

BS EN 16648:2015



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# Conservation of cultural heritage — Transport methods

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**National foreword**

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The UK participation in its preparation was entrusted to Technical Committee B/560, Conservation of tangible cultural heritage.

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

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ISBN 978 0 580 83325 0

ICS 55.180.99; 97.195

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This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 August 2015.

**Amendments issued since publication**

Date	Text affected
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EUROPEAN STANDARD

**EN 16648**

NORME EUROPÉENNE

EUROPÄISCHE NORM

August 2015

ICS 55.180.99; 97.195

English Version

**Conservation of cultural heritage - Transport methods**Conservation du patrimoine culturel - Méthodes de  
transport

Erhaltung des kulturellen Erbes - Transportmethoden

This European Standard was approved by CEN on 10 July 2015.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

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## **European foreword**

This document (EN 16648:2015) has been prepared by Technical Committee CEN/TC 346 “Conservation of Cultural Heritage”, the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2016 and conflicting national standards shall be withdrawn at the latest by February 2016.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

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## **Introduction**

Increases in the worldwide mobility of cultural heritage and the emergence of new participants have had significant consequences on packing and transport. In previous years there have been several initiatives to regulate all aspects of collection mobility. Therefore the need to structure and harmonize packing and transport practices and to define responsibilities has become more important than ever.

Transportation of cultural heritage requires an appropriate range of knowledge, skills and competencies of those involved in the process.

This European Standard is the result of a collaboration of a large range of professionals from most European countries. It is intended for all parties involved in the transport of cultural heritage.

This European Standard defines the successive steps of moving objects, using relevant means of transport.

This European Standard lists requirements (the word shall is used) and provides recommendations (the word should is used) for the safe and secure transport of cultural heritage.

## 1 Scope

This European Standard defines principles to be considered when transporting movable cultural heritage in accordance with EN 15946.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15898:2011, *Conservation of cultural property - Main general terms and definitions*

EN 15946:2011, *Conservation of cultural property - Packing principles for transport*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 15898:2011 and EN 15946:2011 and the following apply.

### 3.1

#### **commissioner**

person or organization ordering the shipment of cultural heritage

### 3.2

#### **consignee**

person or organization to whom the shipment of cultural heritage is addressed

[SOURCE: EN 15946:2011, 3.3, modified – The note has been deleted, “cultural property” has been replaced by “cultural heritage”, “to be delivered” has been replaced by “addressed”.]

### 3.3

#### **consignor**

person or organization from whom the shipment of cultural heritage originates

### 3.4

#### **consolidated transport**

transport of packages in any combination of one or several locations to one or several destinations for one or several commissioners/owners/custodians

### 3.5

#### **direct transport**

transport of packages from one location to one other location with no other collections/deliveries during the transport

### 3.6

#### **exclusive transport**

use of a whole transport unit direct from one location to one other location for a single commissioner/owner/custodian

### 3.7

#### **load plan**

document showing the arrangement of packages within a given transport unit

### 3.8

#### **object**

single manifestation of tangible cultural heritage

Note 1 to entry: The term "object" is used in this standard for **cultural heritage**, both immovable and movable. In specific professional contexts, other terms are used, e.g. "artefact", "cultural property", "item", "ensemble", "site", "building", "fabric".

[SOURCE: EN 15898:2011, 3.1.3]

### 3.9

#### **package**

object(s) prepared, packed in accordance with EN 15946 and ready for transport

### 3.10

#### **packing list**

list of the packages in a single consignment attached to the shipping, delivery and receipt notes

[SOURCE: EN 15946:2011, 3.11]

### 3.11

#### **secure area**

mechanically and/or electronically enclosed area protected for safety and/or security purposes

[SOURCE: EN 14383-1:2006, 3.38]

### 3.12

#### **significance**

combination of all the values assigned to an object

[SOURCE: EN 15898:2011, 3.1.6]

### 3.13

#### **transit**

act of passing, or being conveyed through, a location or area

[SOURCE: EN 14943:2005, 3.1155, modified – Only definition 1 (general) has been kept.]

### 3.14

#### **transshipment**

action by which goods are transferred from one means of transport to another during the course of one transport operation

[SOURCE: EN 14943:2005, 3.1154, modified – Only definition 1 (in transport) has been kept.]

