**UCAS ADVERSE WEATHER PLAN**

**Updated February 2020**

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1. **Play Book for use by the Events Team**

**1, Situation assessment**

|  |  |  |
| --- | --- | --- |
| **Issue/Action** | | **Comments** |
| **1** | **Do we understand the situation, what is the risk and scale?**  The met office has given guidance on the level of warning & team has leased with on-site events team |  |
| **2.** | **Date of event?**  Deliverable time scale, is this happening now |  |
| **3.** | **What else do we need to know?**  How can we get that information? | **On site team, venue contact, met office & local/nation government** |

**2, Initial comms**

|  |  |  |
| --- | --- | --- |
| **Issue/Action** | | **Comments** |
| **4.** | **Agree initial message to email/broadcast to UCAS event staff**  Do we need to update the recorded message on 07814 851?  Do we need to send a Janet Txt message confirming the situation?  Identify point of contact for staff enquiries |  |
| **5.** | **Do we need an initial message to customers, suppliers and/or stakeholders?**  Check that initial web and social media messages have been deployed  Use templated messages |  |

**3, Assess impact in priority order**

|  |  |  |
| --- | --- | --- |
| **Issue/Action** | | **Comments** |
| **6.** | **Well-being of staff and stakeholders:**  Locate team  Are the on-site personnel safe?  Is public transport running normally?  What impacts on staff do we anticipate today and over the other event days? |  |
| **7.** | **Security**  Any implications? | **Talk to on-site team and venues** |
| **8.** | **Business continuity:** |  |
| 9 | **What additional operational activities are taking place today and what are the likely impacts?**  If the announcement of an event being closed with appropriate comms  At conferences, the Chair should discuss with the organisers, speakers and venue, with exhibitions it will be necessary to discuss with the venue and a cross section of exhibitions. Individual speakers/exhibitors/delegates should be allowed to leave if they want to.  Are there any UM campaigns or re-planned social media that should not go out? | **Re Events:** in relation to the UCAS originated agreements we are able to cancel exhibitions for a variety of reasons with very limited/no recompense from customers/stakeholders. Therefore, **our direct exposure to claims is very limited and does not carry any significant direct financial risk.** With regard to the third party originated agreements, a closure due to adverse weather would fall under the remit of ‘force majeure’ and therefore depending on the time of implementation in relation to the event open period would result in direct financial impacts to us being mitigated. However, **our operational costs are not protected.** Therefore, cancellation insurance continues to be on the radar to assess the cost versus value in potentially being able to claim back some of or incurred costs and/or missed opportunity costs through loss of access to some visitors (primarily those visitor who would not have pre-registered for an exhibition). |
| 10 | **What are the operational activities taking place that are likely to impact the subsequent events?**  Staffing & logistic to events (any cross over that needs to be identified)?  Other stake holders/contract to deliver events (shell/electric/carpet and freelancers)  Are there any UM campaigns or re-planned social media that should not go out?  Need to consider whether it will be possible to deliver other events. |  |
| 11. | **Reputational damage:**  Is there any risk to reputational damage? |  |
| 12. | Any **financial/legal** impacts? |  |

**4, Stakeholder engagement**

|  |  |  |
| --- | --- | --- |
| **Issue/Action** | | **Comments** |
| **13.** | **Identify all the customers and stakeholder who could be impacted** |  |
| **14** | **Determine operational impacts for:**   * Students/parents/general public * Schools and colleges * Universities/Admissions Offices * Government departments and sector agencies * Suppliers |  |
| **17.** | **Agree crisis comms plan** | **Please see appendix 2** |

5, Cancellation decision flow diagram

Management to make the call on cancelling event

Info. received from Met Office forecast regarding adverse weather

Decision made to….

Monitor situation, constant contact with on-site team

Contact on-site team, with decision

Not cancelled

Contact made from on-site team to management

Cancelled

Contact on-site team, with final decision

Action adverse weather plan

Monitor situation, constant contact with on-site team. Check in with team and action any support from HQ needed.

# 6, UCAS events emergency communication plan

## 

## Communication sequence

**Appendix 1**

# 1. Introduction

UCAS Media holds temporary events in venues all around the United Kingdom, and as such, the logistics to deliver these activities, can be susceptible to inclement weather. Poor conditions can prove hazardous to all involved, and this document aims to mitigate risk where possible, and to provide a course of action when the situation occurs.

## Background

Plans and protocols for adviser weather are subject to knowledge from the on the ground teams and government guidance for reginal and nation impact. It is already clear that such an event could have a major impact on our ability to deliver an event or event run to the scheduled timescale. The first point of call is the onsite team and the first action point to cover is ‘safety’.

UCAS has vast experience in dealing with multiple events around the country, with varying transport and logistical requirements, in all type of weather conditions. The main issues UCAS faces in delivery of their events are:

1. Ensuring all equipment, contractors and staff can access the venue in good time to prepare for and deliver the event safely.
2. The ability for the public to access the event safely.

