

Management Plan

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Introduction

The Landlord and its Managing Agent strive to provide effective management and excellence in its property management services. Co-operation on the part of all Occupiers is needed to achieve the goals of the Glassworks building.

The content of this document is designed to provide insight and clarification on how building users would utilise the public loading/unloading area, book deliveries and arrange collections to ensure minimal impact on the surrounding area and disruption.

The purpose of this document is to:

- Highlight those area where Tenants' co-operation is required by the Landlord
- Provide guidance to occupiers on measures that can be taken to safeguard property, by the proper security controls.
- To offer information on how to manage Occupier deliveries and Collections.
- Provide general information regarding postal services.

We are confident that occupiers will appreciate our objectives and will co-operate with us in achieving this. Success is clearly a mutual interest to us all.

This is a practical working document that has been designed and written to help you appreciate the advantages of Glasswork. The following pages will help and guide you on all aspects of the building management procedures.

Please keep this guide in a safe place and refer to it when in any doubt.

From time to time as the building develops this document will be updated and re-issued.

1. Strategy Overview

In developing the strategy, the developer has paid particular attention to the need to minimize motor vehicle traffic movement in and around High Street, Soap Street, Back Turner Street. The site is located within Manchester's Northern Quarter and is bound by Back Turner Street, High Street, Soap Street and Shudehill. The site falls within the City Centre Ward and extends to approximately 0.39 acres in size.

Improvements are being made to the ground level external areas and increase the footpaths and level access of the plot. Given the nature of the development and taking into consideration neighboring developments and amenities it is expected that foot traffic will be high.

To encourage sustainable transport modes and in accordance with the planning consent no visitor spaces are provided. So as to maintain the pedestrian dominant ambience of the area, external spaces allocated.

A Loading Bay is provided on high street for delivery vehicles, as shown on the drawing attached. Space is limited and these loading bays will have a maximum time limit of thirty minutes.

Access arrangements for delivery and service vehicles have been developed so to minimize impact on the neighboring plots.

Emergency access for Glassworks will also be from High Street / Soap Street.

2. Rules and Regulations

All areas around the development are under the responsibility of the local council and traffic rules must be adhered to. Always check the signs.

2.1. What is Loading

There is an exemption in some Traffic Orders to allow vehicles to stop to load or unload, often on single or double yellow lines. However, use of a vehicle must be necessary, and while you can load or unload for as long as it takes, your vehicle must be moved immediately after you have finished loading or unloading.

Loading or unloading is observed. A Civil Enforcement Officer may issue a parking ticket, if the loading or unloading is not reasonable. This will be done in accordance with the Traffic Order exemption.

2.2. Where can I Load and unload?

There are 2 types of Loading bays, one, which any vehicle is permitted to use and the other which is restricted to 'Goods Vehicles only' (see the examples alongside).



The operational times of Loading Bays vary.

Never load or unload:

- on white zigzags at either side of a pedestrian crossing.
- during the hours of a loading restriction (identified by kerb blips and nearby signs).
- where the signs state 'no stopping', for example at bus stops, taxi ranks, school markings and disabled bays.

A breach of these rules can result in a fine of up to £70.00.

2.3. Operating Hours

Access to load/unload to the property will be available from 05:00hrs to 18:00hrs, this is to ensure that deliveries do not conflict with neighboring elements and that pollution levels in the area are kept to a minimum.

The occupiers post room will be manned by a security operative Monday to Friday 05:00hrs to 18:00hrs, who will be adequately trained so to ensure the safe movement of vehicles on soap street and to take receipt of deliveries to speed up servicing times.

2.4. Vehicle deliveries / collections

Due to the restrictions and limitations of the loading bay and soap street, it is necessary for the Building Management team to ensure that all deliveries are managed in a cohesive manner. All vehicles must be booked in advance using the Delivery Booking system operated by the building. The system will be shared with neighboring building. Booking does not constitute as a guarantee to deliver to the asset, but it does provide enhanced level of communication and understanding with all shareholders so pinch points and congestion can be avoided as much as possible. Failure to book may result in temporary refusal of acceptance of goods. All deliveries must be collected by the designate occupier from the post room. Due to space restrictions and security, no storage will be allowed on Soap Street and large deliveries can not be kept within the post room.