## 4 Symbols and abbreviations

CCTV Closed circuit television

CITES Convention on International Trade in Endangered Species of Wild Fauna and Flora

IATA International Air Transport Association

ISPM International Standards For Phytosanitary Measures

ULD Unit load device



## 5 General principles

Several parties can be involved in the organization of the transport of an object among which the following ones have a key role:

- the owner/custodian and/or his representative;
- the consignor;
- the commissioner;
- the transport agent;
- the consignee.

In some cases, a single party can play different roles in the chain of transport.

All parties involved shall comply with national and international law and regulations.

Sustainability should be taken into account when using this standard.

Transport shall only take place following an agreement between the owner/custodian, the commissioner, the transport agent and confirmed in writing.

Many different parties can be involved in arranging and undertaking transportation. The role and the responsibility of each party shall be clarified in advance and each party shall have a clear understanding of each other's role. Responsibility for the object(s) shall be clear at all stages of the transport.

The choice of the transport agent and his subcontractors shall be approved by the owner/custodian. Other involved parties (e.g. insurers) may request involvement in the decision.

The commissioner shall ensure that the transport agent has access to all information and documentation necessary to carry out the requested service.

All parties involved in the transport shall keep each other informed of developments in the operation until completion. Any damage or incident shall be recorded and relevant documents completed. All involved parties shall be immediately informed.

Confidentiality shall be taken into account by all parties at all stages.

Evaluation of the transport may be carried out during and at the very end of the process.

All relevant documents shall be archived according to legal requirements.

## 6 Before transport

### 6.1 Risk assessment

Any transport of an object involves risks. The planning of the transport shall begin with the assessment of these risks, in order to choose the mode of transport appropriate to the particular situation, to take necessary measures to avoid damage to the object(s) and whether to send a courier (see Annex A).

The risk assessment of a transport is based on the characteristics of the object (see EN 15946:2011, 5.1.2 "Risks related to the object") and issues related to moving (see EN 15946:2011, 5.1.3 "Risks related to moving cultural property").

The choice of the mode of transport shall take into account all requirements. This decision should be approved by all parties involved.

The significance of the object(s) shall be taken into account when planning shipments. Separate shipments may be required by the owner/custodian.

Where insurance or indemnity terms specify a limit on the value of a single shipment this shall be adhered to.

## **6.2 Qualifications of the transport agent**

The transport agent shall have the solvency, resources, capacity, knowledge, training, qualifications, technical expertise and management capabilities required for delivering a safe and secure, high quality and specialized transport service for cultural heritage.

The transport agent shall be able to provide a detailed estimate. The more complete the information provided to the transport agent, the more detailed the estimate will be (see Annex B).

## **6.3 Requirements of the owner/custodian**

The transport agent shall meet the terms and conditions applying to the transport which have been agreed between the commissioner and the owner/custodian.

## **6.4 Transport planning and coordination**

Transport planning identifying all steps of the operation as well as orders shall be done as far in advance as possible. Transport planning shall be in accordance with the specifications provided by the commissioner.

Transport planning shall take into account the following:

- a) the routing (e.g. access at collection and delivery points, size of vehicle, load plans);
- b) any insurance/indemnity terms and conditions;
- c) all human and material resources needed at each stage of transport;
- d) transshipment and scheduled stops.

The transport agent should appoint a coordinator with the appropriate experience and provide backup cover as necessary.

The transport agent and the commissioner shall maintain regular communication and keep each other fully informed of relevant issues.

## **6.5 Insurance / indemnity cover**

The commissioner and the owner/custodian shall inform the transport agent the start and end dates of cover and all insurance/indemnity conditions relevant to the shipment. The transport agent shall organize transport within those dates. Insurance/indemnity shall be in place before handling begins.

The insurer has the right to ask for the name of the transport agent and the chosen transport methods.

## **6.6 Drafting of a contract**

A contract shall be formalized between the transport agent and the commissioner in accordance with the transport arrangements. It should be in writing and signed before the beginning of the service.

## **6.7 Content of the transport file and the couriering file**

### **6.7.1 Documents to be compiled by the owner/custodian**

The following documents shall be compiled by the owner/custodian:

- a) the accompanying condition report, created upon departure from the collection location. It shall be checked and annotated at each (un)packing (see EN 15946:2011, 5.3 and Clause 7);
- b) a copy of the owner/custodian's requirements relating to the care of the object during its movement;
- c) provide a list of contact telephone numbers during, and out of office hours for consignor, transport agent and consignee.

