

Nelson Marina

Initial

Emergency

Response

Questions to ask / Points to establish

Date & time

**What is the nature of
the emergency?**

**What is the location
of the emergency?**

(Pier / Address / Landmark)

If unknown, ask what they can see

Contact Name

Contact Number

**Action taken so far
(if any)**



Phone Numbers



Physical
Addresses



Map



Fire (Building)



Fire (Vessel)



Gas Leak



Emergency at
Sea



Sinking Vessel



Listing vessel



Man Overboard



Extreme
Weather (Wind)



Extreme
Weather (Flood)



Earthquake



Tsunami
(Imminent)



Tsunami
(warning)



Chemical
Exposure



Oil / Chemical
Spill



Biosecurity



Waterway
Contamination



Bomb Threat



Suspicious
Package

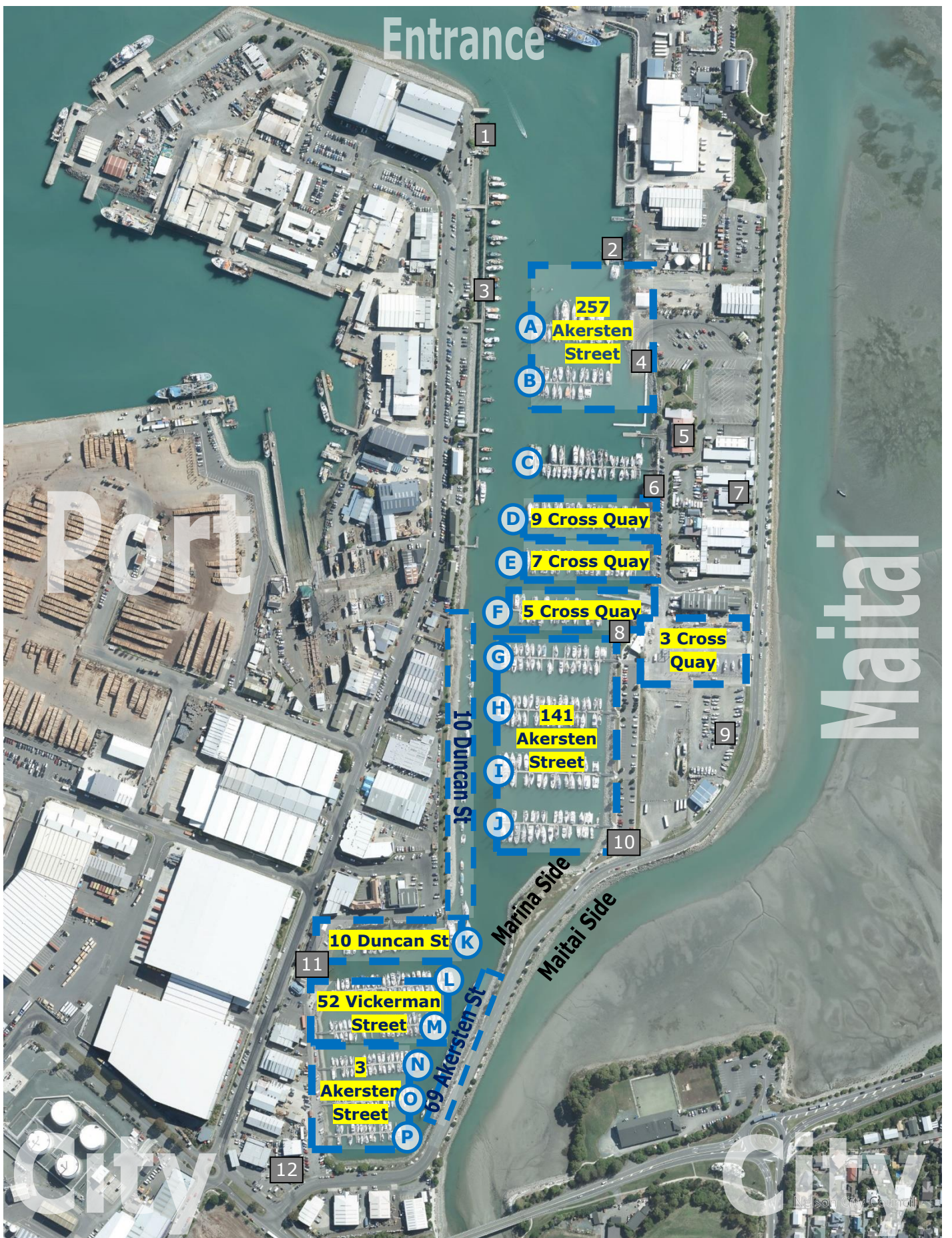
Phone Numbers

Marina Office	03 546 7768
Marina Manager – Nigel	022 011 6477
Operations Manager – Blair	022 014 4608
Harbourmaster	0800 – NNHARBOUR 0800 664 272
Coastguard	111 (Police)
Dive Services NZ	021 407 740
National Poisons Centre	0800 764 766
Nelson City Council – Oil Spills	0800 NO POLLUTE 0800 66 765 5883
Nelson City Council	03 546 0200
Other useful Contacts	
Tasman Bay Cruising Club	03 546 8251

Physical Addresses of Marina Locations

(to provide to emergency services)

Marina Office	3 Cross Quay
A & B	257 Akersten Street
C	13 Cross Quay
D	9 Cross Quay
E	7 Cross Quay
F	5 Cross Quay
G	141 Akersten Street
H	141 Akersten Street
I	141 Akersten Street
J	141 Akersten Street
K	10 Duncan Street
L	52 Vickerman St
M	52 Vickerman St
N	3 Akersten Street
O	3 Akersten Street
P	3 Akersten Street
Pile Moorings (Akersten St)	69 Akersten Street
Pile Moorings (Vickerman St)	10 Duncan Street
Hardstand Area	3 Cross Quay / 186 Akersten