2.5. Parking control and Enforcement

Parking within the surrounding area is strictly controlled by the council. It is likely, that persons of neighboring buildings, who do not have a right to park within the surrounding roads may attempt to park on roadways around various buildings which may hinder delivery access to the property. The building management take a zero approach and any offenders linked to the property will be addressed in an appropriate manner.

2.6. Access Protocols

To ensure that vehicles operate safely whilst on site the following will apply:

- The speed limit is to be adhered to at all times.
 - Back Turner Street 20MPH
 - Soap Street 20MPH

- High Street 20MPH
- Shudehill
- Service vehicles must use the designated Loading / Unloading areas.
- No equipment to be left/stored within surrounding streets at any time
- No emergency exits to be blocked by service vehicles or equipment at any time
- No fire hydrants or risers/droppers to be blocked by service vehicles or equipment at any time
- No skips or bins are to be placed in the external vicinity without consultation and correct permits
- No Fly tipping.
- Any vehicles versing on to Soap Street must be under the guidance of a banksman. A banksman trained operative will be operating within the post room between the operating hours specified.

Deliveries are only permitted from High Street, Soap Street and Shudehill and must be taken through the rear service door.

Contractors/supply partners will not be allowed to park in the vicinity, even if it is a short while to convey a message. However, they will be permitted to drop off equipment in the same manner as couriers and delivery drivers and then arrange alternative parking off site. A schedule of nearby parking is provided within the appendices.

2.7. Vehicle Restrictions

To mitigate impact and congestions we will put in place the following vehicle size restrictions:

- PLGV – Private Light Goods Vehicle – 3.5 Tonne, Length 6m
- MGV – medium goods vehicle – 7.5Tonne, length 8m
- LGV – Large Goods Vehicle (Rigid only) – 18Tonne, length 10m will need to be discussed in advance prior to arranging.
- No articulated vehicles or larger.

2.8. Incoming Royal Mail Deliveries

All commercial occupiers Royal Mail deliveries will be received by the Buildings Landlords' representative within the post room area.

To avoid any misunderstanding and liability, the Building Management Team and those employees including the building Security Team will not sign for any deliveries (special delivery, recorded mail, etc.) and accept no responsibility for any delivery left unattended. Receipt of items that need a signature will be the responsibility of the Tenant or the Buildings Management Team.

2.9. Outgoing Royal Mail

The building will arrange an outgoing royal mail collection from the property which occupiers can utilise. Any special or record collections will need to be arranged by the individual occupants.

2.10. Courier Deliveries / Collections

Deliveries by courier (van, motorcycle, and bicycle) will be handled as per 2.9 and 2.9.

Communication will be direct between the courier and the Buildings Landlords' representative. The Buildings Landlords' representative postroom / service officer and will provide building access.

2.11. Disclaimer – Soap Street / Pedestrian Movements.

Health and Safety legislation covers the movement of pedestrians through common service routes. We request that you use pedestrian walkways and crossing provided when walking on and/or across the streets and service areas.

- Any staff that are receiving or coordinating a delivery MUST wear a building branded high visibility clothing
- During an emergency situation no vehicles will be allowed to manoeuvre if it impedes the safe evacuation of people from the plot or nearby plot.
- With the exception as to allow unrestricted access for emergency vehicles and emergency vehicles themselves.

2.12. Parking

No parking is provided for the property except for delivery and collection of goods as outlined above.

2.13. Storage

No storage of any kind is permitted within the external areas of the property

2.14. Special Arrangements

It is recognised that there will be from time to time, be extraordinary circumstances where the above protocols will require alteration to allow for one-off special arrangements. Any request must be discussed with the Building Management team who will then discuss with the neighboring properties to obtain mutual agreement.

