to the building such as in a parking lot controlled by the facility operator, parking shall not be permitted immediately adjacent to the building's perimeter openings or in such a manner as to limit, slow or restrict emergency response and access.

## 10.0 Protection Against Risks From Fire; Fire Prevention

10.1 Buildings used to store collections shall have a fire rating of Class1 A.

10.2 Fire separations shall not be breached. They shall run to the slab above. Penetrations shall be sealed.

10.3 Doors requiring closers to isolate spaces in a fire shall be so equipped and closers shall not be blocked.

10.4 Good housekeeping shall be practiced to reduce fire loads and convey a sense of orderliness to staff.

10.5 The kitchen shall not be used for heavy cooking. When practical a microwave oven rather than a stove or toaster oven will be provided for employee use. Coffee makers, if used, must be UL listed and located only in designated areas such as kitchens. Heat coils and other personal items used for heating water shall not be used. Coffee makers with timers that turn themselves

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on automatically according to a time program shall not be used to prevent the possibility that they will turn on during holiday periods.

10.5.1 Kitchens shall be equipped with a fire extinguisher and smoke or heat detector.

10.6 Storage of flammables or hazardous chemicals shall be by an approved means and shall be minimized.

10.6.1 Hazardous chemicals that pose a risk to the collection shall not be stored in proximity.

10.6.2 Collections which pose a danger to others shall not be stored unless the danger they pose has been neutralized by their storage method as certified by an independent non-product affiliated consultant or the insurer's representative.

10.7 Type of public fire protection; paid or volunteer.

10.7.1 The type of public fire protection, paid or volunteer, shall be known and published in the Facility Report.

10.8 Modern fire detection and reporting system

10.8.1 Facilities must meet or exceed the same level of fire detection and reporting as defined in the Suggested Practices for Museum Security as apply for galleries.

10.9 Modern fire suppression system/ NFPA

10.9.1 Hand held extinguishers shall be present and shall conform to local codes.

10.9.2 Automatic fire suppression systems NEED COMMITTEE DISCUSSION

10.9.3 Hoses and standpipes shall be provided and shall meet the requirements of the Suggested Practices for Museum Security.

11.0 Inspections

11.1 Building conditions shall be conducted.

11.1.1 A representative of the person responsible for security shall conduct a daily inspection of the building conditions following a written checklist provided that has been approved by the insurer. That daily test shall assure that systems such as but not limited to smoke detectors and suppression equipment are functional and not obstructed, that security detections systems are functional and

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operating to peak performance with no points bypassed, and that detection is not obstructed or in any way diminished.

11.1.2 Unusual hazards shall be noted and abated as they are found.

11.1.3 A written report of the daily test shall be provided for review and approval of management.

## 12.0 Systems

12.1 Fire systems and their components shall be inspected in accordance with the Suggested Practices for Museum Security.

12.2 Burglar alarm and access control systems shall be walk tested daily and corrections made immediately.

12.3 There shall be a service agreement with the system manufacturer or his dealer to maintain the system or in house engineering staff shall be given factory approved training or equal and shall be given the task of providing maintenance. It shall be the mission of in house maintenance staff to make correction fully and not allow temporary corrections to be made that diminish security without compensating by providing added staff to overcome such deficiencies.

## 12.4 Hydrants and standpipes

### 12.4.1 NEED CLOMMITTEE INPUT

12.5 Electronic protection systems shall be UL listed for their purpose and monitored. They shall report locally, and to off site, UL listed central monitoring station using methods as defined in the Suggested Practices for Museum Security.

12.5.1 Exceptions to UL listed nature of protection systems are not permitted.

12.6 Line security is to be UL Grade "AA" as defined in the Suggested Practices for Museum Security.

## 13.0 Protection Against Risks From Water

13.1 Type of fire suppression system TO BE ADDRESSED BY COMMITTEE

13.2 Elevation of Collections off floor TO BE ADDRESSED BY COMMITTEE

## 14.0 Protection Against Risks from Natural Disaster

14.1 Risk assessment

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14.1.1 All 100 year flood plain data is to be reviewed.