Trailer Park Area	180 Akersten Street



- | | | | |
|-----------------------------|-------------------------------------|--------------------------------------|-----------------------------------|
| 1 NPD Fuel Wharf | 4 Boat Ramp | 7 NIWA | 10 Ruby's Café |
| 2 Talley's Fuel Dock | 5 Iron Duke /
Rowing club | 8 Kiosk /
Red Roofed Tower | 11 Anchor Bar &
Grill |
| 3 Fisherman's Wharf | 6 TBCC / Big Red
Shed | 9 Trailer Park | 12 Big Blue Dive &
Fish |



Fire In Building



Preservation of life is number 1

Phone Fire and Emergency 111

- State exact location and details of building:
 - Your name and position at Nelson Marina.
 - Building name and street address. (see map)
 - Building owner / tenant if known.

Notify Marina Manager who will:

- Stand outside marina office & sound a continuous blast of air horn.
- Despatch wardens to public areas and assist Fire Authority.
- Despatch wardens to local businesses to advise of fire risk.
- Evacuate to assembly areas in a calm manner.
- Account for all personnel checking against sign-in registers.
- Notify Harbourmaster.

Assess the situation, if safe and able to do so:

- If any injuries, commence first aid.
- Attempt to extinguish the fire.
- Make area safe by shutting down / isolating equipment.
- Isolate any fuel / gas supply valves.
- Switch off electrical supply at main switch board.
- Establish fire water run-off containment / run-off path filters that minimise discharge to marina / haven waters.



Fire on Vessel



Preservation of life is number 1

Phone Fire and Emergency 111

- State exact location and details of building:
 - Your name and position at Nelson Marina.
 - Vessel name and location, Pier and Berth.
 - Address of Gangway (see map).

