**GAS ESCAPE EMERGENCY GUIDELINES SITE AND OFFICE**

**Site General Rules for Haste Employees** that should be followed when a gas escape is discovered by any employee while employed on meter work or any other Haste service

1. **DOMESTIC PREMISES**
2. Advise the gas user that there is a gas escape.
3. Advise the gas user:- (and or do the below)
* to turn off the supply at the meter;
* not to smoke or use matches or naked flames;
* to open doors and windows to get rid of the gas;
* not to turn electrical switches (including door bells) on or off and not to operate remote external entry systems; and
* to check if the gas to an appliance has been left on, unlit or if the pilot light has gone out.
1. If a gas user is not present, you should turn off the supply at the meter unless there is a reason for not doing so.
2. Report the gas escape immediately and personally to **Emergency Line (0800 111 999),** or the relevant gas supply emergency provider.
3. **INDUSTRIAL AND COMMERCIAL PREMISES**

The same rules as in paragraph 1a) to 1d) above apply with the exception of:

1. You shall make every effort to inform the responsible person e.g. the site manager, site supervisor, or appropriate person in authority, of the gas escape.
2. The responsible person shall take the decision to turn off the gas supply. If in your judgement an immediate danger exists, you may turn off the supply of gas in the absence of a person in authority.
3. When reporting the gas escape as in para 1 d) above, it is necessary, where possible, to give details of the nature of the escape, the location within the premises and in addition the complexity of the meter installation.

**Office General Rules for Haste Employees** that should be followed when a gas escape or smell of gas is reported by telephone or e-mail by a client or customer

1. **DOMESTIC PREMISES**
2. Advise the gas user/reporter that there could be or establish there is a gas escape.
3. Advise the gas user reporter:-
* to turn off the supply at the meter;
* not to smoke or use matches or naked flames;
* to open doors and windows to get rid of the gas;
* not to turn electrical switches (including door bells) on or off and not to operate remote external entry systems; and
* to check if the gas to an appliance has been left on, unlit or if the pilot light has gone out.
1. Whether the gas user/reporter is not present and cannot turn off the supply at the meter, or whether they are present and can do the above you should report immediately as below.
2. Report the gas escape/smell immediately and personally to **Emergency Line (0800 111 999),** or the relevant gas supply emergency provider.
3. **INDUSTRIAL AND COMMERCIAL PREMISES**

The same rules as in paragraph 1a) to 1d) above apply with the exception of:

1. Advise the caller to make every effort to inform the responsible person e.g. the site manager, site supervisor, or appropriate person in authority, of the gas escape/smell.
2. Advise the caller the responsible person shall take the decision to turn off the gas supply. If in your judgement an immediate danger exists, you may advise to turn off the supply of gas in the absence of a person in authority.
3. When reporting the gas escape as in para 1 d) above, advise the Caller it is necessary, where possible, to give details of the nature of the escape, the location within the premises and in addition the complexity of the meter installation.

**(Emergency Line 0800 111 999)**