14.1.2 A copy of government provided flood plain data shall be available for inspection by users of the facility.

14.1.3 A justification shall be provided if a flood risk analysis is not available to users to be provided for inspection by user.

14.1.4 Take steps to neutralize likely risks and disclose to users

### 15.0 Protection Against Risks from Theft or Criminal Activity

#### 15.1 Access control

15.1.1 Public areas shall be isolated from collection bearing areas using locked doors or similar secure means.

15.1.2 A gatekeeper to be stationed for access control. This person shall be a security officer or a non-security officer such as a receptionist who has been trained in access and parcel control and whose job description defines security including access control and parcel control as a primary responsibility.

15.1.3 Use of single door only. There shall be one entry and exit point into the storage facility. It shall not be possible to enter or leave the building without passing a guard or activating an alarm. All emergency exits shall be secured from exterior entry, shall be alarmed to notify the command center of openings of the door, and shall be under CCTV surveillance.

15.1.3.1 Exception: When the loading dock is in use, this door must be supervised as previously noted. When the dock door is not in use, it must be alarmed and visible via CCTV to assure that it is not used without the knowledge of Security.

15.1.4 A gatekeeper shall be stationed at the dock when in use as previously noted.

15.1.4.1 There shall; be no exception for employees.

15.2 Card access systems are no substitute for the presence of a gatekeeper on exterior perimeter doors. Individuals may not let themselves in or out using a key or card key. It is the intent of this document to prohibit the use of all exterior doors of the building except those officially designated as for regular non-emergency use and to require a security or gatekeeper presence by a person who proactively enforces the access control and parcel control requirements.

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15.3 It shall not be possible to exit the building or the storage portion of the building where there is mixed use of space without passing a gatekeeper who conducts parcel inspections, or activating alarm.

15.4 Gatekeeper shall be designated as having the power and authority of a security employee and shall be trained with specific duties.

15.5 All individuals including employees entering and leaving the building shall sign in and out every time they enter or leave.

15.6 Visitors shall be escorted while in the building.

15.7 Individuals, even those representing the owner of items being stored in the building shall sign in and out including to their own Gold Seal areas.

15.8 Visitor logs maintained; An electronic lobby management system where ID cards are electronically scanned is preferred over paper logs and sign in sheets.

15.9 There is to be a physical sign in process even when Ids are scanned.

15.10 The gatekeeper shall examine the photo of all who enter collection bearing area and shall maintain an electronic copy of the scan of the photo.

16.0 Locks and keys

16.1 All provisions of Suggested Practices apply to facilities regulated by this document.

16.2 Physical keys, access cards, and PIN codes, and the responsibility for key control and retrieval, shall be under the control of security manager.

16.3 A key control program shall be in effect.

16.4 A key retrieval program in effect where keys are retrieved from departing employees.

16.4.1 When a key is not retrieved from a departing employee, the lock shall be re-keyed.

16.5 Storage of keys and key making supplies shall be under the control of the security manager and shall be maintained in a secure manner.

16.6 A proprietary keyway to be used on all exterior doors, all doors that crossover between public and non-public areas, all office doors, elevators, and on all Gold Seal storage rooms.

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16.7 Records of who has been issued what key to which area shall be maintained

16.8 Locks shall be re-keyed when not recovered or retrieved following the loss of any key.

16.9 Mastering and Grand Masters

16.9.1 Masters and grand masters shall be stored in a high security safe or vault.

16.9.1.1 Grand master keys shall not normally be issued or carried.

16.9.1.2 When there are safes and vaults for storage of collections that are not under the direct control of individual users of the space, they shall be under the control of the security department with regard to security combinations and keys.

16.9.2 All locks, access control systems, and safes shall be UL listed for the designated purpose for both burglary and/or fire as appropriate.

