



The role of a critical event management system in protecting museums, libraries & archives brand, people & assets

E-book

'Protecting the history of civilisation'

ZiNC
SYSTEMS



How Critical Event Management Platforms are protecting museums, libraries & archives brand, people & valuable assets.



Entering the Reading Room

Museums, archives and libraries, like other public or private facilities, are susceptible to various security threats.

These security issues, primarily relate to the protection of high value artefacts, which are either owned or loaned to a location. Museums and galleries have always been faced with the problem that rather than locking valuables away in impenetrable vaults, they have an obligation to provide public access, particularly to high-profile items.

With over 40 million visitors to Department for Culture, Media & Sport (DCMS) sponsored galleries alone in a single year, the risk of theft, damage and the safety of visitors and staff places these locations into high-risk environments.

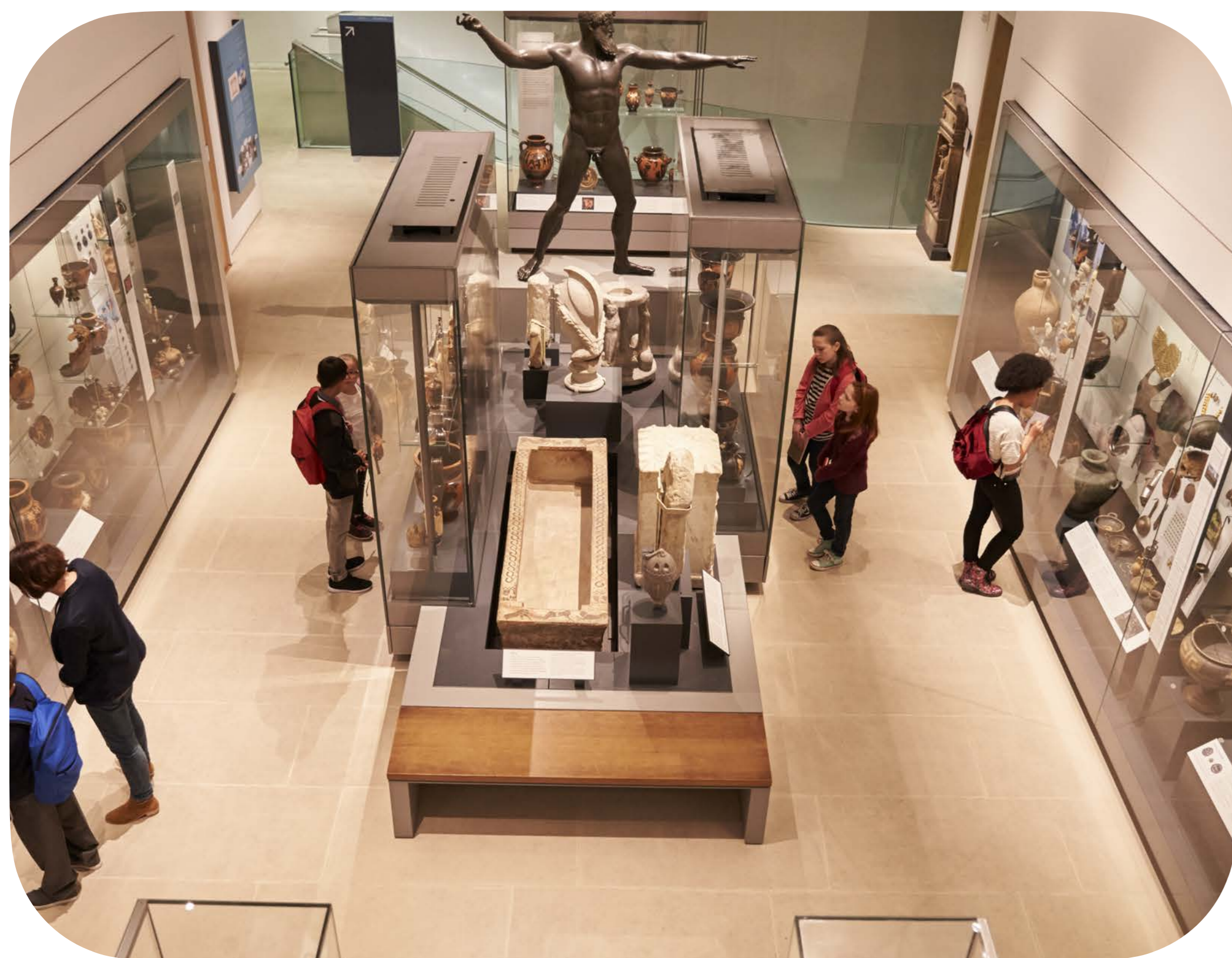
Their differences, however, emulate from the complex and dynamic nature of the museum, libraries and archives sector. These challenges range from them being publicly assessable locations, transportation of artefacts, open public access to view objects of desire, risk assessments for objects loaned to galleries, either by individuals or foreign governments and the control of access and access to the location.