Notify Marina Manager who will:

- Stand at top of pontoon and sound a continuous blast of air horn.
- Despatch wardens to public areas and assist Fire Authority.
- Send text message to Live Aboard Group and instruct Fire and Emergency NZ (FENZ) on arrival to check all vessels berthed at the pontoon for people on board.
- Despatch wardens to local businesses to advise of fire risk.
- Evacuate affected pontoon to the relevant assembly area
- Notify Harbourmaster

Assess the situation, if safe and able to do so:

- If any injuries, commence first aid.
- Attempt to extinguish the fire.
- Make area safe by shutting down / isolating equipment.
- Isolate any fuel / gas supply valves.
- Secure the vessel.
- Remove / relocate surrounding vessels
- Bring a spill kit to the scene and deploy if necessary to contain fire contamination of marina waters.
- Close off affected pontoons with danger tape available at Marina Office.



Gas Leak



There are currently no reticulated gas services within the Marina Area.

However bottled gas is used for hot-water heating for ablution blocks.

For any suspected gas leak on shore or vessel:

Phone Fire and Emergency 111

- State exact location and details of building:
 - Your name and position at Nelson Marina
 - Building name and street address (see map)
 - Vessel name and location if applicable

Assess the situation, and if required:

- Despatch wardens to public areas and assist Fire Authority
- Despatch wardens to local businesses to advise of possible risk.
- Evacuate affected pontoon / building to relevant assembly area.



Emergency at Sea



**Advise NZ Maritime Radio on
VHF CH 16
or call 111**

Police will contact NZ Coastguard as needed.

**Monitor situation until emergency
is over.**



Sinking Vessel



Notify Marina Manager who will contact:

- Harbourmaster.
- Port Nelson Gatehouse (if at Fisherman's Wharf).
- Council's Nominated Officer.
- Vessel owner.
- Environmental Inspections Ltd (where pollution is evident / imminent).
- Adjacent berth-holders.
- Police (where necessary).

Vessel Owner Actions:

- Provide insurance details.
- Take an immediate response to prevent / minimise pollution and / or navigation hazard.
- Recovery/prevention of sinking plan to be agreed.

Where Vessel Owner is Unable to be Contacted:

Commence photographic record & assess the situation:

if safe and able to do so:

- Ascertain, if possible, the cause of the leak and attempt to stop the leak. Ensure life jackets are worn before boarding vessel.
- Check bilges, if oily; collect bilge mat from spill kit and insert in bilges. Deploy oil isolation booms if there is risk of spill and call Environmental Inspections.
- Undertake pumping out if feasible.
- Assess for safe transfer to haul-out facility.
- If Sunk - Contact contractor (g Diving Services NZ) and arrange to for Haul Out.
- Install vessel on hardstand area and record all relevant details including time/date.



Listing Vessel



On occasions vessels may be taking in water but not in imminent danger of sinking. In such situations there may be no need to arrange removal.

Assess for possible Indication and Cause:

- Continual flow from bilge pump: ensure this is not just water flowing from the cooling system.
- Listing below waterline over a prolonged period: possible cause could be a flat battery not powering up bilge pumps.
- Appearance of excess water in cockpit: drainage ports may be blocked.

If the vessel is not in immediate danger of sinking:

- Contact vessel owner informing them of observations and ask whether (a) they have been on the vessel recently and (b) are the observations noted unusual.
- Advise the vessel owner that maintenance of the vessel is their responsibility and that they are required to rectify the faults urgently if there is a risk of sinking, or to a timeframe agreed with the Marina Manager in less urgent cases.
- Record details including interactions with the owner.

Hazard Risks, check for:

- Navigation Hazard – Vessel could create a significant risk for marina users. Larger vessels may damage surrounding structures.
- Pollution Risk- Significant possibility that the marine environment may be adversely affected by pollutants. Deploy oil isolation booms if there is risk of spill and call Environmental Inspections.
- Fire/electrocution - Vessels that are taking on water may cause short circuits and/or pose the risk of electrocution or short circuiting.

Man Overboard



In Marina



Preservation of life is number 1

Establish whether conscious and their ability to swim

If the person is unable to swim:

- **Only enter water if you are a competent swimmer.**
- Assist by using lifebuoy or rope.
- Direct person to a vessel that is fitted with a transom boarding ladder or location with easy egress.
- Apply resuscitation if necessary.
- Call ambulance if necessary.