17.0 Parcel control

17.1 Incoming parcels shall be inspected or documented.

17.2 A property pass shall be used for both incoming and outgoing property except collection being stored. Which shall be documented according to established museum practices.

17.2.1 Copies of passes and records shall be stored for no less than one year or longer if otherwise designated.

17.3 All parcels moving into or out of the building are subject to inspection or question by Security or gatekeepers.

17.4 Personal artwork not being stored shall not permitted in building.

17.4.1 Personal artwork is defined as any item that could reasonably be confused for an item of the type or kind typically stored in the facility.

17.5 Lockers for personal property shall be provided for employees and visitors outside security perimeter. Personal property not needed in the high security storage areas shall not be brought into the high security areas.

18.0 Electronic security systems for the building

18.1 Burglar alarm system

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18.1.1 Same requirements and provisions as Recommended Practices for Museum Security unless exception noted herein.

18.1.2 Exception to line security: Must be Grade AA. UL Grade "C" not acceptable. Radio or cellular back up is required at Grade AA as a back up.

18.2 UL Extent of Protection Level Four applies except as noted below:

18.2.1 All perimeter penetrations are to be alarmed

18.2.2 Contacts are to be provided on all openable portals.

18.2.3 Volumetric motion detection is to be provided inside doors, windows, glass, skylights, vents or other penetrations to perimeter, outside elevator lobbies at the elevator door, and outside stairwell doors.

18.2.3 Strategically located interior motion detection is to be extensive and cover all major crossroads such as cross corridors, inside of stairwells, elevator lobbies, etc. to detect movement within the space by stay behind or break in.

18.3 A minimum of twenty-four hours of battery back up is required on alarm systems beyond the depletion of the generator, if any, as a general minimum.

18.3.1 Battery back up is required for longer periods in areas with potential for power outages, disasters, etc.

18.4 Wireless burglar alarm and fire detection systems not acceptable.

18.5 There must be an alarm response policy that includes, as a minimum, the following:

18.6 When there is an alarm there must be a response to the alarm.

18.6.1 Good practices and formal procedures must be observed in the in-house central monitoring station.

18.6.2 There must be notification of management of all alarms on the next business day or sooner.

18.6.3 The policy must address the use of duress and other PIN codes to securely identify the operator to the off site central station when they communicate by phone.

18.7 There must be regular inspections of the systems:

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18.7.1 Daily walk tests to visually inspect all devices and re-certify that coverage is as intended and has not been diminished by deterioration of the equipment or by human actions.

18.7.2 Weekly walk test to activate all alarms and verify that alarms are received at the central station.

18.8 There must be a panic alarm in the in-house central station and the policy must address how it is to be used.

## 19.0 Closed Circuit Television System

19.1 Color, digital recording, high resolution; low light level shall be the general rule, as required

19.2 There shall be a minimum of 30 days of on-board storage of all camera activity on the hard drives.

19.2.1 The storage capacity shall be based on high resolution recording no less than 4 frames per second per camera while in the continuous record mode, or 30 fps over sixteen cameras.

19.3 CCTV must be monitored by a Guard or Gatekeeper.

19.3.1 This person shall be assigned no other duties that significantly detract from the monitoring duties to assure that the operator can be attentive.

19.3.2 Areas to be viewed and recorded should be as follows:

19.3.2.1 All exterior surfaces of building

19.3.2.2 The employee entrance

19.3.2.3 Visitor/ User entrance

19.3.2.4 All fire exits from the interior at the exit floor level.

19.3.2.5 All elevator lobbies

19.3.2.6 All stairwell doors from interior on each floor.

19.3.2.7 Strategic areas on interior such as cross corridors that might afford early detection of a stay behind should be viewed and recorded.

19.4 The DVR is to be secured from tampering and shall be located in an alarmed security closet dedicated to security or in the control room.

## First Draft

19.4.1 It is strongly recommended that to achieve Gold Seal certification, the entrance of each Gold Seal space's individual storage room entry doors should be viewed and recorded.