The list is long and with the price-tag of 'loss' being high, it goes without saying that the management of critical events and incidents should be high on the board room agenda.

Martyn's Law - To compound the need for effective security measures, the Terrorism (Protection of Premises) Bill has just moved a step closer to becoming law, with inclusion in the King's Speech (November 2023).

With a fair wind, this will mean that, within the next 12 months, museums and libraries along with other publicly accessible locations will find themselves subject to new security requirements, especially those venues with an occupancy of 800 people or more.

While lots of organisations have reasonably well thought out security measures, few have effective integrated critical event management and mass communication capabilities to manage incidents in a rapid, compliant, and effective manner. A siloed Mass Communication and H&S system is mealy not enough as this can lead to a fractured process and delays in resolution. Integrated incident and communications are essential to deal with not only evacuation, lockdown and invacuation procedures, but also escalations, police coordination and two-way communications between teams, leading to a coordinated and efficient emergency response.



Security in museums, archives and libraries is largely concerned with protecting collections and keeping people safe, whether they are works of art, historic books or archives. At the same time, it recognises that security management within the sector is complex and wide ranging. The unique risks facing the museums, archives & libraries add to the complexity and create vulnerabilities that need to be managed effectively.

Let's take a look at some unique risk events the sector faces and how a Critical Event Platform (CEM) will manage them effectively.

A Critical Event Management (CEM) platform is therefore a key part of the 'tech stack', enhancing the venues ability to identify, assess, respond to, and recover from critical events or physical security incidents that may pose a threat to people, assets, operations, or reputation.



1) Protest & vandalism:

What makes a person want to vandalise a cherished artwork? Politics often play a role, as has been the case with the many recent protests led at museums. Protests lead to damage, disturbance, and negative public perception, which in turn can lead to loss of assets, revenue and reputation.

- Climate Activists 'Just Stop Oil' throw tomato Soup on Van Gogh painting in London

A CEM platform manages incidents with pre-determined operating procedures ensuring response is rapid, coordinated, and effective. From a proactive side, events can be linked, case files created, and intelligence shared, helping to understand trends, and be prepared.

2) Unauthorised entries:

Unauthorised entry may involve trespassers, curious individuals, or even staff trying to gain access to restricted areas. The severity of these incidents can vary widely, with the more serious cases, leading to theft, vandalism, or other criminal activities.

A CEM platform will enable an unauthorised access incident to be raised and managed with automated escalations and tasking. To further optimise the response AI technology can filter out false positives and present true incidents to the CEM for action.

3) Employee & Visitor Safety:

Institutions experience lots of human traffic bringing not only the risk of crowd control and unacceptable behaviour, but also external materials which consequently increase the chances of a slip or trip.

As a Publicly Accessible Location, it is incredibly important for the venue to demonstrate a robust security and safety strategy, ranging from the assessment of risk and training of staff to the tools and processes in place to coordinate teams during an incident.

CEM will provide high standards of control and compliance when managing an incident. It will ensure that teams are guided, communication is timely, evidence is captured, and resolution is reached quickly.

4) Fire:

There have been several major fires in Museums throughout history, some of which resulted in significant damage and loss of historical artefacts. After a fire a cultural heritage institution is likely to remain closed for a period of time, significantly effecting revenue, brand and the employment of staff. Given these serious consequences, it is important that control measures are in place to ensure fire safety, to detect fires, and to respond quickly if a fire occurs.