3. Glassworks

3.1. Overview

The proposed development involved the construction of an office building up to a 16-storey block, comprising up to 4,388m² Net Internal Area (NIA) of office uses and 125m² NIA of retail uses at the ground floor. There are no car parking spaces proposed, however cycle parking would be provided at the ground floor level in a secure cycle store

The Building Management Team will employ a Loading/Unloading Area operative who will support each of the Occupiers with their deliveries and collections. They will be responsible for booking each of the deliveries and collection and liaising with surrounding neighbors if required.

The building is looking to process each request via a Building Portal system, but this system may not be ready in time for the handover from the Developer to the Landlord. Additionally, in times of system failure, the building may revert to a paper booking process. Both processes have been detailed below. The purpose is to try and prevent congestion within the area and also measure environmental impact of deliveries to the property, and measure volume of vehicles and type to ascertain and make improvements (consolidate suppliers etc.)

4. Loading / Unloading Area Access Routes.

All loading/unloading areas will be via the dedicated entrance on Soap Street via the street or nearby loading bays located on High Street.

Due to access for Deliveries being through the Public Realm space, it is necessary for the Building Management Team to ensure that all deliveries are managed in a cohesive manner. All vehicles must be booked in advance using the online portal. The booking of deliveries/collections and vehicles will be managed by the Loading/Unloading Area operative who can be contacted on [insert contact details].

All deliveries must be collected by the designated occupier due to the limited space restrictions. No storage will be allowed in the Loading/Unloading Area.

Delivery routes are as shown in the diagrams below, drivers must ensure that they keep to the route.

Booking via the portal does not constitute as a guarantee for delivery but failure to comply may result in delivery refusal.

4.1. Estate Layout

5. Access to the Post Room

The main entry point for all incoming and outgoing mail/parcels and packages will be via the entry door at the rear of the property accessed via Soap Street.

6. Loading/Unloading Area Safety

- All users must wear hi-vis clothing when crossing the area.
- All users must ensure they understand the building and local rules for loading/unloading in the area and follow them for their own safety and avoid enforcement action
- Users must be mindful that vehicles will be entering and manoeuvring around the plot
- Users must be considerate of personnel delivering to nearby buildings.

7. Smoking

Smoking is not permitted within the premises. Please refrain from smoking outside the building or neighboring properties and or directly outside any intake vents around the perimeter of the building. Any persons identified as smoking on the premises will be asked to remove themselves. This includes all roof areas.

8. Access procedures

The Loading/Unloading Area normal operational hours are from 0500 and 1800 Monday to Friday, with the last delivery-taking place 60 minutes before the end of the operation times.

Deliveries can be discussed after 19.00 hours and at weekends, but this may be subject to an additional charge and consultation. Should this be required please contact the Loading/Unloading operative.

9. Landlords & Occupiers Delivery partners

Where possible the building management team will share common delivery and service partners so that business can consider utilizing the same companies. This will likely result in reduced congestion within the area and minimizing the environmental impact of deliveries and collections at the property.

Access for all delivery partners will be via the service entrance point, following prior notification to the Building Management Team.

9.1. Officer Occupants

9.1.1. Delivery

Following confirmation from the driver that the delivery is for an occupier, the building's loading/unloading operative will record the delivery and sign for the delivery on behalf of the occupier

This will be recorded onto the delivery booking system. Once completed, the system will then email the Occupier FM contact that they have a delivery ready to be collected from the Loading/Unloading Area.

For small deliveries, the delivery will be held within the secure area within the Loading/Unloading Area. Items of a bulky nature, the Tenant will need to ensure that they have a representative waiting ready to take the delivery up to the floor.

It should be noted that storage areas are very limited, and we will require the collection to be completed within 10 minutes of notification.

The Occupier FM contact should report to the FM Office [noted on the above drawing], where they will be asked to sign for the delivery.

9.1.2. Security process

The building at this stage is not processing an X-Ray scanner and all packages will be visually inspected and suitable training provided to the landlord's security team.

