

Reviewed: November 2024

SNOW & ICE POLICY & PROCEDURES

PURPOSE

During the winter months, snow and ice increases the likelihood of slips, trips and falls for employees, service users, visitors and other persons at Age UK Cambridgeshire & Peterborough's (AUKCAP's) day centres and offices, due to traffic routes becoming slippery and existing trip hazards potentially being concealed by snow and ice. Such slips, trips and falls may result in injuries ranging from soft tissue damage to fractures, but given the age of our service users, the outcome of such injuries could be life-threatening.

The aim of this policy and accompanying procedures is:

- To reduce the risk of injuries to employees, service users, visitors and other persons at AUKCAP's day centres and office as a consequence of slipping due to the presence of snow and ice.
- To meet the statutory duties under the Health & Safety at Work Act 1974 to ensure the health and safety of all employees and anyone affected by our work so far as is reasonably practicable, including managing the risks of slips and trips.
- To comply with our statutory duties under the Management of Health and Safety at Work Regulations 1999 to assess all risks, including those arising from snow and ice, and where necessary take appropriate actions to control the risks identified.
- To meet our statutory duties under the Workplace (Health, Safety & Welfare) Regulations 1992 to ensure so far as is reasonably practicable that every floor and traffic route is free from article and substance which may cause a person to slip, trip and fall.
- To comply with our civil law duties as determined in the Occupier's Liability Acts 1957 and 1984 to take reasonable care to ensure that all visitors will be reasonably safe and to take reasonable care for the safety of persons other than visitors (such as trespassers) while on the premises.
- To reduce the risk of civil claims against AUKCAP, and in particular the number of successful claims and associated costs, by being able to demonstrate all reasonable steps have been taken to manage the

foreseeable risks arising from snow and ice at our day centres and offices.

SCOPE

This policy and accompanying procedures apply primarily to Cherry Trees Day centre and offices, where AUKCAP as duty holders have legal responsibility for the building and the safety of anyone accessing it. Additionally, this policy outlines the procedures in place at any building that AUKCAP regularly hires and any supplementary actions that AUKCAP employees may be required to take.

ROLES & RESPONSIBILITIES

The **Leadership Team** are responsible for:

- Deciding when to close day centres and offices due to forecast winter weather and communicating this decision to the relevant teams
- Ensuring sufficient resources are made available for the effective implementation of the procedures detailed below.

The **Health & Safety Manager** is responsible for:

- Developing, monitoring and updating the Snow and Ice Policy and Procedures
- Ensuring the risk of slips, trips and falls including those arising from the presence of snow and ice are considered as part of each service and building health and safety risk assessment and appropriate control measures identified.
- Liaising with building dutyholders where AUKCAP regularly hires facilities to ensure reasonable steps are taken to reduce the risks arising from the presence of snow and ice.
- Snow and ice clearance equipment procurement, including de-icing agents, tools and personal protective equipment.
- Briefing appropriate employees by email on snow and ice clearance procedures, including potential hazards and the safe system of work to follow.
- Monitoring the weather forecast between 1st November and 31st March and communicating with staff at Cherry Trees Day centre if anti-icing measures need to be implemented.
- Recording all decisions on whether to conduct anti-icing, de-icing and snow clearance at Cherry Trees Day centre.
- Notifying tenants and external hirers at Cherry Trees Day centre of AUKCAP's snow and ice procedures.

The **Chief People Officer** is responsible for:

- Checking the Met Office forecast in the H&S Manager's absence and notifying Cherry Trees staff and tenants if anti-icing measures need to be implemented.

The **Day Services Service Manager** is responsible for:

- Checking the Met Office forecast in the H&S Manager's and Chief People Officer's absence and notifying Cherry Trees staff and tenants if anti-icing measures need to be implemented.

Cherry Trees Day Centre staff are responsible for:

- Applying de-icing agents in the agreed locations as per the procedures below.
- Following the safe system of work for snow and ice clearance.
- Reporting any concerns, defects or shortcomings with the de-icing agents, tools and PPE to the H&S Manager.

All **other day centre staff** are responsible for:

- Following the relevant procedures for their location detailed below.
- Communicating with the building duty holder if they believe current snow and ice prevention and clearance procedures are insufficient or if they identify an area of risk.
- Reporting any concerns or shortcomings with the building's snow and ice prevention and clearance procedures to the H&S Manager.

