

# MAJOR ACCIDENT SAFETY INSTRUCTION CARD

Calor Gas Canvey Terminal, Thames Road, Canvey Island, SS8 0HR

## 1. WARNING OF DANGER



Sounded by continuous siren.

**Do not panic – follow these instructions.**

## 2. GO INDOORS

- Remain indoors and await further instructions from the Emergency Services.
- Close windows and doors.
- Do not use vehicles.

## 3. MAKE THE PLACE SAFER



- Switch off electrical and gas appliances.
- Block incoming draughts and ventilation.
- Turn off vehicle engines.
- Do not light matches or other ignition sources.
- Stay clear of windows and doors once closed.

## 4. FURTHER INFORMATION



- Follow instructions from the Emergency Services.
  - Phone lines should be used for contacting the emergency services only.
  - Listen to local radio or 'Text Alert' for further information.
- **BBC Essex 95.3 FM**
  - **Heart Essex 96.3 FM**

## 5. ALL CLEAR

Wait until the emergency services advise that it is safe.

## **How to subscribe to the Calor Canvey COMM SURE Voice Bank Service**

**Local Rate number - 01268 209815**

**Free-phone number - 0800 15 22 681 (will be charged from mobile phones)**

**The instructions for registering and unsubscribing are as follows:-**

Dial either **01268 209815** or **0800 15 22 681** from your mobile phone or SMS-enabled land line to register with the service.

You will be greeted with the following message:

***Welcome to the Calor Gas Canvey information service, please stand by for incident updates or press star (\*) for message subscription services.***

Press star (\*) on your phone keypad; this will transfer you into the message subscription feature. You will then hear the following message:

***Please enter the number to subscribe or un-subscribe; end by pressing the star (\*) key.***

Enter the mobile phone number or land line number which is SMS compatible, you wish to register followed by the star (\*) key.

Another message will be played:

***You entered 07 \* \* \* \* \* \* \* \* (for example) - press 1 to confirm or 2 to re-enter the number***

Once the number is confirmed you will hear another prompt telling you that the number is **"subscribed"** for the alert service.

Once you have subscribed you will receive a SMS message whenever a new message is recorded onto the system. Should you receive a text message from the Calor alert service you will be instructed to dial the information hotline number to listen to Incident Information and how that may affect you plus what actions you should take. It will also advise you of actions you should take to ensure your safety. The system also has the facility to keep you informed should the Incident persist, and will text you to let you know when a new voice message about the incident has been posted to the Information Hotline, including notification when the all clear is given.

**NB If you wish to no longer receive SMS message updates, you can unsubscribe by following the same instructions.**