

Example Action Card for Adverse Weather - Heavy snow

- **Potential risk/threat:** Heavy Snow
- **Business issues:** Staff may not be able to travel to work; public transport may stop; shortage of staff; business disruption;
- **Mitigating actions in place:** The provider ensures that they always check insurance against winter hazards; regularly review the greatest risk potentials such as loss of heating, loss of access, frozen pipes; ensure that staff are aware of the emergency plan; ensure you have electrical heaters in stock; ensure that you carry out your electricity and gas safety checks regularly and they are in good working condition; have extra cars ready with fuel in case you need to drop and pick up staff due to driving and transport issues.
- **Triggers:** weather forecast; low outside temperature and moisture in the air; seasonal;
- **Action card:**
 - Step 1: Communicate to all staff about the problem
 - Step 2: Check all access including driveways and parking. If they are not accessible utilize the staff team to clear off all the snow with excess snow cleared away and not blocking access.
Shovels are located in the *(ensure the where these equipment are located)*
 - Step 3: Check all heaters – are they working. If the heating stops call the emergency number for a call out on *(name and number of the company)*
 - Step 4: In the meantime, until the contractors come, please use the electric heater if possible *(please add the location where these are located)*
 - Step 5: Staff to observe the temperature in the building and ensure that they serve hot drinks and provide blankets if necessary.
 - Step 6: If the heating is not able to be repaired staff to evacuate the residents following the evacuation plans *(please state where is it located)* to the following location *(please add the location where the residents will be evacuated to)*
 - Step 7: Ensure that staff take all medication for clients and any emergency supplies that may be required
 - Step 8: **Incident close-down procedure:** The BCP lead ensures that the incident has been logged, conducts a debrief, discusses lessons learned and reviews the BCP if required
 - Step 9: Communication: Thank the staff team and share any learning points with team including individuals who are supported and their families or friends. Amend BCP if necessary.
- **Considerations:** As you are creating the action cards you will need to consider the business Impact Analysis which is simply, thinking about the **risk probability** – how likely is it to happen, the **business impact** should it happen, **Risk Priority** and **Critical Level** – in other words, what's the maximum allowable time before the risk would need to be brought back into control – and a **named threat owner**.