If person is able to swim:

- **Only enter water if you are a competent swimmer.**
- Assist them in getting out of the water.
- Assist by using lifebuoy or rope.
- Direct person to a vessel that is fitted with a transom boarding ladder or location with easy egress.
- Utilise the Marina Vessel if necessary.
- Apply resuscitation if necessary.
- Call ambulance if necessary.



Extreme Weather



Severe Gale Force Wind

Preservation of life is number 1

On notification of severe weather warning, the Marina Manager will:

- Make an assessment from Civil Defence warnings regarding extreme weather as to what actions to implement.
- Advise berth holders of severe weather warning via text or email message to advise of severe weather warning, and to check mooring lines, loose items, unsecured hatches, unfurled sails etc.
- Fix notices to areas of assembly (for example office building, ablution blocks) if time allows for this to be completed safely.
- If practicable before arrival of storm, secure any large / loose objects and remove any items which may become deadly or damaging missiles.
- Check pontoons for insecure moorings, unbattened hatches, already listing vessels, and advise owners to batten down hatches, unblock deck drainage holes, if time allows for this to be completed safely.
- Check hardstand and boat storage areas for adequacy of stands / props and blocking to determine if additional support necessary.

Hazard Risks, check for:

- Inundation - The major risk during heavy rain is inundation of vessels leading to sinking and consequently navigational hazards.
- Stay away from windows, shelter indoors, and stay inside unless ordered to evacuate.
- Other issues include the possibility of localised areas of flooding.



Extreme Weather



Flooding

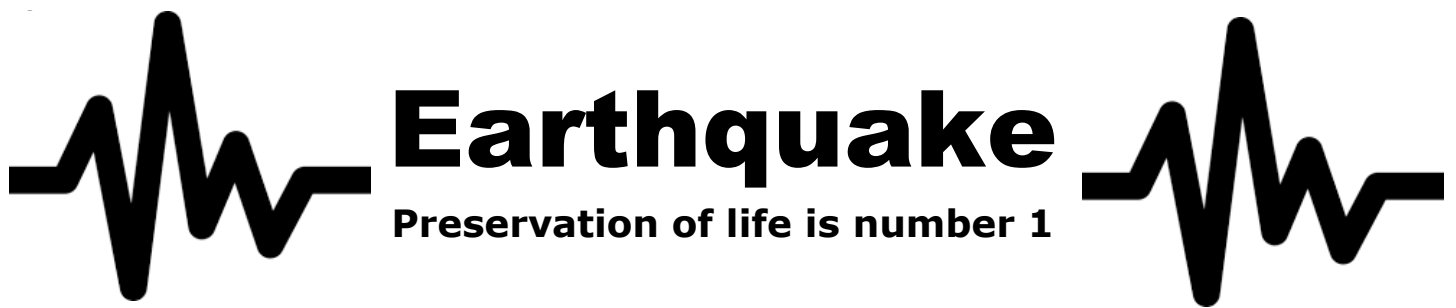
On notification of severe weather warning, the Marina Manager will:

- Make an assessment from Civil Defence warnings regarding extreme weather as to what actions to implement.
- Advise berth holders of flood warning via text message or email
- Advise live-aboard berth holders possible need to evacuate vessel.
- Check pontoons for insecure moorings, unbattened hatches, already listing vessels, and advise owners to batten down hatches, unblock deck drainage holes, if time allows for this to be completed safely.
- Check hardstand and boat storage areas for adequacy of stands / props and blocking to determine if additional support necessary.
- Fix notices to areas of assembly (for example office building, ablution blocks) if time allows for this to be completed safely.
- Where possible, raise items in buildings above floor level.
- Secure any large / loose buoyant objects.
- Remove any items which would contaminate flood waters.
- Undertake inspection of stormwater outlets and unblock/clean.
- Assess for isolations of services; (Gas, water, fuel, power etc)
- Record details of inspections and actions taken
- Prepare to secure the site and evacuate Marina to higher ground
- Stop sightseers and media from entering the area.