### 20.0 Electronic Access Control Systems

20.1 It is desirable for all off site collection storage facilities to be protected by a UL listed access control system employing card keys or biometric technology.

20.2 Card keys shall be treated as keys with regard to key control and retrieval.

20.3 It is strongly recommended that to achieve Gold Seal certification, card access on individual storage room entry doors should be employed. Nevertheless, a high security deadbolt or drop bolt lock with a proprietary keyway shall still be used in addition to any electronic lock.

20.4 It is strongly recommended that access to individual storage rooms certified for Gold Seal certification shall be limited to persons approved by room user.

### 21.0 Internal Security

21.1 Internal security for off site collection storage facilities and their employees is subject to the requirements of the Suggested Practices for Museum Security.

21.2 There shall be a written application for employment on file for each employee hired to work in off site collection storage facilities which shall include pertinent data that can be verified in an investigation and used to verify the identity and locate the employee.

21.2.1 The application will show all places of residence and employment for a minimum of ten years prior to the date of application.

21.2.2 The application must be signed by the employee as truthful.

21.2.3 The application shall be retained in a file where it can be retrieved, for a minimum of five years following employment.

21.3 The personnel file shall be maintained for all employees and it shall contain a color photograph of each employee or person working in an employee-like position who is given unrestricted access to the collection bearing areas.

21.4 There shall be a written procedure for hiring, screening retaining staff and staff shall be specifically counseled regarding their responsibility for security and fire protection.

## First Draft

21.5 The lack of U.S. citizenship, or recent relocation to the U.S., is no excuse for failing to check the background of applicants for the full ten year period.

21.6 A check of all employment references for the past five years and verification of the applicant's criminal history is required before the employee may begin work.

21.7 The identity of the applicant shall be verified by comparison with multiple government issued ID's such as Driver's Permit, Passport, etc. Credit cards and other similar documents are not valid for verification of identity.

21.8 There shall be a written policy manual that defines the security and protection procedures to be followed by each employee and each employee shall be issued his or her own copy upon employment.

21.8.1 The policy manual will include a procedure for identifying and reporting risks, responding and reporting security breaches and fires or similar events, for responding to security alarms, and for dealing with other problems such as but not limited to water flow issues that could cause a problem for the collections in storage.

21.8.2 There shall be a written policy that defines the retention program for employees and documents their training, disciplinary actions, or failures to comply with security, safety and fire policies and procedures. The policy shall define procedures for terminating employees who fail to perform in a manner that puts the collection at greater risk.

21.9 Hiring decisions shall be made at the management level after verification that the background check has been satisfactorily verified.

21.10 Non-employees who have unescorted access to the collection bearing areas of the building shall be verified in the same manner as employees. This includes contractor.

21.11 Employee training on issues of security and protection of the collections is deemed not to have occurred unless it is clearly defined and documented.

## 22.0 Security Management and Staff

22.1 There shall be one person in charge of and responsible for security who is employed by the operator.

22.1.1 He or she shall be assigned substantially full time to the security function.

## 22.2 Security Officers/Guards; Qualifications

## First Draft

22.2.1 The requirements of the Suggested Practices for Museum Security apply.

22.2.2 When contract security is used, the contractor shall provide, in addition to any standard training provided by the contractor or mandated by governmental requirements, thirty-two hours of additional training on issues related to protecting works of art in storage.

### 22.3 Supervision

22.3.1 There shall be a person designated as responsible for supervision of the security officers and this person shall not him or herself be a security officer or work in an on-post assignment.

### 22.4 Training

22.4.1 State mandated "guard card" training is not sufficient in and of itself to qualify for work within this facility.

22.4.2 Training shall include a minimum of eight hours on operational issues of the security department including policies and procedures to be observed.

22.4.3 Eight hours shall be provided on the geography and operations of the facility such as but not limited to issues like deactivation of the water supply, etc.

