

Safety information and instructions for residents and businesses



Thames Water's Hampton water treatment works has a large quantity of hazardous substances on site and the nature of the work carried out there means it is regulated through the Control of Major Accident Hazard Regulations (1999), COMAH.

Working with the emergency services and local authority, we will respond quickly and efficiently should an incident involving hazardous substances occur at Hampton water treatment works.

You will be notified by the emergency services or siren. Please read this leaflet carefully and follow the instructions given in the unlikely event of an emergency.

Please also make sure all occupants of your household understand these instructions and keep the information in a safe place. If you are a business, please make sure this is prominently displayed on your premises.

Further information

If you would like copies of this information in another language or large print, or you would like more copies or information, please contact one of the following:

Customer Service

**Thames Water
Utilities Ltd**

PO Box 286

Swindon

SN38 2RA

Tel : 0845 9200 800

London Borough of Richmond upon Thames

Emergency Planning

The Civic Centre

Langhorn Drive

Twickenham

TW2 7SG

LFEPA

Emergency Planning

London Fire Brigade

Operations Centre

Jubilee Way

London

SW19 3XD

Surrey County Council

Emergency Planning

County Hall

Kingston-upon-Thames

Surrey

KT1 2DN

What to do in the event of an emergency at Hampton water treatment works

If you hear the siren (tested at 9am every Tuesday) or receive notification from the emergency services, please follow these simple instructions:

- Go immediately indoors.
- Close all doors and windows. Turn off any ventilation system, air conditioning units or heating systems that draw air from the outside.
- Where possible, go to an upper floor of the building.
- Tune into Capital Radio on 95.8 FM, 1548 MW or your local TV station for information.
- If you need to evacuate, the emergency services will tell you where to go.
- Please co-operate fully with the instructions and advice of the emergency services.
- Remain indoors until you receive instructions from the emergency services that it's safe to open doors and windows and to go outside, or you hear the 'all-clear' siren (which is three short bursts).