### **6.7.2 Documents to be compiled by the transport agent**

The following documents shall be compiled by the transport agent:

- a) the packing list;
- b) customs documents, if necessary;
- c) legal documentation relating to national and international regulations on the circulation of cultural heritage, e.g. CITES, cultural permit, if necessary;
- d) detailed schedule of the movement of the object and any applicable security arrangements.

### **6.7.3 Documents for couriered transport**

The following documents shall be compiled if the object is couriered:

- a) courier instructions;
- b) itinerary;
- c) a copy of the loan agreement if there is one;
- d) contact information of all relevant parties.

A copy of the insurance certificate may be included.

## **7 Transport methods and environment**

### **7.1 Choice of the mode of transport**

The choice of the mode of transport shall depend on the result of the risk assessment and take into consideration:

- a) the type of object, and its condition;
- b) the dimensions and weight of the object;
- c) the number, type, dimensions and weight of packages;
- d) the means of transport between the starting point and the destination;
- e) the options for the intended route;

- f) the time schedule;
- g) the presence of a courier, or not;
- h) all the requirements of the owner/custodian and the commissioner;
- i) the necessary authorizations and permits for intended routes (e.g. road closures).

The nature of the transport (e.g. consolidated, exclusive, direct) shall be understood and agreed by all parties.

## **7.2 Preparation for the transport**

Loading shall be planned in advance.

Before moving the packed object(s) the following arrangements shall be made:

- a) check the packaging and its condition;
- b) clear and prepare the route prior to loading;
- c) ensure that all human resources, handling and lifting equipment are available;
- d) check the load plan, if any.

If required by relevant party, the packaging and/or transport unit shall be sealed.

## **7.3 By road**

### **7.3.1 General principles**

The transport agent shall comply with national and international law and regulations.

The features of the vehicle and the number of staff shall be determined according to the risk assessment, the requirements of the owner/custodian and any insurance/indemnity requirements.

### **7.3.2 Vehicles**

The highest level of protection is offered by a vehicle with the following specifications:

- a) rigid sides and roof;
- b) visible markings not giving any indication that cultural heritage is being carried;
- c) air-ride suspension to protect against vibration and shock;
- d) separate driving cab equipped with at least the same number of seats as people travelling in the vehicle;
- e) insulated and windowless freight compartment;
- f) individual lockable and alarmed cab and cargo doors and truck engine immobilizer;
- g) heating and cooling system in the freight compartment to maintain the required temperature, with a read-out in the cab. The transport agent shall ensure that conditions are monitored for the duration of the transport;
- h) tie-down points, securely fastened, in sufficient numbers, on all sides and floor;

- i) floor with a smooth surface;
- j) interior lighting;
- k) fire protection systems, according to national and international regulations;
- l) hydraulic tail-lift with an appropriate minimum lifting capacity;
- m) at least one mobile phone and facility to recharge it;
- n) GPS tracking system;
- o) a personal attack alarm/GPS/GSM tracker.

In some cases, the nature of the object and the route demands that other types of vehicle may be more appropriate. When using these types of vehicles as many characteristics as required by the risk assessment shall apply.

### 7.3.3 Routing

The route and the schedule of the transport shall be agreed in advance by all parties and several factors shall be taken into account:

- a) most direct and safest route;
- b) the transport agent shall ensure that all required security arrangements are met during the transport.

If the vehicle is stopped by authorities for inspection, any opening of the vehicle shall be in the presence of the driver and/or the courier. The transport agent shall immediately notify the owner/custodian and the commissioner and, if possible, consult them.

At least one person shall stay with the vehicle at all times, unless the vehicle stops in a closed and appropriately secure area.

Overnight or long stops shall be planned and agreed in advance by all parties in accordance with the risk assessment. They shall take place in an appropriately secured building (see Annex C) and/or area.

Overnight or planned long stops in inappropriately secure buildings and/or areas may only take place in exceptional circumstances. If so, at least one driver shall remain with the vehicle at all times. Vehicles shall be parked in a way to prevent unauthorized opening of the doors (e.g. doors against a wall);

- c) temperature inside the vehicle shall be maintained according to the requirements during all stops;
- d) if the route includes a ferry or rail transport, the ability to maintain temperature and security shall be taken into account. Heating and cooling systems should be operational.

