

## Retail Extreme Cold and Wet Weather Guidance

When extreme adverse weather arises, a 'common sense' approach should be taken to manage the situation. The guidance below isn't an exhaustive list.

If required, refer to the Emergency Incident Centre (EIC) page on OneAsda or the mobile app for further guidance on dealing with specific incidents (e.g., power cut).

### Preventative Measures and Pre-Planning

<b>Weather conditions</b>
<ul style="list-style-type: none"><li>✓ Sign up to receive weather alerts for your area through the Met Office <a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a></li><li>✓ Keep an eye on local news and radio for weather/travel updates and school closures</li></ul>
<ul style="list-style-type: none"><li>✓ Report any flooding incidents or potential risk of flooding to the City Helpdesk on #6199<ul style="list-style-type: none"><li>• City RFMs will coordinate any recovery or preventative action</li><li>• Pallets of sandbags will be held in ADCs and will be allocated (within 24 hours) for deployment by City if a risk of flooding is forecasted</li><li>• Drainage contractors are in place to have crews on stand-by during heightened periods of risk</li></ul></li><li>✓ City will conduct a monthly visual inspection of car park drains to ensure systems are clear</li></ul>
<ul style="list-style-type: none"><li>✓ Snow which has been shovelled/ploughed to your assigned snow zone must be left to melt away as it is classed as contaminated waste and as such cannot be removed from the store</li><li>✓ Snow zones assigned within the car park are pre-determined from previous years' experience</li><li>✓ Should you wish to have the snow mound moving to another area of your car park, call the City Help Desk on #6199 and they will organise any necessary work</li></ul>
<b>Preparation</b>
<ul style="list-style-type: none"><li>✓ Call the City Helpdesk on #6199 if additional support is needed</li></ul>
<ul style="list-style-type: none"><li>✓ Ensure colleague areas are gritted such as car park stairs, exposed landings and walkways, colleague entrance etc.</li></ul>
<ul style="list-style-type: none"><li>✓ Check slip mat locations in the foyer and reception areas</li></ul>
<ul style="list-style-type: none"><li>✓ If possible, increase checks within the store entrance/foyer area and display wet floor signs</li></ul>
<ul style="list-style-type: none"><li>✓ Ensure blue roll is available for customers to use in the foyer e.g., to wipe down wet trollies</li></ul>
<ul style="list-style-type: none"><li>✓ Ensure porters clear built up snow from fire exits to maintain their availability</li></ul>
<b>Leadership cover</b>
<ul style="list-style-type: none"><li>✓ Keep up-to-date contact details for your leadership team</li></ul>
<ul style="list-style-type: none"><li>✓ Review the home locations of your leadership team and if necessary, managers can work at a local store if they can't reach their base store</li></ul>
<ul style="list-style-type: none"><li>✓ Agree emergency cover arrangements with your leadership and set up an emergency contact list for all. Pay particular attention to Sundays where cover tends to be at a minimum</li><li>✓ Supermarkets: consider buddying up with local superstores for support with store cover</li></ul>