Do not enter floodwaters alone or unsecured

Hazard Risks, check for:

- Inundation - The major risk during heavy rain is inundation of vessels leading to sinking and consequently navigational hazards.
- Stay away from windows, shelter indoors, and stay inside unless ordered to evacuate.



Drop-Cover-Hold until the shaking stops.

If its long or strong get gone

Major Earthquake Shelter

- **Indoors** - Shelter under doorways or desks, and away from glass panes.
- **Outside** – stay clear / exit areas of vessels on the hard, buildings and electrical wires.

Evacuate to assembly area after tremors have subsided.

When earthquake stops, Marina Manager to:

- Account for all marina staff.
- Advise all to expect aftershocks.
- Delegate wardens to;
 - Evacuate hardstand and boat storage areas
 - Check for boat occupants and visitors.
- Call emergency services as necessary
- If it is safe and practicable to do so.
 - Check for signs of fire, hazardous material spill, major structural damage and / or to electrical connections.
 - Shut off fuel / gas valves.
 - Isolate electrical supplies to pontoons and buildings.
 - Secure the marina area.
- Await instruction from Civil Defence and Police.



Tsunami

(Imminent)



Preservation of life is number 1

If its long or strong get gone

Warning Signs:

- **Strong earthquake that makes it hard to stand up.**
- **Rolling earthquake that lasts more than a minute.**
- **Sudden rise or fall in sea level.**
- **You hear loud and unusual noises from the sea.**

Move to higher ground immediately

(at least 35 metres above sea level)

**There may be more than one wave, and it may
not be safe for up to 24 hours**

**The waves that follow the first one may also
be bigger**



Tsunami (Warning)



Preservation of life is number 1



Nelson Marina is in the Tsunami Evacuation Red Zone; indicating potential inundation by tsunami waves up to 1m in height

Orange and Yellow evacuation zones are for 1 – 3m, and greater than 3m waves respectively.

- **Distant tsunami** are likely to have more than three hours' warning time.
- **Regional tsunami** will be between one and three hours' travel time from New Zealand.
- **Local tsunami** are generated very close to New Zealand and may arrive with only a few minutes' warning – potentially ahead of any official warning. (see **Tsunami Warning - Imminent**)

On notification of Tsunami Warning the Marina Manager will:

- Evacuate all staff, boat owners and public from the Marina area and direct them to high ground on the surrounding hills.
- Advise live-aboard berth-holders of the tsunami warning via text message to evacuate the Marina and get to nearest high ground or as far inland as possible.
- Close and secure marina office and hardstand areas
- Marina Manager to take mobile VHF radio & monitor VHF Channels 12 and 16.

Distant Tsunami Response (with greater than 3 hours warning)

In addition to above, where time is available, and it is safe to do so;

- Shut off / isolate fuel and gas supplies.
- Turn off / isolate power supply switch boards serving marina pontoons, office and hardstand areas.
- Place Tsunami Warning / Marina Closed signs at marina entries and boat ramps.



Chemical Exposure



The effects of chemical exposure on the individuals involved, and first responders, can be serious with life-lasting consequences.

Call Emergency Services on 111

Liquids and Powders

- Refer to Material Safety Data Sheet if substance is known.
- Deploy PPE as applicable, e.g. chemical resistant gloves and footwear, goggles, etc.
- Remove patient from scene if safe to do so. Avoid contact with chemical.
- For acids and alkaline wash with copious amounts of water.
- For swallowed fluids – do not induce vomiting but seek medical attention immediately.
- New Zealand National Poisons Centre - 0800 764 766.

Gases and Fuels

- Extinguish any open flames, e.g., Pilot flames, gas torches, etc.
- Isolate by turning off any valves and electrical supply switches if safe to do so
- Ventilate area immediately and keep exposure to a minimum.
- Wear goggles and respirator. Stored in Yard Workshop.
- Remove patient from scene if safe to do so; do not enter confined / enclosed space.
- Notify / evacuate down-wind properties as may be appropriate.