PROCEDURE

Snow & Ice Clearance Procedures by location

Cherry Trees Day Centre and Office

Pre-winter actions

By the end of October each year, the following actions must be completed:

1. H&S Manager to obtain sufficient supplies of de-icing agents to cover snow and ice clearance for November to March and ensure they are delivered to site and available for use.
2. H&S Manager to check the condition and availability of snow shovels and thermal PPE and replace any items as required.
3. H&S Manager to review snow and ice clearance risk assessment and share findings with the day centre staff.
4. H&S Manager to brief day centre staff on snow and ice clearance procedures and ensure their Manual Handling training is up to date.
5. Day centre staff to familiarise themselves with snow and ice clearance procedures.
6. H&S Manager to inform tenants and external hirers at Cherry Trees of the procedures that will be in place from November to March.

Snow & Ice Prevention and Clearance Process

1. Between 1st November and 31st March, the H&S Manager will check the Met Office Cold Health Planning Advice alert at the start of the working week. If cold weather is forecast for the working week, a daily check of the overnight and next day's predicted forecast will be made. In the absence of the H&S Manager, the Chief People Officer or Day Services Service Manager will check the forecast.
2. If frost, ice or light snow are forecast overnight/early the following morning, or if the temperature or windchill temperature is forecast to drop below 3° Celsius, the H&S Manager will instruct the day centre staff via email by midday to apply de-icing agent as outlined in the diagrams below shortly before leaving the day centre at the end of operation that day. The areas identified for de-icing are in order of priority the front entrance path (as the main entrance for Age UK staff and service users and annexe staff and visitors) the alleyway leading from the hall fire exit (as the secondary emergency exit for Age UK staff and service users) and the pathway through the courtyard garden(as the secondary emergency exit for annex staff and visitors)
3. On a Wednesday and a Friday, the day centre is not open therefore if frost, ice or light snow are forecast for a Wednesday or Friday night, or

early on a Thursday or Saturday morning, the H&S Manager will email the annexe tenants at the start of the working week and instruct them to apply de-icing agent to the front entrance path before they leave the building on a Wednesday and Friday.

4. As there are no AUKCAP staff on site on a weekend, the entrance path and rear and courtyard fire exit paths will not have had de-icing agent applied prior to staff arrival on a Monday morning. Therefore, the first member of day centre staff to arrive on a Monday must apply de-icing agent to the paths on arrival, if frost, ice or light snow are observed on the path, ensuring they are wearing non-slip footwear and are mindful of the increased risk of slips and falls. This also applies on the first day of operation following the temporary closure of the day centre for any reason.
5. Day centre staff will check on arrival whether an additional application of de-icing agent is required, due to rainfall or high winds since the last application of de-icing agent. If required, day centre staff will apply de-icing agent as outlined in the diagrams below before service users arrive at the day centre.
6. If heavy snow (i.e. 2 or more inches are likely to settle) is forecast for overnight or early the following morning and the Leadership Team has not instructed the day centre to close, day centre staff will use the snow shovel to clear snow off the path as indicated in the diagrams below. At the front of the building, snow should be deposited in the flower bed as indicated in the diagram below. Following physical clearance of snow, de-icing agent should be applied to the paved pathway to prevent re-freezing. If heavy snow is forecast prior to a day when the day centre is not open, annexe tenants are responsible for clearing the snow upon arrival using the snow shovel provided.
7. If heavy snow is forecast for the daytime or if the temperature is not forecast to rise above 0 Celsius by midday, day centre staff should check at lunchtime whether a further application of de-icing agent and/or physical clearance of any snowfall is required. This should be carried out before service users leave the building at the end of the day centre day.
8. The Day Centre and Annex staff will inform the H&S Manager of any de-icing or snow clearance conducted and the H&S Manager will record the forecast and all decisions regarding snow and ice prevention and clearance and building closure on a spreadsheet saved in *SharePoint > Health & Safety > Cherry Trees*.

Diagram 1: Area to be de-iced at front entrance



Area within red lines: path to be de-iced.