## Colleague and Customer Safety

Travel
<ul style="list-style-type: none"><li>✓ Check the roads before setting off <a href="http://www.highways.gov.uk/">http://www.highways.gov.uk/</a></li><li>✓ Clear your car of snow, including headlights, to ensure vision is clear and reduce the risk of snow hitting other drivers<ul style="list-style-type: none"><li>• When driving, pay attention to the road, traffic and weather conditions</li><li>• Slow down and take more care - even if you drive the same stretch of road every day</li><li>• Make sure your mobile is fully charged – don't use your phone whilst the engine is running</li><li>• If travel is essential, take supplies such as chocolate, hot drink flask, torch, spade, de-icer, blanket, boots, hat, gloves, medicine etc</li></ul></li></ul>
✓ If public transport fails, encourage colleagues to car share or if they live locally, pair up and walk together and to let a friend or relative know when they are setting off
✓ In situations where there is a business need and a colleague is unable to attend work due to public transport issues (trains/buses etc.), it may be appropriate to pay for a taxi. This would only be done in cases where the cost is justified and is at the discretion of the GSM/SM
✓ Encourage colleagues stuck in the snow to take refuge and not to put themselves at risk by trying to push on
✓ Allow reasonable telephone usage / breaks so colleagues can check arrangements for themselves or any dependants
✓ Allow colleagues to return home, or to a place of safety with a friend or relative, if the weather is worsening and there's a risk of colleagues being stranded, or if they're worried about children/ dependants and can't make other arrangements
Absence
<ul style="list-style-type: none"><li>✓ Follow the usual absence notification process - refer to Attendance People policy on OneAsda/ Work/ Policies and Tools/ People Policies<ul style="list-style-type: none"><li>• If the colleague is absent due to them not being able to physically get into work, consider if they live nearest to another store which they get can to</li><li>• Absences will be unpaid unless the colleague wishes to use their holiday entitlement/top up hours and this is agreed by the Line Manager</li><li>• Normal sick pay rules apply for those colleagues who are absent from work due to illness</li><li>• Calling back to colleagues should continue as it demonstrates our value of 'we care for our colleagues' everyday'</li><li>• If a store closes, all colleagues must be paid their normal contracted hours</li></ul></li></ul>
<ul style="list-style-type: none"><li>✓ The overriding principle should be to determine whether the colleague is acting with integrity e.g.<ul style="list-style-type: none"><li>• Where the colleague lives and the local conditions of the roads / public transport</li><li>• Local schools / nurseries are closed and the colleague has no childcare arrangements</li><li>• If the colleague has tried to get to work by reasonable alternative means e.g. public transport</li></ul></li><li>✓ In such circumstances a reasonable amount of absence would be permitted</li><li>✓ In the rare situations where you feel the colleague has not been genuinely affected, these should be reviewed on a case by case basis conducting a fair investigation before drawing conclusions</li></ul>
✓ Consider shift swaps if appropriate

<ul style="list-style-type: none"> <li>✓ If your store is strongly hit by high absence, consider priority areas/departments and redeploy colleagues into these areas</li> <li>✓ Ensure that colleagues are trained to undertake the tasks that they're redeployed to do</li> </ul>
<b>Pharmacy</b>
<ul style="list-style-type: none"> <li>✓ If opening hours are affected due to absence or delayed opening, follow the closure process on OneAsda/ Work/ Pharmacy/ Standard Operating Procedures/ C14 Pharmacy Closures</li> </ul>
<ul style="list-style-type: none"> <li>✓ Only trained/training pharmacy busters can support the department if colleagues are absent</li> <li>✓ If there are no pharmacy busters, the duty pharmacist must decide if it's safe to operate with the number of colleagues present or if the pharmacy must close in the interest of patient safety</li> </ul>
<ul style="list-style-type: none"> <li>✓ Ensure the temperature in all healthcare waiting areas is acceptable and provide additional heating if required to protect children or vulnerable adults who are waiting for healthcare services</li> </ul>
<ul style="list-style-type: none"> <li>✓ Refer to the Pharmacy Business Continuity Plan on OneAsda/ Work/ Pharmacy/ Pharmacy Operations for additional guidance</li> </ul>
<b>Optical</b>
<ul style="list-style-type: none"> <li>✓ If opening hours are affected due to absence or delayed opening, you must complete the Optical Closure Report Form on OneAsda/ Work/ Forms/ Optical so the Optical Compliance team can inform the NHS</li> <li>✓ If all optical colleagues are absent resulting in Optical department closing, then refer to the Store Closure Checklist for further guidance</li> </ul>
<b>Uniform</b>
<ul style="list-style-type: none"> <li>✓ Refer to the Hourly Paid and Salaried Dress Standards People Policies on OneAsda/ Work/ Policies and Tools/ People Policies for guidance on acceptable dress standards in line with the weather</li> </ul>
<ul style="list-style-type: none"> <li>✓ Encourage colleagues to wear additional clothing under their uniforms (though not visible)</li> <li>✓ Suggest they wear shoes/boots with thicker soles if they find the shop floor colder than usual <ul style="list-style-type: none"> <li>• Heavy boots (except safety wear) should be avoided</li> </ul> </li> <li>✓ If available, make any extra gilets and fleeces available. Fleeces cannot be worn on fresh food preparation areas such as counters, bakery and Asda run Cafes</li> <li>✓ Porters should be encouraged to wear hats, gloves and use moisturiser / lip protector</li> </ul>
<ul style="list-style-type: none"> <li>✓ Provide towels to help colleagues dry off as they arrive and make any spare uniform available for those who may need to change</li> </ul>
<b>Breaks</b>
<ul style="list-style-type: none"> <li>✓ Where appropriate offer additional breaks for Porters and Warehouse colleagues</li> </ul>
<ul style="list-style-type: none"> <li>✓ Offer colleagues hot drinks in extreme weather. Drinks cannot be taken onto the shop floor and must be consumed in the colleague rest area</li> </ul>
<b>Heating</b>
<ul style="list-style-type: none"> <li>✓ Contact the City Helpdesk on #6199 if you're having problems with heating <ul style="list-style-type: none"> <li>• If necessary, escalate through the GSM Hotline or Regional City Manager</li> </ul> </li> </ul>
<b>Sprinklers</b>
<ul style="list-style-type: none"> <li>✓ Contact the City Helpdesk on #6199 if you're having any issues with your sprinkler pipes</li> <li>✓ Follow the Fire Watch Procedure on OneAsda/ Work/ Compliance/ Fire Safety until issues are resolved</li> </ul>