Any chemicals, paints, solvents etc in quantities exceeding 2 litres or 2 kg's require the consent of the Marina Manager. Lodgement of a hard-copy MSDS (Material Safety Data Sheet) with the Marina Office is required.



Chemical / Oil / Fuel Spill

All efforts must be made to prevent the spillage from leaving the marina area and flowing out into the haven, or being discharged to the trade waste sewer.

Should there be a spill:

Notify Marina Manager, who will arrange to contact:

- Harbourmaster.
- Vessel Owner.
- Environmental Inspections Ltd (where pollution is evident / imminent).
- Adjacent Berth-holders.
- Fire and Emergency NZ (where necessary)
 - State exact location and detail of chemical spill including:
 - Name of chemical spilt and any damage, concerns, remedial suggestions.
 - Pontoon name and berth number
 - Vessel name and owner

Marina Manager will assess the situation and if safe, practicable, and able to do so:

- Uplift MSDS from the Marina Office.
- Stop / isolate further spillage.
- If the spillage is within a vessel at the marina moorings, and may reach the bilges, the bilge pump must be disconnected / isolated from automatic power.
- If the spillage is onshore, then shut / isolate the emergency trade waste discharge valve to contain any run-off on site for safe tankered removal and recovery / disposal.
- If spill is petrol or similar explosive material, clear area of any unnecessary people, and delegate emergency tasks to staff to control the area and / or attend to the spill if safe to do so.
- Decide whether to either handle the spill with on-site equipment and / or get Fire and Emergency NZ and / or Environmental Inspections to attend the incident.
- Arrange for any PPE necessary to be issued accordingly.
- Attempt to contain by using absorbent boom / bunding and pads from spill kit.
- In case of HEAVY SPILLS, contact Environmental Inspections.
- The level of monitoring necessary until the situation is resolved.

Any chemicals, paints, solvents etc in quantities exceeding 2 litres or 2 kg's require the consent of the Marina Manager. Lodgement of a hard-copy MSDS (Material Safety Data Sheet) with the Marina Office is required.



Biosecurity



To protect our economy, environment, cultural and social values, (including human health) it is important that we manage the exclusion and eradication of unwanted pests and diseases foreign to our shores. In the Marina's context these unwanted pests and diseases can arrive on vessels entering our waters from offshore, and marine pests hitchhiking in hull biofouling to transfer to our waters and other vessels.

For first port of call visitors to the Marina, this necessitates getting Ministry of Primary Industries clearance on arrival, and potentially having to have the vessel removed from the water and the hull high pressure cleaned to remove all fouling for safe disposal.

Further to this, because these seawater-borne pests and diseases can also be spread within the Haven from other vessels, it is also important that local vessels maintain clean hulls. Regular cleaning is required to achieve this and minimise the risk of spreading them throughout our region and nations waters.

To this end, Marina staff maintain a watchful eye on the state of vessel hulls, work with the Ministry of Primary Industries, and can / will issue a repair notice to have the vessel removed from the water and the hull cleaned.



Waterway Contamination (Stormwater)



Contamination of the natural waterways of the Marina or Maitai River poses potential risk to other waterway users, environmental / ecological damage to the Nelson Haven habitat, and potential corrosive damage to vessels. Some contamination events can have long-lasting effects, and maybe irreversible consequences.

Advise the Marina Manager and they will:

- Isolate / minimise the discharge by closing valves / plugging discharge pipes or blocking flow from entering sump/s where safe to do so.
- Investigate / assess potential source of contamination and stem continued flow.
- Deploy spill containment boom.

Contact the following:

- Harbourmaster.
- Regional Council.
- Council's Nominated Officer.
- Environmental Inspections Ltd (where pollution is evident).
- Fire and Emergency NZ (where necessary).

Facilitate relevant CLEAN-UP PLAN and strategy to make good.