The management of fire, evacuation and invacuation is a mission critical event. A CEM will manage this process with pre-configured emergency operating protocols. Again, audit logging will support any claims.

5) Location Security:

Museums & Libraries frequently hold external events in temporary locations, which can pose unique security challenges. Ensuring the safety of employees and artefacts in unfamiliar places is crucial. Be suspicious, this exhibition will be visited by a criminal or criminals who will consider if the gain is worth the risk of being caught or detained.

Rarity and renown do not always protect objects from theft or attack, for example, the Cézanne painting stolen from the Ashmolean Museum in Oxford, the Constable sketches from a store at the Victoria and Albert Museum and the shotgun attack on the 'Leonardo Cartoon' in the National Gallery.

The CEM enables static and temporary venues to be accommodated within a central platform, enabling pre-risk assessments, incident management, communication, and key operating processes to be aligned to the type of asset, its risk profile and user roles.

6) Transportation:

Artworks become more vulnerable whilst in transit, careful coordination and control is essential. Employers must ensure that those involved in the handling process have the correct training and guidelines available, which are then followed to prevent injury to themselves and the asset.

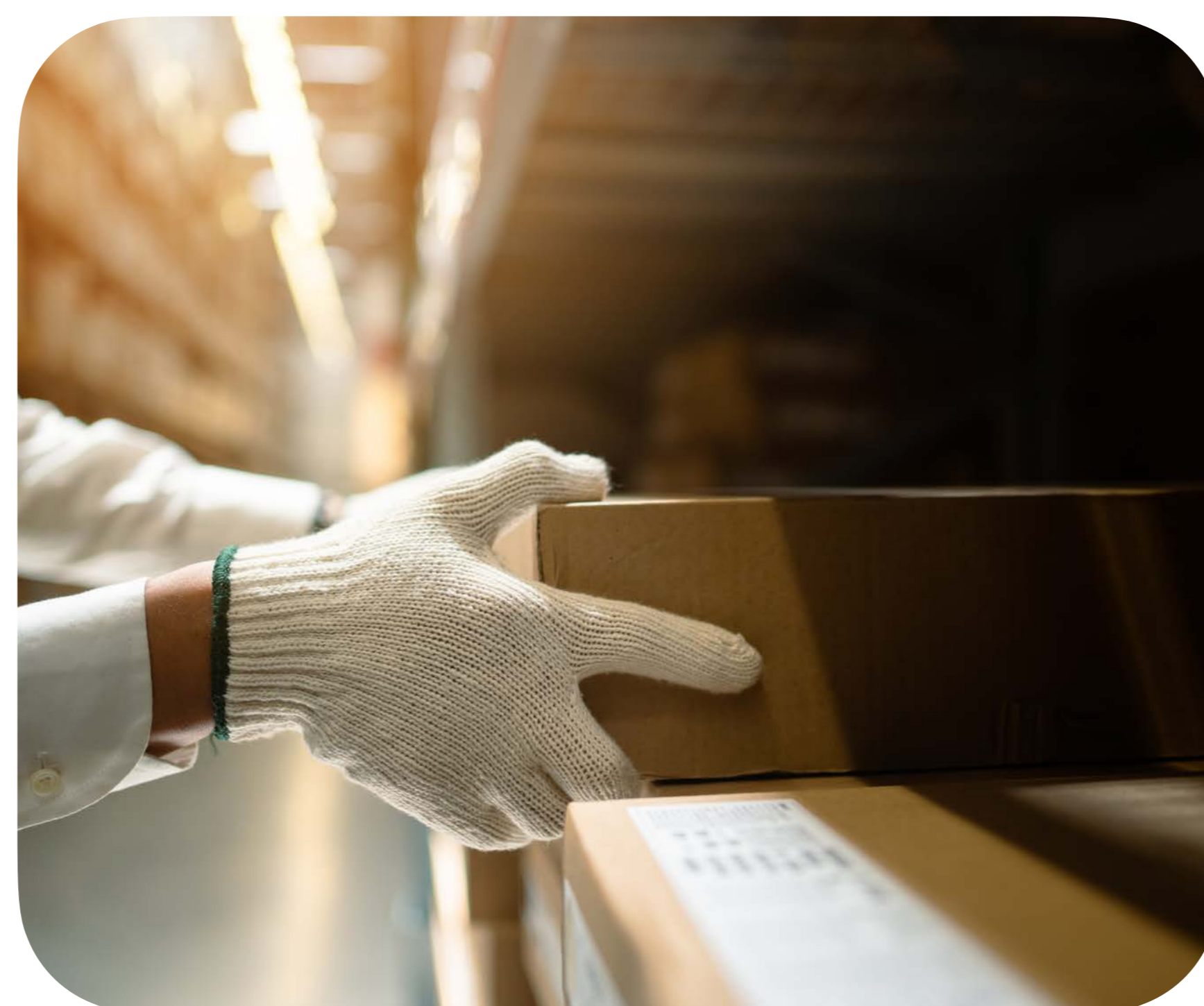
A CEM, with integrated geo-mapping enables staff to be monitored 24/7 anywhere in the world and have direct access to emergency support and response. The CEM system forces operating procedures directly to the employee who is impacted by a high-risk event.