9.1.3. Collection

The Occupier will book the collection with the collections company, and then completed the buildings booking process via the online Portal. They will then arrange for the collection article to

be brought down to the post room on Ground floor, where the Loading/Unloading Area operative will register it onto the booking system.

When the diver from the collection/Courier Company attends, they will be requested to sign for the collection, at this point the booking system will notify the Occupier contact that their package has been collected.

10. Post Room Rules

The Loading/Unloading Area is not a through route.

Visitors and Occupiers who enter the Loading/Unloading Area to carry out their duties will need to ensure they wear as a minimum and not limited to:

- High visibility vest or jacket. (If meeting with the delivery/collection in the external realms)
- Suitable footwear.

This is a mandatory requirement. The Building Management team reserves the right to refuse future access or prevent release of post room goods to anyone who breaches the following rules.

DO NOT	Breach local rules and parking conventions
DO NOT	Park or stop on yellow hatched lines or other designated 'No parking' area.
DO NOT	Use a mobile telephone whilst driving
DO NOT	Smoke, drink, or eat in and around the Loading/Unloading Area
DO NOT	Attempt to lift any heavy packages without carrying out a manual handling assessment
DO NOT	Allow passengers or young persons under the age of 18 to enter the Loading/Unloading Area without being accompanied by an adult
DO NOT	Abuse or use inappropriate language to Loading/Unloading Area Staff, drivers, or other building users
DO NOT	Walk through the Loading/Unloading Area as a cut through route
YOU MUST	Comply with all PPE requirements.
YOU MUST	Comply with all instructions given by signs and Loading/Unloading Area Staff.
YOU MUST	Sign for all packages
YOU MUST	When leaving please proceed directly from the area, do not park within the vicinity that will prevent the next people from loading/offloading

The building management do not control the external roadways and any vehicle parked within these areas are at the respective owner/company's risk.

10.1. Royal Mail

The property is likely to be on the “standard” delivery times for Royal Mail. The post m will likely arrive between 06.00 and 10.00 hours and is delivered within the Loading/Unloading Area. The post will be signed for and stored within the secured post room. Each Occupier FM contact will be contacted and asked to attend the FM post Office to collect the post.

10.2. Nearest Post Office

For your information, there is a post office near the building. X
The nearest post office is X

10.3. Incoming Mails

Where the occupier has not arranged for a timed delivery/collection, the post will be delivered to the building grouped. The Post Room Team will sort this into the different occupiers, this sorting will take place as soon after delivery as possible. Once completed, each Occupier will be notified via email and asked to visit the Post Room to collect mail.

To note, each Occupier will need to arrange for their own trollies for the transport of packages and mail to their floor.

Occupiers may prefer to have their mail delivered earlier and request a “special guaranteed” or “timed” delivery from Royal Mail. For more information, contact Royal Mail Customer Services via their website.

If timed delivery has been chosen, Royal Mail will normally pre-bag all items together, once delivered to the building the bag will be logged onto the online system and notification will be issued to the Tenant, who will then be asked to visit the Post Room to collect.

10.4. Receipt of mail

The receipt and dispatch of handheld items for the Royal Mail and international/local couriers is via the Loading/Unloading Area post room.

Receipt of items such as travel documents, mobile phones, credit cards, tenders etc. are notified to the designated Occupier immediately – and all other mail on a regular basis throughout the day. The Loading/Unloading Area Operative will only sign to confirm receipt of a delivery. The quality of the item or correctness of the information within it is the responsibility of each Occupier.

If a specific item is urgently awaited, the Post room should be notified, together with a name and contact number so that contact can be made directly upon receipt. Likewise, for all deliveries expected after the Tenant's designated department has closed for the evening.

Note: The Post room will only accept small "handheld" items. Any larger items should be delivered/collected outside the main post room please liaise with the Loading/Unloading Area Coordinator on such items.

The Building Management Team will be operating a digital signing procedure for all post and couriers. All mail must be signed for.

Note: No deliveries (either outwards or inwards) may be deposited at the reception desk. The reception staff have instructions not to sign for any deliveries.