Sewer Contamination

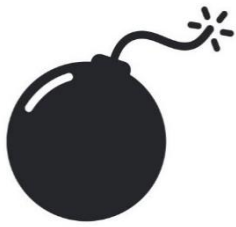


Contamination of the sewer with untreated, large volume, or extended discharge of contaminated waste flow can destroy treatment processes at the receiving wastewater treatment plant. This in turn can lead to failure of treatment processes, extensive odour issues, contaminated discharge from the treatment plant, and environmental damage.

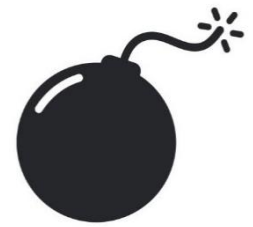
Advise the Marina Manager and they will:

- Isolate marina site discharge to minimise extent of further contamination.
- Assess the source / cause of discharge and stem further inflow to site water treatment tanks.
- Contact the NCC Trade Waste Officer.
- Advise Council's Nominated Officer.
- Arrange for site water treatment tanks to be pumped out to tankers for safe disposal.

Facilitate relevant CLEAN-UP PLAN and strategy to make good.



Bomb Threat



All bomb threats are to be taken seriously, no matter how harmless or hoax it may seem.

The Police should be called AFTER the area has been evacuated as use of radios, pagers, or cell phones could trigger the explosive device.

Do not delete email if this is the form of advice.

Initial Response to Voice Call: (see reverse)

- Remain Calm, DO NOT HANG UP (even if the caller does), and obtain as much information as possible from the caller using the form provided below to assist Police. Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
- If possible, signal or pass a note to someone else to leave your immediate location and call Police on 111. If possible, this should happen simultaneously while the original call taker is obtaining information from the caller.

When talking to police:

State exact location and details including:

- Building name and street address (see map)
- Street address + pontoon + berth number + vessel (if known / applicable)
- Vessel / Building owner (if known / applicable)

Notify Marina Manager who will;

- Stand outside marina office & sound a continuous blast of air horn.
- Despatch wardens to public areas and assist Authorities.
- Despatch wardens to local businesses to advise of risk.
- Evacuate to assembly areas in a calm manner.
- Account for all personnel checking against sign-in registers.
- Notify Port Nelson Gatehouse

Assess the situation, if safe and able to do so:

- Do quick visual inspection of your area. If any suspicious object is identified / seen, **DO NOT touch or move it.**
- Send text message / email to Live Aboard Group to evacuate and advise Police on arrival if this has not been possible.
- Cordon off the area with hazard Tape available from Marina office.



New Zealand
POLICE
Nga Pirihimana O Aotearoa

Place this card under your telephone

BOMB THREAT CHECK LIST QUESTIONS TO ASK:

1. When is the Bomb going to explode?

2. Where is the Bomb?

3. What does the Bomb look like?

4. What kind of Bomb is it?

5. What will make the Bomb explode?

6. What is the Explosive Type and Quantity?

7. Why did you place the Bomb?

8. What is your name?

9. Where are you?

10. What is your address:

EXACT WORDING OF THREAT:

.....

ACTION

Report call immediately to: _____
 Phone Number: _____
 Trace 111 _____
 Police Advised: _____
 Date/Time: _____
 Members name: _____

CALLER'S VOICE

Accent (specify): _____
 Any impediment (specify): _____
 Voice (loud, soft, etc): _____
 Speech (fast, slow, etc): _____
 Diction (clear, muffled): _____
 Manner (calm, emotional, etc): _____
 Did you recognize the voice? _____
 If so, who do you think it was? _____
 Was the caller familiar with the area? _____

THREAT LANGUAGE

Well spoken: _____
 Incoherent: _____
 Irrational: _____
 Taped: _____
 Message read by caller: _____
 Abusive: _____
 Other: _____

BACKGROUND NOISES

Street noises: _____
 House noises: _____
 Aircraft: _____
 Voices: _____ Standard Call: _____
 Music: _____ 111/Cellular: _____
 Machinery: _____ STD: _____
 Vehicle (Cellular): _____
 Other: _____

OTHER

Sex of caller: _____
 Estimated age: _____

CALL TAKEN

Date: ____/____/____ Time: _____
 Duration of call: _____
 Number called: _____

RECIPIENT

Name (print): _____
 Telephone number: _____
 Signature: _____

Unattended Item



Suspicious Mail / Package



If you see / receive something that is suspicious, out of place, or doesn't look right, say something. A suspicious item is any item (e.g., bag, package, vehicle, etc.) that is reasonably believed to contain explosives, an improvised explosive device (IED), or other hazardous material.

