

Reviewed: November 2025

SNOW & ICE POLICY & PROCEDURES

PURPOSE

To address the risk management of increased likelihood of slips, trips and falls due to adverse weather such as snow and ice - due to traffic routes becoming slippery and existing trip hazards potentially being concealed by snow and ice.

The policy covers employees, volunteers service users, visitors and other persons affected by our undertakings at Age UK Cambridgeshire & Peterborough (AUKCAP) - including work in community and at day centres and offices.

SCOPE

This policy and accompanying procedures apply 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.
- Any building that AUKCAP regularly operates from and any supplementary actions that AUKCAP employees may be required to take.
- Work undertaken in the Community
- Work undertaken at AgeUKCAP offices

For the purposes of this policy and associated procedures, Line Manager will be taken to mean the immediate Team leader/Service Lead, or in their absence the relevant Head of Services or member of the Leadership team.

ROLES & RESPONSIBILITIES

Chairperson of Board of Trustees

- Has overall and final responsibility for health and safety

The Board of Trustees

- Must ensure that AGEUKCAP's operations comply with all relevant health and safety legislation
- Must review health and safety standards through routine audits and health and safety reports

Employees must:

- Follow this policy and all related procedures during periods of snow and ice
- Report any concerns to their Line Managers
- **Cherry Trees Day Centre staff only**
 - Must follow the procedures and safe system of work for snow and ice clearance detailed in Appendix 1
 - Must report any concerns, defects or shortcomings with the de-icing agents, tools or PPE to their Line Manager and the H&S Manager
- **Day Centre staff (March/Peterborough/Wisbech)**
 - Must follow the procedures for their Day Centre location detailed in Appendix 2
 - Report any shortcomings in the buildings snow and ice prevention/clearance to their Building Contact and their Line Manager
- **Community based staff**
 - Must follow the procedures for safe work in the community detailed in Appendix 3
 - Must report any concerns to their Line Manager

The Chief Executive (Deputy CEO in their absence) holds ultimate responsibility for the implementation of this policy, specifically:

- Ensuring this policy and accompanying procedures are relevant and regularly reviewed
- Ensuring that personnel are competently conducting their roles
- Ensuring the Board of Trustees are kept informed of safety matters including proactive initiatives, monitoring activities and reactive statistics

- Ensuring adequate resources are allocated to develop and maintain safety standards
- Ensuring timely decisions are made regarding reduction of services due to forecast winter weather

Head of Services must:

Oversee the operational implementation of this policy, procedures and resultant arrangements in the teams under their leadership, through the direction and support of their Service Leads and Team Leaders. Including but not limited to:

- Actively monitoring weather forecasts and cold health alerts between 1st November and 31st March
- Liaising with the Leadership Team with respect to any reduction in services
- Communicating decisions and instructions to Line Managers in a timely manner
- Playing an active role in the investigation of any accident, incidents or near misses
- Overseeing the implementation of any corrective actions following monitoring activities, audits or external local authority inspections.

Service Leads and Team Leaders

Have day to day responsibility for the operational implementation of the arrangements for the teams under their management. Including but not limited to:

- Monitoring the weather forecast and cold health alerts between 1st November and 31st March
- Communicating decisions and instructions to staff and volunteers in a timely manner
- **Cherry Trees Day Centre only** - Communicating with staff at Cherry Trees Day centre if anti-icing measures need to be implemented and recording all communications on anti-icing, de-icing and snow clearance decisions.
- Ensuring their teams follow this policy and all related procedures and that any areas of non-compliance are addressed immediately
- Responding to reports of issues affecting compliance with this policy and procedures
- Investigation any accidents, incidents or near misses
- Implementing any corrective actions following internal monitoring, audits or external local authority inspections

The Health and Safety Manager must:

Health and Safety

- Develop and maintain a management system, including this policy, related procedures and associated documentation, to address the risk associated with snow and ice.
- Support Line Managers with the implementation of this policy and related procedures, and respond to reported issues and concerns
- Support Line managers to ensure 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.
- Remind appropriate employees by email on snow and ice clearance procedures, including potential hazards and the safe system of work to follow, annually.
- Gather feedback from staff at all sites in March about the effectiveness of the procedures and review the procedures accordingly.
- Communicate with the Environmental Health Authority as required
- Support Line Managers to conduct routine monitoring, audits and spot checks

Cherry Trees Building Facilities Management

- Notify tenants and external hirers at Cherry Trees Day centre of AUKCAP's snow and ice procedures.
- Manage the procurement of snow and ice clearance equipment, including de-icing agents, tools and personal protective equipment.
- Monitor/maintain equipment stock levels

APPENDIX 1

Snow & Ice Clearance Procedures - Cherry Trees Day Centre

Pre-winter actions

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

Health and Safety Manager

Health and Safety

- Review snow and ice clearance risk assessment and share findings with the Day Centre staff.
- Remind Day Centre staff of snow and ice clearance procedures and ensure their Manual Handling training is up to date.