## Accidents

- ✓ Follow the usual accident reporting and investigation process for incidents on site
- ✓ Accidents to and from work aren't classed as accidents at work however if the colleague arrives at work and has had an accident, it's our responsibility to ensure they get the appropriate treatment and care

## Supply and Availability

### Customer Notice

- ✓ If availability becomes impacted, print and display the weather Customer Information POS

### Protecting PI / CAP

- ✓ If deliveries are running late do not finalise them on SMART until they have physically arrived
- ✓ If a delivery is not going to arrive, ensure the depot do not add it to SMART
- ✓ If a delivery is more than three days late and is on SMART, it will auto finalise and add to your PI
  - Continue to bin and pick but do not change PI until the delivery has arrived and been worked
- ✓ If colleague cover is affected by absence due to the weather then as a minimum, ensure you maintain binning in for any deliveries and binning out for picks

### Fresh

- ✓ Continue to follow the normal process for waste and markdowns in store
- ✓ Check Newsflash on a daily basis in case of any further region-specific guidance
- ✓ Review the Supply Walkthrough daily for further guidance on maintaining in-store availability and details of any additional ingredient allocations or key production lines that must be focussed on
- ✓ Continue to follow the normal process for milk deliveries by contacting your local supplier and if necessary, escalate any issues through the Supply Helpdesk

## Online Grocery

In the event of adverse weather preventing scheduled deliveries from being completed, explore other methods of fulfilment:

- Can the customer collect their order from store?
- Can the customer meet the driver at a mutually convenient location?
- If you have discussed the above options with the customer and none of these are possible, please explain that unfortunately the order will need to be cancelled. (refer to Cancelling Orders section below)

### Driver Safety

- ✓ Ensure that the vehicle is checked thoroughly, fully equipped and defect free (additional safety equipment to be carried in delivery vehicle during adverse weather to include: de-icer, grit, ice scraper and shovel, orderable via SAP)
- ✓ Ensure the windscreen is clear, and washer water bottle is full before setting off
- ✓ Ensure drivers are wearing appropriate clothing (refer to Dress Standards Policy)
- ✓ Remind colleagues on the breakdown procedure and ensure contact numbers are available

✓ Send drivers out with flasks of hot drinks and sandwiches, in the eventuality of them getting stuck
✓ In remote areas, it may be advisable to send two drivers out
✓ If at any point during bad weather a driver feels it is unsafe to continue, they must return to store
<b>Cancelling Orders</b>
✓ Follow the cancellation process and obtain authorisation from your Retail SD/SM
✓ If you need to cancel orders, collate the list of impacted load numbers and escalate to the Contact Centre for cancellation and rebooking via <a href="mailto:GHSCancellations@asda.co.uk">GHSCancellations@asda.co.uk</a>
✓ Ensure orders are cancelled ASAP within GIF so that a notification can be sent to the customer
<b>Ongoing Adverse Weather</b>
<p>✓ If the bad weather is likely to continue over a number of days, escalate via your Online Grocery SD and, with their authorisation, the Delivery team can take the following actions as required:</p> <ul style="list-style-type: none"> <li>• Stop future orders – this is effective immediately, you must specify if Click and Collect and/or Remote Click &amp; Collect are also required</li> <li>• Close down specific postcodes sectors</li> <li>• Removal of vans – this is to be completed via the standard capping process</li> <li>• Close evening slots from 6:00pm</li> <li>• Set max orders</li> </ul> <p>✓ Send an email request for any of the above to GHS Capping at <a href="mailto:GHSCapping@email.wal-mart.com">GHSCapping@email.wal-mart.com</a></p> <ul style="list-style-type: none"> <li>• Follow the GIF end of day process and ensure all orders are in the correct status following delivery or cancellation</li> </ul>
<b>Widespread Disruption</b>
<ul style="list-style-type: none"> <li>• In the event of widespread disruption, we may choose to take national action and a company-wide incident management group may decide to restrict capacity</li> <li>• In these extreme circumstances, the Delivery team will keep you fully informed, allowing you to update store teams</li> </ul>