22.4.4 Eight hours of training shall be provided to guards on operation of the security systems and equipment in use.

22.4.5 When a contract guard service is used, the training normally provided by the guard contractor shall be provided in addition to all of the above but not in place of it. It is assumed that contract guard service training is not sufficient by itself.

22.4.6 Both contract and proprietary guards shall receive a minimum of eight hours of training on issues pertinent to collections in storage.

### 22.5 Equipment

22.5.1 Radios; Security staff shall be issued walkie-talkie radios that includes the channel used by the facility staff. Radios shall be sufficiently powerful to reach all portions of the building. They shall be business frequency typically used by security operations and not citizen or family band radios.

22.5.2 Uniforms; Uniforms shall be used to distinguish guards from others.

22.5.3 Flashlights; Flashlights shall be issued and carried by all security personnel.

## First Draft

22.6 Guard Breaks and Reliefs; When a security post or assignment is designated and the person assigned to that post is on a break, someone else must be assigned to cover that post.

22.7 Adequacy of Coverage and Response Capabilities; Security officers or gatekeepers must be assigned to the following posts and assignments:

22.7.1 The security command center where alarms are monitored and CCTV monitors are observed.

22.7.2 All exterior entrances that are available for use by anyone or are not alarmed.

22.7.3 Fire, security and lock up patrols.

23.0 Policies and Procedures Define Program

23.1 A written security program that consists of written policies and procedures shall be in place and available for inspection by the fine arts insurer.

23.2 Policies and procedures shall be consistently enforced and shall apply to all.

23.3 Exceptions to the policies shall not be made for employees at any level.

24.0 When is 24 Hour Guard Presence Required?

24.1 Twenty-four hour guard presence is required according to the risk as assessed by the fine arts insurer or an independent non-product affiliated security consultant with expertise in fine arts and museum level security.

24.2 When 24 Hour Guard is Required, Guard Shall Be Isolated From Collection

24.2.1 A secure security operations center to be designated that is isolated from the collection bearing areas. Once the collection bearing areas are secured for the night, it shall not be possible for the security officer on duty to enter the collection bearing areas without generating an alarm.

24.2.2 The security operations center shall be constructed of materials that are, as a minimum, UL Level Three bullet resistance that protect the security officer from attack by high powered small arms.

24.3 Rapid Entry Key Box

## First Draft

24.3.1 A rapid entry box as previously defined shall be located within the secure control room and shall be for the exclusive use of the security supervisory and management staff. A policy shall define its use and procedures associated with it.

### 25.0 Security of Guard Operations Center

25.1 The Operations Center shall be Bullet Resistant to UL Level 3 as a minimum.

25.2 The Operations Center shall be off limits to all but operator and supervisor.

25.3 It shall be located outside security perimeter and not within the collection bearing areas.

### 25.4 Panic button to of site UL listed central station

25.4.1 A UL listed panic button shall be provided to enable the occupants of the security operations center to transmit a silent alarm to an off site central station. Activation of the panic button shall not annunciate locally.

25.4.2 Panic alarms shall annunciate as a separate point address at the off site central station enabling the central station to know exactly what the alarm is identifying.

25.5 When a storage facility is not staffed twenty-four hours per day and keypads are used to interface with the alarm system, a duress code feature shall be provided and staff trained on how to signal duress and how to react during response.

### 26.0 Protection Against Environmental Risks

26.1 There shall be a competent engineer on site or available within four hour response for service.

26.2 Temperature shall be monitored in real time and shall be regulated to conform to the conservation requirements of the items being stored.

26.3 Humidity shall be monitored in real time and shall be regulated to conform to the conservation requirements of the items being stored.

26.4 Monitoring of environmental alarms shall be by qualified engineers. When the monitoring point used by engineers is not staffed, environment alarms shall be monitored at the guard operations center.