How to decide if an unopened letter or package is suspicious (see reverse)

The checklist on the reverse helps you identify whether a letter or package should be treated as suspicious. The addressee should be contacted to see if the letter or package is expected.

A letter or package can be regarded as suspicious when it is:

- Obviously not promotional/marketing mail
- The addressee has examined it, and at least three suspicious features (see reverse) have been identified.
- If there is a Ticking Sound, then it should automatically be regarded as suspicious.
- Noticeable / unexpected odour.
- Shows a postmark inconsistent with return address.

DO NOT touch, tamper with, or move the package, bag, or item once suspicions aroused.

Notify Marina Manager who will:

- Call 111 and ask for Police.
- Evacuate areas at potential risk from item / substance.
- Cordon off the area with hazard Tape available from Marina office.
- Advise Council's Nominated Officer as soon as is practical - Contract Manager Facilities, or Team Leader Facilities, of Marina status and any potential issues.



Unattended Item, Suspicious Mail / Package



Suspicious Letter or Package

MAIL BOMB RECOGNITION POINTS:

- EXCESSIVE WEIGHT FOR ITS SIZE
- RIGID ENVELOPE
- LOPSIDED OR UNEVEN ENVELOPE OR PACKAGE
- EXCESSIVE SECURING MATERIAL
- PROTRUDING WIRES, STRING, TINFOIL etc
- OILY STAINS OR DISCOLOURATION
- SOURCE UNKNOWN
- VISUAL DISTRACTIONS
- UNEXPECTED OR UNSOLICITED MAIL, BOTH LOCAL AND FOREIGN
- EXCESSIVE POSTAGE ON LOCAL MAIL
- RESTRICTIVE MARKINGS (I.E. PRIVATE, PERSONAL)
- HANDWRITTEN OR POORLY TYPED ADDRESS
- NO RETURN ADDRESS
- INCORRECT TITLES
- TITLES, BUT NO NAMES
- MISSPELLING OF COMMON WORDS/NAME/ADDRESS

ACTION

- DO NOT OPEN OR CUT STRINGS
- GENTLY LOWER TO A LEVEL SURFACE
- DO NOT DISTURB
- DO NOT PLACE IN WATER - SAND OR
IN ANY CONFINED SPACE
- CLEAR IMMEDIATE AREA OF ALL PEOPLE

THREATENING OR 'CRANK' LETTER

- Handle all documents by edges only,
do NOT place further fingerprints or
indentations on them.
- Place the letter and envelope in a plastic
bag or large envelope and preserve
them for the Police.
- Note who has handled the
correspondence.

NOTIFY THE SECURITY OFFICER OR POLICE.

How to deal with a suspicious UNOPENED letter or package:

- **Do not shake or empty contents** of envelope or package.
- Place the envelope or package into a plastic bag.
- If you have been wearing protective gloves, then place them into the same bag.
- If hands or any part of the body may have come into contact with the envelope or package, wash with soap and water.
- **Call 111 and ask for the Police.**

How to deal with a suspicious OPENED letter or package

Use the same procedures for unopened letters and packages, and:

- Put on gloves.
- Place opened letter/package in a plastic bag.
- If contents are spilled:
 - Don't clean up or wipe spilt contents.
 - Clear the area of people.
 - Isolate the area.
 - Switch off air conditioning / fans or similar.
- Wash hands with soap and hot water.
- If anyone is contaminated, isolate the person, and call for medical assistance.
- If contents are spilt on clothing:
 - Remove clothing and place in plastic bag.
 - Shower with soap and hot water & change into other clothes.
- Then call police if not already done so.