10.5. Goods Deliveries

Where possible a minimum of 48 hours advance notice must be given to the Loading/Unloading Area operative of all goods deliveries. The Loading/Unloading Area operative has the right to ask occupiers to alter delivery times to avoid congestion in the interests of good estate management and being good neighbours. All deliveries will need to be booked in via the online portal.

In the case of regular deliveries timing should be co-ordinated with the Loading/Unloading Area Operative. These again will need to be booked in via the online portal. The system has the ability to allow up to 5 recurring deliveries, each of the Tenants will need to rebook the delivery after the 5th visit.

Where bulk deliveries are being arranged which could cause damage to the fabric of The Building, it will be necessary to agree the precise route of entry and ensure that parts of the building susceptible to damage are adequately protected. All protection works are to be carried out at the expense of the Occupier, and, if necessary, a schedule of condition will be prepared by the Building Management Team to avoid any disputes concerning any damage. Deliveries will only be conveyed to and from the floor by using the appropriate goods lift. Note: The main passenger lifts are strictly not to be used.

Where an Occupier has new furniture for delivery and/or old furniture for removal, the Loading/Unloading Area security should be contacted to agree a suitable date, time and route in/out of The Building. The goods lifts are available for such moves (subject to the size and quantity of the items). Please check with Loading/Unloading Area Operative before arranging with your contractor.

Note: When using the goods lifts, hardboard covering will be required to protect the flooring and Cordex covering will be required to protect the walls up to 2 metres in height.

Stairwells cannot be used for deliveries.

Please remember that the Loading/Unloading Area normal operational hours 0600 and 1800 Monday to Friday, with the last delivery-taking place 60 minutes before the end of the operation times. The Loading/Unloading Area can be booked after 18.00 hours and at weekends, but this may be subject to an additional charge. Should this be required please contact the Loading/Unloading Area Operative.

10.6. Food deliveries

Food deliveries (both bulk and "take away") will be treated in the same manner as other bulk deliveries, i.e. delivered to your floor via the Loading/Unloading Area. This is to avoid the risk of spillages which could result in the main lifts becoming inoperative whilst being cleaned.

Should "take away" deliveries occur when the Loading/Unloading Area is closed, a staff member will be required to collect it from the FM post office as deliveries will not be allowed via the main reception onto occupiers' floors. Reception should be notified of the impending delivery, together with a contact number.

For Out of hours deliveries the member of staff should contact the Night Security officer who can then be dispatched with the member of staff to the Loading/Unloading Area and access can then be given to the occupier's floor via the appropriate goods lift.

10.7. Couriers

All couriers should report to the main Loading/Unloading Area office. For security reasons couriers will be required to remove any crash helmets or other headgear.

Couriers/deliveries must not be taken to the floors without Tenants' authorisation. Tenants will be contacted by phone to collect and sign for deliveries at the courier's room.

Note: The reception staff have instructions not to sign for deliveries.

10.8. Responsibility for Loss or damage

Neither the Landlord, its Managing Agents, the Security and Reception staff, nor their representatives can be held responsible for any loss or damage, which may occur to any items or goods delivered to the building or to those items or goods during attempted delivery to the building.

11. General Advice on Handling Mail & Security

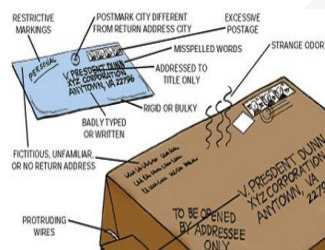
11.1. Suspect Package – Typical Tell-tale Indicators