Cherry Trees Building Facilities Management

- 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.
- Check the condition and availability of snow shovels and thermal PPE and replace any items as required.
- Inform tenants and external hirers at Cherry Trees of the procedures that will be in place from November to March.

Day centre Line Management and staff

- Familiarise themselves with snow and ice clearance procedures.

Winter actions (1st November-31st March)

Day centre Line Management and staff

- Between 1st November and 31st March, 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, make a daily check of the overnight and next day's predicted forecast.

- De-icing agent must be applied **before leaving** the day centre at the end of operation that day, if the forecast predicts:
 - frost, ice or light snow overnight/early the following morning
 - a temperature or windchill temperature below 3° Celsius
- Day centre staff must check **on arrival** whether an additional application of de-icing agent is required
- When it has not been possible to apply de-icing agent the day before due to Centre closure - and frost, ice or light snow is observed - De-icing agent must be **applied by the first member of staff to arrive** at the Centre
- De-icing agent must be applied to **all areas** as outlined in the diagrams below in the following priority order:
 1. The front entrance path (as the main entrance for Age UK staff and service users and annexe staff and visitors)
 2. 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)
- Staff must wear non-slip footwear when applying de-icing agent
- On days when the Day Centre is not open, building tenants have access to the de-icing agent and associated equipment where applicable.

Heavy Snowfall/accumulation

- If forecast predicts heavy snow (i.e. 2 or more inches are likely to settle) 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 must 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 have access to the snow shovel provided.
- If heavy snow is forecast for the daytime or if the temperature is forecast to remain below 0 Celsius by midday, day centre staff must:
 - Make a further application of de-icing agent
 - Carry out further physical clearance of any snowfall

This must be carried out before service users leave the building at the end of the day centre day.

- The Day Centre staff will inform their Line Manager, by telephone or email, of any de-icing or snow clearance conducted
- The Line Manager will record the forecast and all decisions regarding snow and ice prevention and clearance and building closure.

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



Area within red lines: path to be de-iced

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 must 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.

APPENDIX 2

Snow & Ice Clearance Procedures - Day Centres (excluding Cherry Trees)

March Day Centre at March Cricket Club:

- The Cricket Club committee will put down sand on walkways when icy weather is predicted.
- A container of 'Snow and Ice Clear' must be kept at the day centre
- Day Centre staff must apply de-icer to pathways that service users will use in the event that ice or snow has built up during operating hours or the Cricket Club committee have been unable to conduct de-icing procedures in time.

Orton Day Centre at Steve Woolley Court/Sutton 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 must 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 must contact Reception immediately if they identify any walkways where snow or ice has built up.

APPENDIX 3

Work in the Community

Planning, preparation and dynamic risk assessment are key to staying safe in your work in the community – both when travelling to different locations and when visiting properties:

- Keep informed about weather forecasts and warnings, considering the conditions on your outbound and return route and destinations – the weather and road conditions can vary greatly across our operational area
- Conduct dynamic risk assessments throughout your day to determine if it is safe to continue work/journeys as planned
 - Is it safe to travel or has non-essential travel been advised against?
 - Has the weather forecast changed during the day?
 - Are the actual conditions worse than predicted?
 - Have you had any difficult situations, accidents, incidents or near misses which lead you to reassess the risk?
 - Has your ability to carry out your role effectively lessened during the day due to the adverse weather conditions?
- Ensure you are prepared for cold temperatures and slippery surfaces
 - Dress for the weather – remember multiple thinner layers are more effective than fewer thicker layers
 - Wear suitable footwear with non-slip soles
 - Increase levels of communication with your line manager
- Ensure your phone(s) is/are fully charged
- Ensure that your vehicle is prepared for adverse weather conditions:
 - Check your battery
 - Check your tyres
 - Check your wiper blades
 - Check your lights
 - Check your car heater and demister
 - Ensure all fluids, like antifreeze and washer fluid, are topped up correctly
 - Pack a winter car kit:
 - Ice scraper/de-icer

- Emergency kit e.g. Jump leads, First aid kit, High visibility vest, Warning triangle, Power bank for phone charging
- Warm clothes – coat, hat, gloves, blanket
- Bottled water and non-perishable food

- Clear all snow and ice from your vehicle – paying particular attention to the lights, windscreens and windows – **before you set off and throughout your day if further accumulations occur**
- Familiarise yourself with the Adverse Weather Conditions Policy

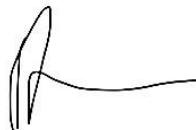
APPENDIX 4

Work at Age UKCAP Offices

South Fens Business Centre, Fenton Way, Chatteris

Fenland District Council are responsible for gritting the car park, main entrance and walkways when ice or snow are forecast. Age UK staff should contact Reception 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 leadership team will decide whether to close the office and advise staff against travelling.

Snow & Ice Policy approved: December 2025



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 2025	H&S Manager	Scheduled review Align policy roles & responsibilities with main H&S policy Reassignment of duties with respect to weather monitoring, decision making and recording Separation of procedural elements into appendices Addition of guidance section for community workers