Area within blue lines: indicates snow deposit area

Diagram 2: Area to be de-iced at rear emergency exit



Area within red lines: path to be de-iced

Area within blue lines: location for snow deposits

Diagram 3: Area to be de-iced for the courtyard emergency exit route

Photograph awaited

Area within blue lines: location for snow deposits

Equipment, Materials and PPE

- De-icing agent to be used is 'Snow and Ice Clear' manufactured by Santander Salt, selected due to its fast acting de-icing properties and

non-hazardous rating. It melts ice and a thin layer of snow down to -7C.

- 'Snow and ice Clear' is supplied in 1.2kg containers with built-in shaker lids to reduce the amount of manual handling involved in decanting from large containers to smaller containers or using shovels or other spreading methods.
- The Manufacturer's Safety Data Sheet has been consulted and all relevant information shared with day centre and annexe staff. No specialist PPE is required to handle the product.
- Care must be taken when applying the de-icing agent to avoid contact with metals, including any vehicles and bicycles parked adjacent to the front path and the metal fence that borders the rear alleyway as the agent may corrode common metals.
- 'Snow and Ice Clear' will be stored in the entrance lobby at Cherry Trees so that it is accessible to Age UK staff, annexe staff and hirers. Additional supplies will be kept in the boiler room.
- A heavy-duty snow shovel with plastic handle will be stored in the boiler room at Cherry Trees for snow clearance.
- Staff will wear warm gloves when carrying out de-icing and snow clearance, to prevent thermal discomfort during the short time they are required to work outside. Thermal gloves compliant with EN 511 with a minimum of level 1 ratings for all three tests (contact cold, convective cold and water penetration) may be supplied for de-icing and snow clearance on request. Requests must be made to the H&S Manager.
- Staff to wear non-slip shoes when carrying out de-icing and snow clearance. Slip-on snow and ice grips may be supplied on request. Requests must be made to the H&S Manager.

Other Day Centres

March Day Centre at March Cricket Club: The Cricket Club committee will put down sand on walkways when icy weather is predicted. In addition, Age UK will supply the day centre with a container of 'Snow and Ice Clear' to apply to pathways that service users will use in the event that ice or snow has built up or the Cricket Club committee have been unable to conduct de-icing procedures in time.

Orton Day Centre at Steve Woolley Court: The on-site caretaker/warden conducts snow and ice prevention and clearance of the main route into the building from the car park when ice or snow is forecast. Age UK staff should contact the caretaker immediately if they identify any walkways where snow or ice has built up.

Oasis Day Centre and St Augustine's Day Centre at Oasis

Community Centre: The on-site cleaning team conducts snow and ice prevention and clearance of the car park, main entrance and side entrance when ice or snow is forecast. Age UK staff should contact Reception immediately if they identify any walkways where snow or ice has built up.

Age UK Offices

Frans House, Chatteris

Chelmer Foods are responsible for gritting the car park, main entrance and walkways when ice or snow are forecast. Age UK staff should contact Chelmer Foods immediately if they identify any walkways or areas of the car park where snow or ice has built up. The building will not close in adverse weather; in the event of adverse weather the LT will decide whether to prevent staff from travelling to the office.

Monitoring

- Online records will be kept of all decisions relating to snow and ice prevention and clearance at Cherry Trees from November to March by the H&S Manager.
- Any staff based at the other day centres or the two Age UK offices must report to the H&S Manager if they have found the snow and ice prevention and clearance measures on site to be inadequate in addition to reporting it to the relevant landlord, so that the H&S Manager can raise the issue with the relevant landlord and put in additional mitigations to prevent Age UK staff, service users and visitors from injuries.
- At the end of March, the H&S Manager will gather feedback from staff at all sites about the effectiveness of the procedures and review the procedures ahead of the following winter.

Snow & Ice Policy approved: November 2024



Signed by Chair of Trustees

Version Control Tracker

VERSION	DATE	AUTHOR	COMMENTS
1.0	September 2022	H&S Manager	New policy.
2.0	September 2023	H&S Manager	Scheduled review.
3.0	January 2024	H&S Manager	Addition of St Augustine's day centre.
4.0	May 2024	H&S Manager	Update to office locations, removal of Ambury Road day centre.
5.0	Nov 2024	H&S Manager	Scheduled review