- Overpacking – The bomb maker must protect his device unit it reaches the intended target
- Stickers – An excessive number of FRAGILE or URGENT stickers may be used
- Excessive Postage – The bomb maker, not wishing to have the device weighed in a Post Office, will probably buy stamps, and to avoid possible delays or attention caused by insufficient postage will probably affix a higher postage than necessary on the package
- Address – The method of addressing the package may be odd, cut-out letters or words, poor spelling, partially incorrect address, the use of stencils or instant lettering are suspicious. Caution to be used when marked 'personal' 'confidential' or similar
- No Return Address – can't verify / return address missing
- Unfamiliar postmark
- Metal foil – Several types of bombs utilise metal foil as an electrical conductor
- Wires – Wires revealed by damage indicate electrical components
- Grease marks – Some types of explosives are greasy or oily; particularly some commercial explosives and home-made or improvised explosives
- Chemical odour – Most military high explosives have no smell detectable by humans. Some commercial and improvised explosives, may emit a plum or almond smell
- Greasy fingerprints – A careless bomb maker may transfer oil or grease from the explosive to the wrapping
- Pinholes – A hole in the package may indicate the use of an external arming system
- Uneven weight- A mass of explosive in the device may be indicated by uneven weight distribution, high explosives have high gram densities and are heavier than their volume may suggest.
- Jiffy bags – Be cautious due to the padded makeup of the envelope, probably the most common form of type used today to deliver devices.
- Courier or hand delivered mail – Just because mail is delivered by a different source don't let you guard down; the same security principles apply.

11.2. Mail Handling

11.2.1. Indicators of suspicious Mail – The 7 S's

- Size



- Shape
- Sender
- Stamps
- Seal
- Staining
- Smell

11.2.2. Suspicious Mail

Suspicious mail, which includes parcels, packages and anything delivered by post or courier, has been a commonly used terrorist device. A common-sense approach should be adopted which should give you a good idea of the likely threat to you and your family indicating precautions needed to be taken.

Suspicious mail may be explosive or incendiary (the two most likely kinds), or chemical, biological or radiological. Anyone receiving a suspicious delivery is unlikely to know which type it is, so procedures should cater for every eventuality.

A letter bomb will probably have received fairly rough handling in the post and so is unlikely to detonate through being moved, but any attempt at opening it, however slight, may set it off. Unless delivered by courier, it is unlikely to contain a timing device. Letter bombs come in a variety of shapes and sizes; a well-made one will look innocuous but there may be tell-tale signs.

11.3. Indicators to Suspicious Mail

- It is unexpected or of unusual origin or from an unfamiliar sender
- There is no return address, or the address cannot be verified
- It is poorly or inaccurately addressed e.g. incorrect title, spelt wrongly, title but no name, or addressed to an individual no longer with the company
- The address has been printed unevenly or in an unusual way
- The writing is in an unfamiliar foreign style
- There are unusual postmarks or postage paid marks
- A Jiffy bag, or similar padded envelope, has been used
- It seems unusually heavy for its size. Most letters weigh up to about 28g or 1 ounce, whereas most effective letter bombs weigh 50–100g and are 5mm or more thick
- It has more than the appropriate value of stamps for its size and weight

- It is marked 'personal'; 'confidential'; 'urgent' or 'very urgent'
- It is oddly shaped or lopsided
- The envelope flap is stuck down completely (a harmless letter usually has an un-gummed gap of 3-5mm at the corners)
- There is a pin-sized hole in the envelope or package wrapping
- There is a smell, particularly of almonds or marzipan
- There is an additional inner envelope, and it is tightly taped or tied (however, in some organisations sensitive or 'restricted' material is sent in double envelopes as standard procedure).

11.4. What You Can Do:

- Do not open package
- Do not drop it or throw it away
- Place it on a flat surface
- Isolate it from other mail
- Don't put it in a bucket of water or sand
- Don't cover the item with anything, leave it open view
- Don't give it to someone else. You need to take action and take personal responsibility
- Contact the Police on 999
- Evacuate the immediate area and each adjacent room, including rooms above and below. Small devices will require a minimum cordon distance of 100mts. Remember the potential danger from secondary fragmentation e.g. flying glass.
- Upon evacuating the building leave doors open and if safe to do so mark the route to the suspect package with tape, string or similar
- Leave windows open.
- Prevent others from approaching or accessing cleared areas
- Finder and witnesses to suspect package to remain (safely) at the scene and make themselves known to attending police officers
- Do not use mobile phones or security radios in the cleared area or 30 metres of the suspect package
- If you have neighbours within the immediate danger zone, warn them of the perceived

danger and of your intended actions.