## 1.2. Scope

The scope of this plan is to ensure that adverse weather is dealt with appropriately and that any injuries or accidents caused by inclement conditions are avoided.

The priority is to ensure the safety of all persons on the site at the time of hazardous conditions and to ensure that no damage is done to equipment or facilities that are the responsibility of the organisation.

# 2. Responsibilities

UCAS will monitor the weather forecasts prior to an event and will also monitor the long-range forecasts prior to the event run.

Should these forecasts predict hazardous weather, then appropriate actions will be taken in order to prepare the operational teams, HEPs, contractors and learners’ access to the exhibiton.

If dangerous or severe weather is forecast that will affect the national transport infrastructure, such as the snow of February 2018, then the event will be cancelled or postponed.

Should the weather conditions become challenging without warning then the appropriate action will be taken as listed below for each condition.

* 1. Criteria and triggers

The Operations/Exhibition Manager and Local Organiser/Event Organiser, will be responsible for monitoring the weather forecast prior to and during the event. Each event kit should carry an anemometer to measure wind speed to help gage temporary structures in bad weather.

Should bad weather be forecast for the event/build days, then Operations/Exhibition Manager will lease with Crises Management team ensure that the emergency plan is put into place via the agreement of the UCAS exec representative and venue(s) representative.

Should bad weather be forecasted for a time period before the event, the operational teams, HEPs, contractors and learners’ will be informed and, if needed build/ construction can be altered or cancelled.

# 3. Monitoring

Weather monitoring is the best defense against adverse weather conditions as it allows you to act before the conditions take hold and so avoid dangerous situations.

The Events team will monitor weather through conventional systems such as BBC Weather and The Met office, as well as regular contact with the venues and logistics companies to ensure local ‘boots on the ground’ knowledge is taken into account.

## 3.1. Long Term Weather Monitoring

BBC Weather ([*www.bbc.co.uk/weather*](http://www.bbc.co.uk/weather)) and The Met Office ([www.metoffice.gov.uk/](http://www.metoffice.gov.uk/)) will be used to monitor the weather. The long-range forecast monitors 12/14 days in advance.

## 3.2. Short Range Forecast

Short Range Forecasts will also use BBC weather ([*www.bbc.co.uk/weather*](http://www.bbc.co.uk/weather)) and The Met Office ([www.metoffice.gov.uk/](http://www.metoffice.gov.uk/)). These forecasts offer more in depth and accurate information.

## 3.3. Identification of Adverse Weather

### 3.3.1. Temperature

It is unlikely that extremes of temperature alone will lead to the cancellation of an event, but it raises health and safety concerns with travel times, working times and in extreme heat, risk of heatstroke and dehydration for the operational teams, HEPs, contractors and learners.

Working guidelines regarding heat, below. Using traffic light system

Below 5oC will be a red warning.

Between 6oC and 19oC will be a green status.

Between 20oC and 24oC will be an amber warning.

Where temperatures are expected to rise to 25oC or above, this will be flagged as a red warning.

**Taken from the HSE website:**

<https://www.hse.gov.uk/temperature/faq.htm>

*Temperatures in the indoor workplace are covered by the Workplace (Health, Safety and Welfare) Regulations 1992, which place a legal obligation on employers to provide a ‘reasonable’ temperature in the workplace.*

*The law does not state a minimum or maximum temperature, but the temperature in workrooms should normally be at least:*

*16°C or*

*13°C if much of the work involves rigorous physical effort.*

*A meaningful maximum figure cannot be given due to the high temperatures found in, for example, glass works or foundries. In such environments it is still possible to work safely provided appropriate controls are present. Factors other than air temperature, i.e. radiant temperature, humidity and air velocity, become more significant and the interaction between them become more complex with rising temperatures.*

*The Workplace (Health, Safety and Welfare) Regulations 1992 lay down particular requirements for most aspects of the working environment. Regulation 7 deals specifically with the temperature in indoor workplaces and states that:*

*‘During working hours, the temperature in all workplaces inside buildings shall be reasonable.’*

*However, the application of the regulation depends on the nature of the workplace, such as a bakery, a cold store, an office, a warehouse.*

*These Regulations only apply to employees – they do not apply to members of the public, for example, with regard temperature complaints from customers in a shopping center or cinema.*

### 3.3.2. Wind Speed

Wind speed will display as red when the wind is predicted to be above 30MPH on that day, yellow to

orange for forecasts of 7 to 23 MPH and White for wind speeds forecast below 7 MPH. Each event kit should carry an anemometer to measure wind speed to help gage temporary structures in bad weather. Please note that the UCAS pop-up marquees have a wind rating of 30mph, if temporary structures are being used i.e. marquees/stages, please talk to your production teams and have in writing the rating for each area.

