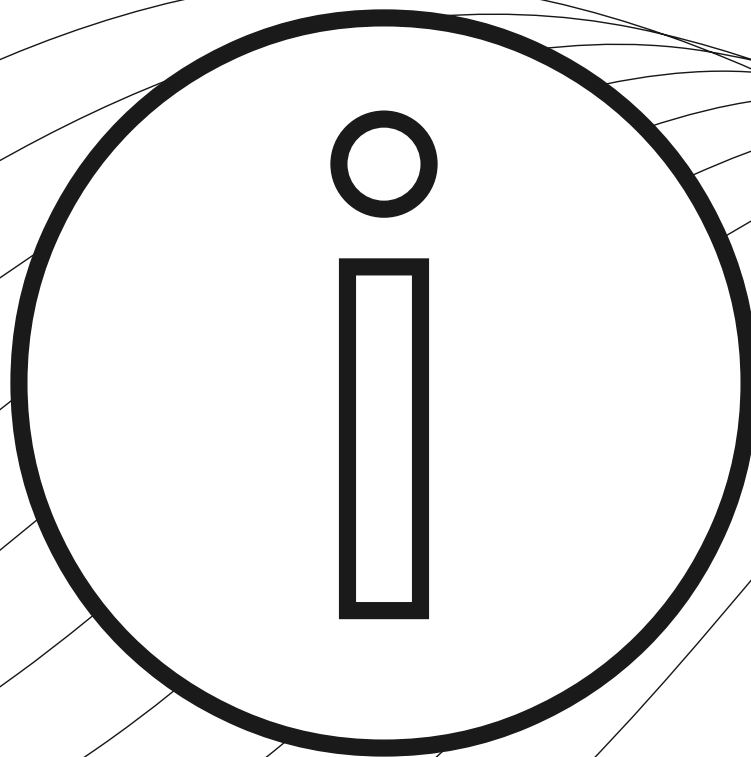


EMERGENCY TEXT ALERT



Frequently Asked Questions

Q. What is the system for?

A. The AWE Text Alert system will provide an emergency alert text message to local residents who register for the service. It will be used in the unlikely event of an emergency at Aldermaston or Burghfield which has the potential to affect the surrounding Detailed Emergency Planning Zone (DEPZ). The alert will provide some immediate instructions for the population in the DEPZ to follow.

Q. What is the DEPZ?

A. The Detailed Emergency Planning Zone (DEPZ)s covers the areas surrounding the AWE sites at Aldermaston and Burghfield which could potentially be affected in the unlikely situation of an on-site radiological emergency. These areas have a detailed response and management specific plan, managed by West Berkshire District Council. The text alerting system is part of this plan.

Q. How do I know if I am in the DEPZ covered by the alert?

A. You can check locations (Detailed Emergency Planning Zone – DEPZ) on the WBDC website and interactive map: <https://westberks.maps.arcgis.com/apps/webappviewer/index.html?id=b32400ebd4174a04a2418666dea4f779>

Q. Will the system be used to send me other messages?

A. No. The AWE Text Alert system is solely for use if there is an on-site radiological emergency which may have an impact upon the surrounding DEPZ.

Q. Will you send test messages?

A. The system is tested by the operator regularly. If a test of the system for users, which results in a test text message being sent, is required, this will be announced in advance and the message will state clearly that it is for test purposes only.

Q. Who is the system provider?

A. The AWE Text Alert system is provided by BT.

Q. Where can I find more information?

A. You will find more information at <https://www.westberks.gov.uk/awe> or at <https://www.awe.co.uk/about-us/our-locations/what-to-do-in-an-emergency-at-an-awe-site/>

Q. I don't have a good signal where I live – how do I get information?

A. The text message sent is the same as any you will receive from other mobile phones. The message may not arrive if you have difficulty receiving other text messages. People with a landline will still receive an alert call.

Q. What happens if I change my phone or get a new number?

A. If you keep the same number you will still receive texts but if you have a new number you will need to re-register. Please e-register your previous number to avoid confusion.

Q. Does this work on pay as you go phones?

A. Yes, as long as there is sufficient credit to receive messages

Q. I have to keep my phone on silent/in a locker for work – how will I know if I get a message?

A. The message will be available as soon as you are able to check your phone

Q. Is this service free or will I be charged for the messages?

A. There is no charge for the text alert service

Q. Does this service work on old phones?

A. The service will work on phones that are able to receive text messages

Q. How will I know if the message is genuine or a scam?

A. You will only receive messages if you have signed up to receive them and the message will be identified as coming from AWE.

Q. Do I have to reply to the message?

A. No.

Q. How do I register?

A. You can find detailed instructions on the WBDC website (see above)

Q. How do I unregister?

A. See process on WBDC website

Q. I signed up to the wrong alert, what do I do?

A. You will need to de-register and then re-register for the relevant alert (e.g. Burghfield or Aldermaston)

Q. I replied to the text signing me up and it has changed my registration – what should I do?

A. You will need to de-register and re-register for the relevant alert. Do not reply to the 'signing up' message

Q. Does it cost me anything – only standard rate text to sign up?

A. No. You will not be charged for receiving an emergency text alert under the scheme.

Q. Is this the same as the Government Emergency Alerts?

A. No – the Government emergency alert system is a separate national process

Q. Why not just use the Government emergency alerts?

A. The Government Emergency Text Alert system uses a different activation process. This in development by the Cabinet Office. The AWE Text Alert will provide a speedier, specifically localised activation. It also enables people who have signed up to receive messages if they are not in the area at the time e.g. when at work etc.

Q. Does it make a noise/ alarm?

A. Not unless your phone is set to an audible notification for text messages

Q. Will it turn on my phone if it is off?

A. No – the phone will receive the message whether it is turned on or off

Q. Will it phone me?

A. No, the message will be in text format only

Q. Do I have to be in the area to get the text?

A. No. If you have registered you will still receive the text wherever you are, subject to the network coverage for the area

Q. What should do I do when I get it?

A. If you are located in the DEPZ for either AWE Aldermaston or AWE Burghfield, you should follow the instructions you receive in the text alert message. If you are not in the relevant DEPZ area when you receive the alert, then you do not have to follow the instructions on the text alert.

Q. What will the alert say?

A. The alert will inform you of the following:

- That it is an alert message from AWE
- That there has been an incident at either AWE ALDERMASTON OR BURGHFIELD
- If you are in the affected area, namely the relative DEPZ, then:
 - Go Indoors
 - Stay Indoors
 - Close Windows
 - Tune In to Radio/TV or West Berkshire social media for more information
 - In summary, Go In, Stay In, Tune In

Q. What happens if I am out of the area when I receive a text? Do I need to do anything?

A. You will not need to shelter if you are not in the area covered by the alert. Bear in mind that you may not be able to return to the area until you are notified that the alert is no longer in operation
DATA PROTECTION INFORMATION

Q. How do you store my data?

A. Neither AWE nor West Berkshire Council will store your data. Your mobile number is the only data that will be stored and that is held securely by the provider, BT. BT holds data in compliance with GDPR and UK Data Protection Legislation.

Link: [Privacy Policy](#) | [BT](#)

Q. What data do you collect?

A. The only data held is the mobile number you have used to register with.
ENDS.