7) Theft:

Theft from museums and galleries is not a new phenomenon, but after several years of falling crime levels at UK institutions, thanks largely to improved security, a recent spate of high-profile burglaries (internal and external offenders) has put the sector on maximum alert.

A key factor linking all these crimes, is the view amongst criminals that these venues are soft targets with high rewards. Organised gangs that would once have set their sights on banks or cash-in-transit vans have turned their attention to less-protected institutions.

The CEM enables the capture of critical evidence which supports the recovery of the stolen items, helps teams to quickly analyse security measures taken to uncover areas of vulnerability and to ensure any trends are understood.



8) Regulation: Government Indemnity Scheme

The scheme is available to borrowing UK museums, galleries, libraries, and other bodies such as the National Trust. Borrowers are required to sign an undertaking agreeing to safeguard and care for the loaned objects in the same way as they do for objects they own. To benefit from the scheme borrowing organisations are subject to a thorough security risk assessment.

A CEM can not only provide the ability to digitally record the signing out of assets, but can also keep a track of asset records and protocol to be followed.

9) Reading Rooms

Public access to reading rooms must be strictly controlled not only in their entry requirements, but their behaviour and actions whilst handling artefacts in the room. Readers must not eat or drink whilst in the room, nor use personal scanners and copying devices on any item from the collection. This reading room must be controlled by Security Personnel, who have strict operating procedures to follow in protecting the heritage and artefacts.

Within a CEM, zones of the building can be defined, high-risk areas geo-fenced and centralised access/banning registers can be made available. Security processes can be tailored to the areas to help guide the actions of security within a customer centric approach.