### 27.0 Protection Against Physical Damage Due to Movement and Placement Within the Storage Facility

## First Draft

27.1 Collections shall not be stored in areas where they can be damaged such as but not limited to traffic paths.

27.2 Handlers shall be trained in the safe and secure movement of collections and their performance shall be monitored by supervisors to assure that good practices are being observed.

### 28.0 Protection Against Other Risks

28.1 There shall be a proactive program to protect against mold and similar environmental and biological risks. The program shall include regular inspections that are documented with records retained for inspection by the insurer.

28.2 There shall be a program to keep the facility free of vermin.

28.3 There shall be a program to keep the facility free of insects. Windows shall remain closed to minimize the importation of insects. Office and other areas shall be free of plants or similar attractions for insects.

28.4 Discovered risks to collections shall be reported in writing to the collection's owner in a timely manner and in no instance longer than five business days of discovery for minor risks and within hours of discovery of more potentially damaging risks.

### 29.0 Critical systems

29.1 A modern HVAC system shall be maintained that properly regulates the heating, ventilation and air conditioning to within standards mandated by the conservation of items in storage.

29.2 The building's critical systems shall remain functional in a power failure for a period of 24 hours unless otherwise noted herein due to the use of a power generator that has an uninterrupted fuel supply.

29.3 The water supply for fire suppression shall be reliable and properly maintained. Hydrants shall be located in close proximity to the facility. Water supply for suppression of fires shall not rely on non-municipal sources such as lakes and ponds.

### 30.0 Disaster Plan and Supplies

30.1 Operators shall maintain a comprehensive disaster plan that is available for inspection by customers and users of the facility and their insurers.

### 31.0 Competency of Management and Staff

## First Draft

31.1 Management of the facility shall be properly trained and screened both for their honesty as well as for their competence in the ability to perform their duties.

31.2 Managers shall be trained in the care of collections and issues such as but not limited to collection handling, shipping, packing, conservation issues, emergency procedures, security procedures and systems, disaster planning, and other skills needed to implement and carry out these guidelines.

31.3 Competency of Staff; Staff shall be provided with training prior to beginning their duties and continuous training to assure proficiency in all duties. Training shall include their requirements for compliance with these guidelines.

### 32.0 Levels of Certification

32.1 Silver Seal Certification: Shall meet all of the above requirements

32.2 Gold Seal Certification: Shall meet all of the above requirements plus the following:

32.2.1 Gold Seal Certified collections are to be isolated from other collections by a wall or partition that meets requirements as previously noted.

32.2.2 High security locks such as Medeco proprietary high security deadbolts for single doors and drop bolts for double doors shall be used.

32.2.3 Card access is optional and desirable but high security mechanical lock is also always required.

32.2.4 Consult user of space to define who may have access and document access.

32.2.5 User shall have a dedicated, independent alarm system protecting his own Gold Seal area and reporting to the off site central monitoring station via a separate independent Grade AA means with wireless back up. Monitoring by the off site central station shall be primary. Secondary monitoring by the in-house operations center is desirable.

32.2.6 Users of Gold Seal spaces may choose for their alarm system to meet the requirements of the Suggested Practices for Museum Security with regard to Grade "C" line security with Grade "AA" cellular back up.

32.2.6.1 Motion and other detection coverage within a Gold Seal area shall meet or exceed UL Extent of Protection Level 2 and all perimeter penetrations shall be covered by motion detection. There shall be a contact on all doors.

## First Draft

32..2.7 A periodic audit by the insurer or independent non-product affiliated security consultant conversant on museum security issues and these guidelines shall be conducted. Such audits should be conducted at least every eighteen months and a written report shall be prepared that lists the areas that are non-compliant with these guidelines.

### 33.0 Miscellaneous Hazards

33.1 Smoking and use of heat producing appliances shall be strictly controlled. Smoking within the facility shall be prohibited.

33.2 Where there are heat producing appliances of any type in use in the building, those locations shall be placed on the end of the day fire patrol route to be checked by security officers to assure that they have been rendered safe for the night.