11.5. Chemical, Biological or Radiological (CBR) Materials in the Post

- Terrorists may seek to use chemical, biological or radiological materials in letter bombs. It is difficult to provide a full list of possible CBR indicators because of the diverse nature of the materials. However, some of the more common and obvious are:
- Unexpected granular, crystalline or finely powdered material (of any colour and usually with the consistency of coffee, sugar or baking powder), loose or in a container
- Unexpected sticky substances, sprays or vapours
- Unexpected pieces of metal or plastic, such as discs, rods, small sheets or spheres
- Strange smells, e.g. garlic, fish, fruit, mothballs, pepper, rotten meat. If you detect a smell, do not go on sniffing it. However, be aware some CBR materials are odourless and tasteless
- Stains or dampness on the packaging
- Sudden onset of illness or irritation of skin, eyes or nose.

CBR devices containing finely ground powder or liquid may be hazardous without being opened.

11.6. What You Can Do:

- The precise nature of the incident (chemical, biological or radiological) may not be readily apparent. Keep your response plans general and wait for expert help from the emergency services
- If in a building: -
- Leave the item/package alone. Do not cover, immerse or move it.
- Close windows and doors in the immediate area.
- Shutdown air conditioning units, fans and any other air recirculation systems that may contribute to the movement of airborne hazards (e.g. computer equipment containing fans). Note these procedures are likely to require advanced knowledge of your facilities equipment and you need to be rehearsed in this procedure for it to be effective.
- Evacuate the affected area but do not leave the building.
- Move those directly affected by an incident to a safe location as close as possible to the scene of the incident, so as to minimise spread of contamination.
- Separate those directly affected by an incident from those not involved so as to minimise the risk of inadvertent cross-contamination.

- Ask people to remain in situ – though you cannot contain them against their will
- Avoid eating, drinking or smoking.
- For 'contaminated' persons, if possible, locate clean water source and wash hands, wash other exposed areas (face and hair etc), wash hands again.
- Do not make your own way to hospital – your best medical care is coming to the scene.
- You do not need to make any special arrangements beyond normal first aid provision. The emergency services will take responsibility for treatment of casualties.
- Wait for CBRN emergency responders to arrive – follow their instructions.
- If the building is too small in which to remain – follow 'outdoor advice' below
- If in the open air: –
- Move away from source upwind and/or uphill.
- Do not make your own way to hospital – your best care is coming to the scene.
- Avoid eating, drinking or smoking.
- Remove outer clothing
- Move away again upwind
- If possible, locate clean water source and wash hands, wash other exposed areas (face and hair etc) wash hands again.
- Move away again upwind and/or uphill
- Walk slowly towards police, fire or ambulance assistance and comply with their instructions.

11.7. Planning Your Mail Handling Procedures

Although any suspect item should be taken seriously, remember that most will be false alarms, and a few may be hoaxes. Try to ensure that your procedures, while effective, are not needlessly disruptive. Take the following into account in your planning:

- Seek advice from your local police Counter Terrorism Security Adviser (CTSA) on the threat and on defensive measures.
- Ensure all individuals within your property that who handle mail are briefed and made aware of safe procedures.
- Ensure that all sources of incoming mail (e.g. Royal Mail, couriers, and hand delivery) are included in your screening process.
- All occupants need to be aware of the usual pattern of deliveries and to be briefed of unusual deliveries.

- Ensure that you open post with letter openers (glass or plastic, do not use metallic letter openers or your fingers) and with minimum movement. You should keep your hands away from your nose and mouth and always wash your hands after handling mail.
- You should not blow into envelopes or shake them.

Retail Deliveries

The retail units are independent from the main property and as such are responsible for arranging their own deliveries via their demise. They should ensure all deliveries and collection from the demise are completed in line with local rules and regulations. Any large deliveries should be notified to the Building Management team so this can be recorded, and steps taken to ensure that it does not conflict with any other large deliveries expected.