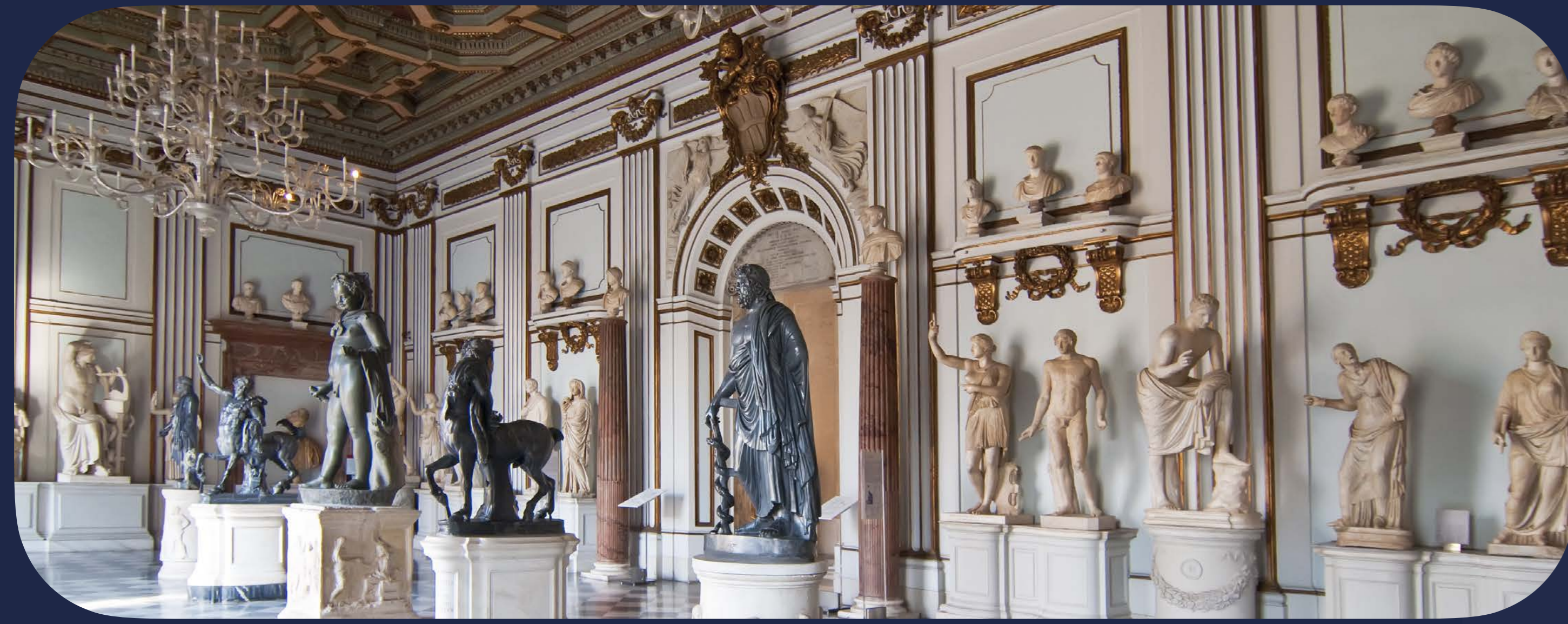
10) Cyber Attacks

Cyber-attacks continue to pose a significant threat, creating technology outages that can affect services online as well as physically at sites. An example is the disruption that the British Library endured in Oct 2023, which saw access to their website and services at its sites in London and Yorkshire.

Cyber, IT and Physical Security incidents can have a linked effect. An integrated approach to resilience in this area ensures that all teams are connected and that incidents are dealt with in a holistic manner. A CEM enables 'all' incidents to be managed and escalated in a consistent manner.

The Auditorium

The benefits that a Critical Event Management Platform delivers.