### 7.3.4 Vehicle (un)loading

(Un)loading specifications shall be agreed between the owner/custodian or his representative and/or the commissioner and the driver of the vehicle. The driver has the final responsibility for the vehicle load safety.

(Un)loading should be performed in a secure and sheltered area. Opening of doors shall be kept to a minimum.

The vehicle shall remain attended during (un)loading.

The vehicle shall be locked and alarmed immediately after the loading is completed.

Temperature in the freight compartment shall have reached the appropriate level before loading commences.

Stacking of packages one on top of each other shall not occur unless previously agreed with the owner/custodian and commissioner and shall take into consideration the dimensions, weight and nature of the object(s) and the packaging.

Each package and all equipment and materials shall be safely and securely fastened within the vehicle.

The package(s) shall be handled according to instructions.

The collection/delivery notes shall be in accordance with the consignment, and be agreed and signed by the delivering and receiving parties, and any discrepancies noted.

## **7.4 By air**

### **7.4.1 General principles**

Air freight shall travel on direct flights whenever possible using airlines under IATA.

Transport agents shall fulfil the requirements of the "Regulated Agent" according to current national and European regulations.

### **7.4.2 Organization of the transport**

The routing, schedule and choice of airports/airlines shall be agreed in advance by all parties involved.

Weight and dimensions of the packages shall be taken into account.

Delivery and collection should take place as close as possible to the departure or the arrival of the flight with minimal handling.

If there is a courier he/she should travel on the same flight as the shipment.

The transport agent shall deal with the import/export documentation, customs, airline and security formalities, at all stages from delivery at the airport to departure from the airport.

If there is a scheduled stop during transport, the transport agent shall arrange for a local agent to provide supervision and/or airline security for the freight and if necessary courier assistance.

### **7.4.3 Supervision at the airport**

The transport agent shall, where requested and in accordance with local regulations:

- a) supervise handling and securing of the freight at all stages, including (de)palletization, and handling on the tarmac;
- b) arrange for the couriers to enter cargo sheds to oversee (de)palletization and (un)loading vehicles;
- c) ensure that cultural heritage is not loaded on/in ULD(s) with goods which could endanger it;
- d) enforce any requirements regarding stacking;
- e) ensure that the freight is safely fastened (e.g. strapping) on/in the ULD(s) and protected from the elements;
- f) ensure the freight is on board and notify the receiving agent the ULD(s) number and loading position, and the courier;

g) remain at the airport until take off. Then the transport agent shall monitor the progress of the flight.

#### **7.4.4 Hand-carry**

Hand-carry transportation shall be carefully considered with regard to package dimensions and weight, security of the object, airport and airline regulations, and technical characteristics of the aircraft.

Following instructions from the owner/custodian or commissioner the transport agent shall arrange in advance for special security procedures (to avoid opening in public and/or X ray, if possible).

When the risk assessment so requires, the courier with a hand-carry object shall be accompanied by the transport agent or their representative from the collecting point to the aircraft and the transport agent or their representative should remain at the boarding gate until take-off.

The courier shall carry all necessary shipping documents.

### **7.5 By rail**

#### **7.5.1 General principles**

Risk assessment shall be carried out before rail transport is considered. For security and preservation reasons, rail freight is not recommended.

#### **7.5.2 Hand-carry**

Hand-carry transportation shall be carefully considered with regard to package dimensions and weight and security.

For hand-carried object(s), there should be two couriers.

The courier(s) should be accompanied from the collecting point to his/her (their) seat(s) on the train.

Following instructions from the owner/custodian and/or commissioner the transport agent shall arrange in advance for special security procedures (to avoid opening in public and/or X ray, if possible).

The courier shall carry all necessary shipping documents.

### **7.6 By sea**

#### **7.6.1 General principles**

Risk assessment shall be carried out before sea transport. For reasons of security, preservation and/or financial risk of 'general average'<sup>1)</sup> sea freight may not be suitable.

#### **7.6.2 Factors to be taken into account**

Sea freight may be considered for heavy, oversized and non-fragile items.

The following shall be taken into account:

- a) length of the voyage and multiple stops;
- b) rough mechanical handling of containers;

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1) The law of General Average in maritime law requires all parties in a sea voyage (ship owner, cargo and freight owners) to share in proportion to the value of the ship, the freight and the cargo the costs of any salvage expenses incurred if there is a loss.