### 3.3.3. Rainfall

Rainfall will display as red if forecast is predicted to be heavy, yellow to orange if it is forecast is

moderate to light and white if it is forecast no rain.

## 3.4. Warning Information

If any of the monitored types of weather reach potentially dangerous proportions during the build or the open event, the onsite team should contact the Operations/Exhibition Manager. If both cannot be reached, please contact the head of events

# 4. Arrangements and Procedures

This section lays out the arrangements and procedures in the event of adverse weather. In order to

ensure these procedures can be effectively implemented, a coms plan has been put together to help the operational teams, HEPs, contractors and learners have a clear understanding of the situation. (please see coms plan on page 8)

## 4.1. Wet Weather

During periods of severe rain fall, venues, marquees and covered areas can provide temporary shelter, if the rain fall looks to be extended and heavy, the onsite team will discuss

whether to carry on or close the exhibition. Alternative approaches can be dynamically addressed regarding queuing and coach drop off. The venue/university campus will need to consult with UCAS regarding the risks associated to the event carrying on.

## 4.2. Strong Winds

Should the wind speed approach 30 MPH, then a close watch will be kept on the site and teams will notify the relevant representatives from UCAS and the seiner venue staff.

All companies providing larger commercial marquees will also provide information regarding wind

load factors. As with heavy rain, Operations/Exhibition Manager will discuss with the Head of Events and or Exec representative closing the event should public safety be threatened.

## 4.3. Electrical Storms

In the event of a thunderstorm with lightning that may be nearby, public will be reminded to stay

away from electrical equipment and take shelter until the storm has passed. All metal poles from external structures will be covered to prevent people touching them during a storm.

## 4.4. Sun Exposure

If located outside or have large amount of the event offer externally all event operational teams, HEPs, contractors, crew and volunteers shall be briefed to wear appropriate clothing and sun block or sun cream. If high temperatures and high sun exposure is forecast, then the onsite team will be informedand if possible adequate amounts of sun cream will be made available.

**Appendix 2**

|  |  |  |
| --- | --- | --- |
| Audience | Channels | Dependencies |
| Exhibitors | Email  SMS  UCAS.com and UCASMedia.com | Data from Event organiser or Event Sales  Data from Event organiser or Event Sales |
| Advisers | Email  SMS | Data from Event organiser or Event Sales |
| Parents | Email  SMS  UCAS.com | Data from Event organiser or Event Sales |
| Students registered to attend individually | Email  SMS?  UCAS.com  Social channels |  |

# Emergency scenarios – sample messaging

## Adverse weather conditions

|  |  |  |  |
| --- | --- | --- | --- |
| Audience | Holding message | Cancellation comm | Follow up messaging |
| Exhibitor | We’re aware of the forecast for snow/flooding/etc in xxxxxx, and are monitoring the local weather situation carefully, with guidance from the venue.  We’ll update you on the situation by xxxxx/As soon as we have more information, we’ll be in touch. | URGENT: cancellation  Due to the severe weather warning in place, we have taken the decision to close the exhibition for safety reasons.  [Something about collecting items/breakdown if they’ve set-up already]  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. | Thank you to all our exhibitors who made the trip to xxxx, we hope you were able to make your way home safely.  Our decision to cancel the event was based on advice from the venue, which deemed it unsafe to proceed.  Communications were issued to all those attending and exhibiting through the different channels we have available.  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. |
| Visitor | We’re aware of the forecast for snow/flooding/etc in xxxxxx, and are monitoring the local weather situation carefully, with guidance from the venue.  We’ll update you on the situation by xxxxx/As soon as we have more information, we’ll be in touch. | URGENT: cancellation  Due to the severe weather warning in place, we have taken the decision to close the exhibition for safety reasons.  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. |  |

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## Extreme heat

|  |  |  |  |
| --- | --- | --- | --- |
| Audience | Holding message | Cancellation comm | Follow up messaging |
| Exhibitor | We’re aware of the forecast for high temperatures in xxxxxx, and are monitoring the local weather situation carefully, with guidance from the venue.  We’ll update you on the situation by xxxxx/As soon as we have more information, we’ll be in touch. | URGENT: cancellation  Due to the extremely hot weather, we have taken the decision to close the exhibition for safety reasons.  [Something about collecting items/breakdown if they’ve set-up already]  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. | Thank you to all our exhibitors who made the trip to xxxx.  Our decision to cancel the event was based on advice from the venue, which deemed it unsafe to proceed.  Communications were issued to all those attending and exhibiting through the different channels we have available.  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. |
| Visitor | We’re aware of the forecast for high temperatures in xxxxxx, and are monitoring the local weather situation carefully, with guidance from the venue.  We’ll update you on the situation by xxxxx/As soon as we have more information, we’ll be in touch. | URGENT: cancellation  Due to the extremely hot weather, we have taken the decision to close the exhibition for safety reasons.  We’re sorry for any inconvenience caused. If you have any questions, please get in touch with the team. |  |