## Petrol Forecourt

<b>Fuel Deliveries and Availability</b>
<p>✓ Check your fuel stocks on a regular basis, especially automated and fast lane/pay at pump sites</p> <ul style="list-style-type: none"> <li>• DHL will prioritise deliveries where required to keep petrol stations in stock</li> <li>• Do not let any tank get below 2,000 litres of fuel</li> <li>• Some sites may have to close off before this. If in doubt, contact the Petrol Trading team</li> <li>• Failure to close the tank at this stage will result in loss of prime (air lock) and may cause pump damage, it will also delay reopening whilst an engineer is assigned to the site</li> </ul> <p>✓ If you run out of fuel, follow normal process and use the 'No diesel' or 'No unleaded' POS</p> <p>✓ Keep in close contact with DHL to understand when your next delivery is planned</p>

- ✓ Put a can of de-icer in the DCD box for drivers to open padlocks on fill points
- ✓ Ensure the tanker bay is gritted to allow tanker access
  - Any snow clearing on the main car park, access and exit roads must not impact the fuel delivery tanker - access must be provided 24 hour a day
  - The tanker unloading bay and off set fills must be kept clear at all times

### **Rollover / Drive-Through Car Wash**

- Winter is historically the busiest time for car washing so it is imperative to keep the rollover car washes working as effectively as possible

- ✓ Check the entrance/exit is free from ice, sprinkle salt and grit over affected areas

- ✓ Review your car wash chemical stock holding to make sure you have enough to last through this busy period and order via SAP as required

- ✓ Keep wash bay doors closed overnight or when the frost protection system is in operation (not all car washes have bay doors)
  - The machine has an automatic frost protection system and this will go into operation as the temperature falls

- ✓ If the temperature falls below 0 degrees, automatic sensors come into operation and stop the machine accepting customer ticket codes
- ✓ This will also start the car washes blow down system. This is where compressed air is blown through the machines air pipes to expel water
- ✓ The cash wash will remain inoperative if the temperature remains below 0 degrees and will go back into operation as soon as the temperature starts to rise
- ✓ To establish if the automatic system is in operation, there will be a message on the customer ticket keypad. The message differs depending on car wash type:
  - “Out of Service” / “Water Purge Active” / “Pipe Emptying Process Active”
- ✓ On some systems the same message is also displayed on the kiosk ticket printer

- ✓ When the car wash comes back in operation, check that no ice has formed in any part of the wash bay that could represent a hazard
- ✓ Check the car wash brushes have no ice on them.
- ✓ Test the machine to make sure water is coming out of all the jets
  - Contact Wilcomatic Service Centre if you require any assistance

### **Jet Washes – Air Serv**

- Air Serv jet washes have a built in frost protection system which will automatically activate to prevent the machine from freezing if the temperature drops below 0 degrees
- Do not turn off the main power supply to the Jet Wash as this will result in the machine freezing and could result in burst pipes etc

- ✓ If the jet wash bay needs to be closed, place cones to restrict access to the wash bay

### **Air and Water Units**

- The air unit can be used during severe cold weather but the following action **must** be taken:
  - ✓ The parking space for using the air unit must be gritted and checked on a regular basis to avoid slip hazards
  - ✓ Place/tie a plastic carrier bag or similar over the external water tap on the side of the air unit (not all units have this)
    - This will prevent customers from using the water tap and causing pipes to burst
  - ✓ Print and laminate the Petrol Air and Water Unit POS from OneAsda/ Support / Additional Support/ Adverse Weather and attach it to the Air and Water unit