- c) difficulty to supervise (un)loading;
- d) general security provisions;
- e) type and condition of containers/housing/protection and position on board.

Special consideration shall be given to the different types of vessels and equipment.

Equipment and security regulations may vary considerably for vessels of different carriers.

### **7.6.3 Organization of the transport**

Stacking inside the container shall not occur unless previously agreed with the owner/custodian and commissioner and shall take into consideration the dimensions and nature of the object and the packaging.

Packages shall be secured inside the container. Dunnage used to secure packages inside the container shall comply with ISPM 15 regulation and be marked accordingly.

A representative of the owner/custodian may attend the (un)loading of the packages in the container; also, if possible, the (un)loading of the container.

## **8 Warehouse for objects in transit**

The transport agent shall provide secure warehousing facilities (see Annex C). Where possible, the temperature and relative humidity shall be maintained according to the requirements.

Any temporary storage location shall be identified by physical address prior to the initiation of the transport.

The warehouse company shall be able to provide a facility report on request. The facility report shall remain confidential.

All warehouses shall have a risk management and a contingency plan.



## **Annex A** (informative)

### **Role of the courier**

#### **A.1 Introduction**

A courier is a representative of the owner/custodian who accompanies the object and/or supervises handling during transit and until safe receipt and/or (de)installation. The role of the courier is to ensure the care and safety of the object according to the requirements.

The courier should work in cooperation with the transport agent and with staff at the final consignee.

By mutual agreement, a courier can accompany objects from different owners/custodians.

#### **A.2 When to send a courier**

The decision to send a courier should be based on the outcome of the risk assessment.

As part of the risk assessment, the following should be considered:

- a) the object is fragile or complex to handle or install and may require specialist knowledge;
- b) the object has to be hand-carried;
- c) there is a long or difficult transport with transshipments, overnight stops or using an unfamiliar transport agent;
- d) the final consignee/venue may be unfamiliar to the owner/custodian, or the consignee may lack expertise in handling or (de)installing this object.

Terms and conditions of sending a courier and the role of the courier should be agreed between owner/custodian and final consignee.

Occasionally the commissioner may send a courier with the objects. This courier has the same responsibilities as an owner/custodian's courier. They should have the same experience, training and expertise and be prepared for the transport in the same way. They should also have a good knowledge of the owner/custodian's requirements.

The terms of the insurance or indemnity require a courier.

#### **A.3 Responsibilities of the owner/custodian**

The owner/custodian should ensure that the courier has the necessary experience, training and expertise. If there is a return transport, it is recommended to send the same courier.

The owner/custodian has the responsibility to ensure that any special travel requirements, i.e. visas, immunizations and personal travel insurance, credit card/local currency for emergencies are arranged with the courier.

The owner/custodian should brief the courier on the task and ensure he/she has good knowledge of the condition of the object, its packing and the transport. The owner/custodian should provide the courier with the necessary documentation and provide contact details of all parties (see 6.7.1).

#### **A.4 Responsibilities of the final consignee**

The final consignee should make sure that the courier can fulfill his/her task according to the agreement between the parties.

#### **A.5 Responsibilities of the courier**

The courier should ensure that he/she has the necessary knowledge and skills to carry out the following in accordance with the requirements and agreements:

- a) checking the requirements have been met;
- b) condition reporting;
- c) supervising (un)packing;
- d) supervising handling and (de)installation;
- e) supervising all stages of the transport;
- f) communicating with all relevant parties;
- g) evaluating and reporting;
- h) taking and assuming decisions, in case of emergency.

The courier should keep with him all necessary documentation and should be familiar with the task.

The courier should not leave objects unattended, unless there are legal restrictions or if they are in a secure building (see Annex C) and/or a secure area.

## **Annex B** (informative)

### **Information to be communicated to the transport agent**

#### **B.1 Information communicated to the transport agent to provide an estimate**

The commissioner should give the transport agent, preferably two to four months in advance, all the information necessary to provide the requested services; this would ensure good practice and sustainability:

- a) a list of the objects indicating their nature, weight and dimensions (estimated when not already known), the name of the owner/custodian (if not confidential), the value of the objects and their condition if necessary;
- b) the nature, dimensions and weight of existing packages;
- c) owner/custodian's requirements regarding transport agent, handling, packing, packaging, routes, and courier(s);
- d) dates of collection and delivery;
- e) name and address of the collection and delivery points, and their characteristics;
- f) manpower and handling equipment supplied or not at the places of collection and delivery;
- g) insurance or indemnity requirements, start and end dates of cover;
- h) any other requirements of the commissioner.

