



Adverse Weather Procedure

May 2017

Summary:

Adverse weather from snow and ice to extreme heat can have a variety of impacts on the operational running of the College, and also on students, staff and visitors as they aim to move around, attend lectures or meetings and go about their day-to-day activities.

Underpinned by the Royal Holloway Adverse Weather Policy, this procedure outlines the accountabilities and actions that need to be taken by the Adverse Weather Planning Group, and teams directed by this group, in the case of any adverse weather.

Planned process:

The Estates Department/Head Gardener will monitor the seven day weather forecast on a daily basis across the whole year.

When the forecast is predicting any adverse weather that could disrupt campus operations, e.g. amber warning snow or fog, the Head Gardener and Head of Maintenance Services will discuss the forecast and activate the adverse weather procedures, as follows:

Stage 1: Five days prior to predicted adverse weather

- Email from Head Gardener or Head of Maintenance Services to Operational Response (Silver) advising of the current forecast, and asking them to prepare for further updates depending on how the forecast develops. iComms to be informed by Head Gardener.

Stage 2: Three days prior to predicted adverse weather

- Operational Response (Silver) provides the Strategic Decision maker (Gold) with the weather forecast and recommendations if adverse weather impact looks significant (amber warning or above).

Stage 3: One day to predicted adverse weather

- Strategic Decision maker (Gold) decides which status to activate (see Appendix A) and advises Operational Response (Silver)
- Operational Response (Silver) directs the Tactical Team (Bronzes) to activate the adverse weather procedures.
- Tactical Team (Bronzes) meet to confirm operational activities and co-opt other key departments as required.

As at May 2017 - to be reviewed in October 2017

Stage 4 – day of adverse weather

- Operational Response (Silver) will direct the operation providing updates for the Strategy Decision Maker (Gold).
- The Tactical Team (Bronzes) will provide updates to Operation Response (Silver) who will decide whether the situation needs to be upgraded or cancelled.

Stage 3 will be activated following any unforeseen adverse weather incidents.

Out of Hours

- If an incident or adverse weather develops suddenly out of hours, Security will contact Operational Response (Silver) by telephone or text message.
- As an interim measure, Security should contact the Head of Security and/or Estates Duty Manager as well.

Practicalities of making campus safe:

Volunteers

When the adverse weather consists of snow or prolonged periods of sub-zero temperature, the Estates Department staff, along with the Technical Operational Managers across departments, will be asked to clear snow and / or grit if snowfall occurs during working hours. If snow is predicted during the weekend / out of hours, the same team will be asked to volunteer to attend campus.

The Estates Department will co-ordinate the volunteer force.

Communications – for internal audiences, visitors and guests:

From stage 1 of the adverse weather procedure, the best mechanism for communications will be considered and the Operational Response (Silver) will be advised on the proposed approach, depending on the audience groups to consider, on-campus activity (e.g. examinations, lectures), and potential events and conferences.

The communications will be managed and co-ordinated by the Internal Communications team within Communications & External Relations.

Overall, the communication strategy will have a tiered approach, which will be linked to each of the stages of the adverse weather procedure and the expected severity of the weather incident.

Stage of adverse weather procedure	Considerations and insights to gather	Corresponding communications for audiences – both College-wide and tailored
Stage 1 – five days prior to predicted adverse weather	<ul style="list-style-type: none">• Activity on campus over coming week (e.g. lectures,	<ul style="list-style-type: none">• Update email to operational teams (e.g. Registry, Student

	<p>examinations, graduation, AVDs, Welcome Week).</p> <ul style="list-style-type: none"> • Events and conferences which are likely to involve external guests). • The advice being provided by local councils e.g. Surrey County Council alerts. 	<p>Life, SU, SR&P, Events, Conferences and Catering, Principal's Office) across campus, sent from iComms to check list of planned activity, to ask for any additions, and to advise of further information to follow.</p>
<p>Stage 2 – three days to predicted adverse weather</p>	<ul style="list-style-type: none"> • The weather update from the Estates team and the severity that is being predicted at that point. 	<ul style="list-style-type: none"> • Update email to the Operational Response (Silver) with suggested set of recommendations for communications to align with operational proposals. • Second email update from iComms to operational teams (as outlined above) with an update on progress and developments. • Estates to contact Technical Operations Managers to let them know volunteering support for snow clearing / gritting may be needed, and how they would be contacted.
<p>Between Stages 2 and 3 – three and one day(s) to predicted adverse weather</p>	<ul style="list-style-type: none"> • Continue to monitor forecast with Estates 	<ul style="list-style-type: none"> • For internal audiences, a news item onto the student and staff intranet (also as a carousel feature) to provide advance notice of potential adverse weather. If timing coincides, also

		<p>include in weekly student and staff newsletters.</p> <ul style="list-style-type: none"> • For visitors to Events, Conferences or AVDs / Open Days, work with these internal operational teams (e.g. Events, SR&), Conference and Catering) to share an update on webpages for these activities, and in a light touch way in any email updates / reminders.
<p>Stage 3 – one day to predicted adverse weather</p>	<ul style="list-style-type: none"> • Continue to monitor forecast with Estates and take direction from Tactical Team (Bronze). 	<ul style="list-style-type: none"> • For internal audiences, news item on the student and staff intranets and social media posts to encourage people of risk of adverse conditions. • Work closely with Premises to brief Halls Reception staff and distribute notices for each Hall of Residence, with same message as digital channels. • Email all HoDs across College so that they can cascade message about work the following day (depending on the predicted severity of the weather). • Work with operational teams (e.g. Registry, Student Life, SU) to establish protocol for

		<p>messaging if adverse weather is severe.</p> <ul style="list-style-type: none"> • For external guests and visitors (e.g. with AVDs, Open Days, Conferences), work with the Operational teams (e.g. SR&P) so they can share an update on their core channels for each audience in question. Decision may be made to call off events. • Work with Estates to ensure barriers and on-campus signage is ready to be deployed.
<p>Stage 4 – day of adverse weather</p>	<ul style="list-style-type: none"> • Ongoing updates from Estates Team • Continued correspondence with Operational Response (Silver) 	<ul style="list-style-type: none"> • Updates on the student and staff intranets, social media and halls of residence posters to advise on current guidance. Directing people to intranet for latest. • Ensure all on-campus barriers and signage is in place with Estates. • Consider organisation-wide text message for students and staff, depending on severity of issue and likelihood of continued conditions over time, which would lead to more instruction being required by internal audiences.

Appendix A

Statuses:

- **Campus Open as normal** – it is safe to operate the campus, key services will be provided. Public transport links operating, and staff and students (as appropriate) are expected to travel to work when they can do so safely. Lectures continue as normal.
- **Campus open but with limited services or access** – some car parks not cleared and parking is limited, some paths icy etc. Some services cannot be provided such as cafes, shop. Travel by car and public transport is possible and sufficient key staff can come to work e.g. Estates, Catering, Customer Service, Lecturers. Managers can authorise non-frontline staff to work from home. Lectures continue as normal.
- **The Campus is severely disrupted** – access to the campus has been restricted as road conditions are too dangerous e.g. road down to the SU or car parks are not accessible. Services are likely to be severely disrupted and access to all buildings cannot be guaranteed. Staff will be advised to come to campus only if necessary. Silver commander will determine whether or not lectures and other teaching events should be cancelled.
- **The College is closed** – access up Egham Hill is not possible and public transport links are not available. Key services cannot be provided and it is not safe for staff to travel to work. Essential services will be maintained such as Security, halls receptions where possible but other staff would not be expected to come to work. All lectures cancelled.