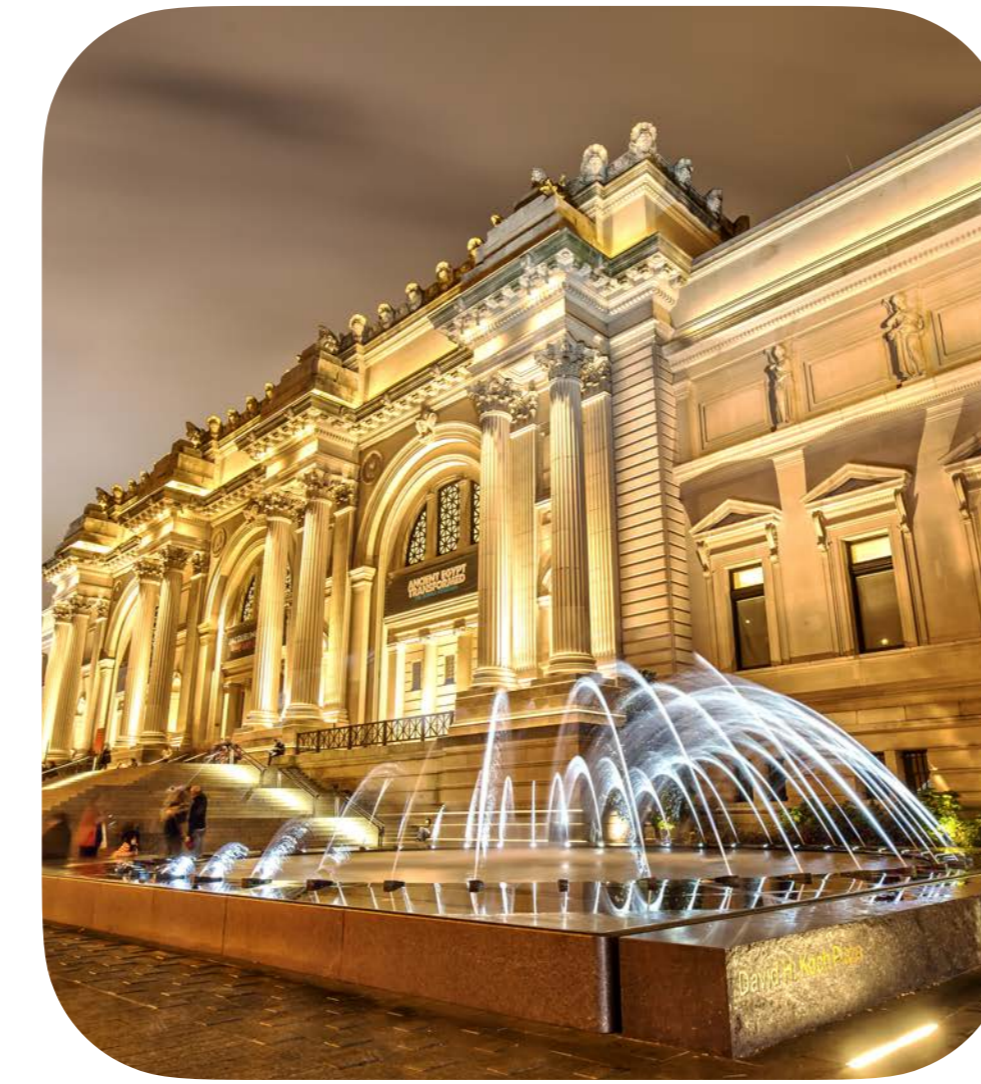
Investment into critical event management delivers tangible return on investment by protecting the organisation from the cost of an incident(s).

Zinc System's CEM platform, "SYNAPSE", supports complex environments to give preparedness and a proactive approach to the management of incidents and critical events - see to the right, just a few of the many benefits that it delivers.



Early Detection & Threat Identification

Allowing security teams to proactively address and mitigate risks, preventing them from escalating into major incidents.



Rapid Response & Decision-Making

Acting as a centralised hub for data collection and analysis, decision-making is more effective, preventing harm and minimising damage.



Improved Communication & Collaboration:

Seamless communication and collaboration ensure that the right people have access to the right information at the right time, enhancing coordination and response effectiveness.

Resource Allocation & Deployment:

Security personnel, emergency responders, and assets can be deployed where they are needed most, optimising the security response.

Enhanced Situational Awareness:

Gaining situational awareness by aggregating data from multiple sources provides security teams with a comprehensive understanding of the evolving situation to make informed decisions against.

Business Continuity and Resilience:

By identifying vulnerabilities and preparing for critical events, the Institution can minimise disruptions to operations and recover more quickly.

Regulatory Compliance: Government Indemnity Scheme

Helping the location to meet these requirements by pre-defining process, documenting incident response procedures and maintaining records.

Continuous Improvement:

Allowing the institution to learn from past events and improve their security protocols and become more resilient over time.

System Integration

A connected eco-system will deliver a unified response to an event, enable the automation of process, and provide data in one place for action and insight.



"Security is paramount in such dynamic environments, and SYNAPSE's capabilities in incident and case management, crisis communication, and organisational resilience are crucial.

We are proud to have such innovative solutions like SYNAPSE fortifying the security infrastructure here to ensure security, resilience and continued success"

Security Director

Zinc Systems - find out more at www.zinc.systems

With risk and technical landscapes both evolving at pace, it's clear to see that the cost of doing nothing or simply not doing enough, is one that can have catastrophic impacts.

Get in touch to learn how Zinc Systems can support your business to achieve high standards of control during critical events and how our Critical Event Management platform 'Synapse' delivers a unified, consistent and seamless process, within a user centric design, tailored to an organisations priorities, process and strategy.

Sophie Malone, Chief Commercial Officer - sophie.malone@zinc.systems