#### **B.2 Services from the transport agent**

##### **B.2.1 List of services which can be requested from the transport agent**

The following services can be requested from the transport agent:

- a) (un)packing (see EN 15946:2011);
- b) packing list(s);
- c) organization and planning of the transport - routes, types of vehicles, overnight parking;
- d) reservation for air, sea or rail freight;
- e) collection of the packed objects at the address specified by the commissioner, with appropriate manpower and handling equipment;
- f) in case of consolidated transport, consolidation of the packed objects at a location agreed by the transport agent and the commissioner;
- g) security services;

- h) in the case of transport by air, complying with airfreight security regulations: delivery/collection of the packed objects to/from the airline warehouse, supervision of (de)palletization, and supervision of (un)loading of the packed objects into/from the aircraft, including transit;
- i) preparation of customs, import and export documentation and relevant permits;
- j) delivery and unloading at the final location, with the appropriate manpower and handling equipment;
- k) removal and storage or disposal of the empty packaging;
- l) delivery of the packed objects to a return address, under the requested conditions.

### **B.2.2 List of services which can be requested from the transport agent when objects are couriered**

When the objects are couriered, the following services can be requested:

- a) booking travel tickets, travel insurance;
- b) arrangements for airline warehouse access;
- c) booking accommodation;
- d) arrangement of per diem;
- e) courier(s) assistance.

## **Annex C** (informative)

### **Specifications of a secure building/warehouse for objects in transit**

#### **C.1 Introduction**

A secure building/warehouse may be required for temporary storage of objects in transit on long transports or for transshipments.

#### **C.2 Building construction**

The highest level of protection is offered by a building with the following specifications:

- a) constructed of substantial materials that resist unlawful entry;
- b) fire resistant or non-combustible rated buildings in accordance with local fire/buildings codes;
- c) constructed in accordance with local seismic codes;
- d) mitigation of flooding risk;
- e) no water carrying pipes through storage areas;
- f) temperature and relative humidity control;
- g) plug in device to maintain the heating and cooling system of the vehicle.

#### **C.3 Security**

The highest level of protection is offered by the following security specifications:

- a) secure perimeter with bright security lighting;
- b) all exterior doors in metal frames with tamper resistant hinges;
- c) rolling shutter, metal grate or some other physical means on any glass door;
- d) burglar-resistant glass windows;
- e) security locks on the windows and doors or other devices to prevent entry;
- f) strong room;
- g) CCTV System recording kept according to local regulations;
- h) certified alarm system (motion control, glass breakage control, etc.) with permanent link to manned police/security company;
- i) 24 h / 7 d manned security;
- j) secure access and (un)loading area.

#### **C.4 Fire detection and suppression systems**

The highest level of protection is offered by the following fire detection and suppression specifications:

- a) automatic fire detection system (heat and/or smoke) permanently linked with the fire station;
- b) staff trained in the fire emergency procedure plan;
- c) adequate hydrants and water supply;
- d) adequate fire extinguishers/other adequate fire suppression systems.

#### **C.5 Access control**

The highest level of protection is offered by the following access control specifications:

- a) strict key control (up to date inventory);
- b) access to storage for designated staff only;
- c) visitor access granted only when designated facility staff present;
- d) recording of all access.

#### **C.6 Inventory / Handling / Storage**

The highest level of protection is offered by the following inventory, handling and storage specifications:

- a) trained, specialized staff;
- b) control and documentation of any object movement;
- c) written handling policy;
- d) appropriate handling equipment;
- e) no direct storage of objects on floor.

#### **C.7 Emergency and contingency plan**

The highest level of protection is offered by the following emergency and contingency plan specifications:

- a) written emergency and contingency plan which identifies risks, controls and emergency procedures for every foreseeable risk of loss or damage (e.g. loss, theft, fire, flood, vandalism, accidental damage, fraud, hazardous substances);
- b) contingency plan including procedures for recovering electronic information and re-establishing IT systems.

#### **C.8 General policies**

The highest level of protection is offered by the following general policies:

- a) no smoking;
- b) no food or liquid;
- c) no external equipment and/or electrical devices without permission;
- d) integrated pest management (IPM).

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