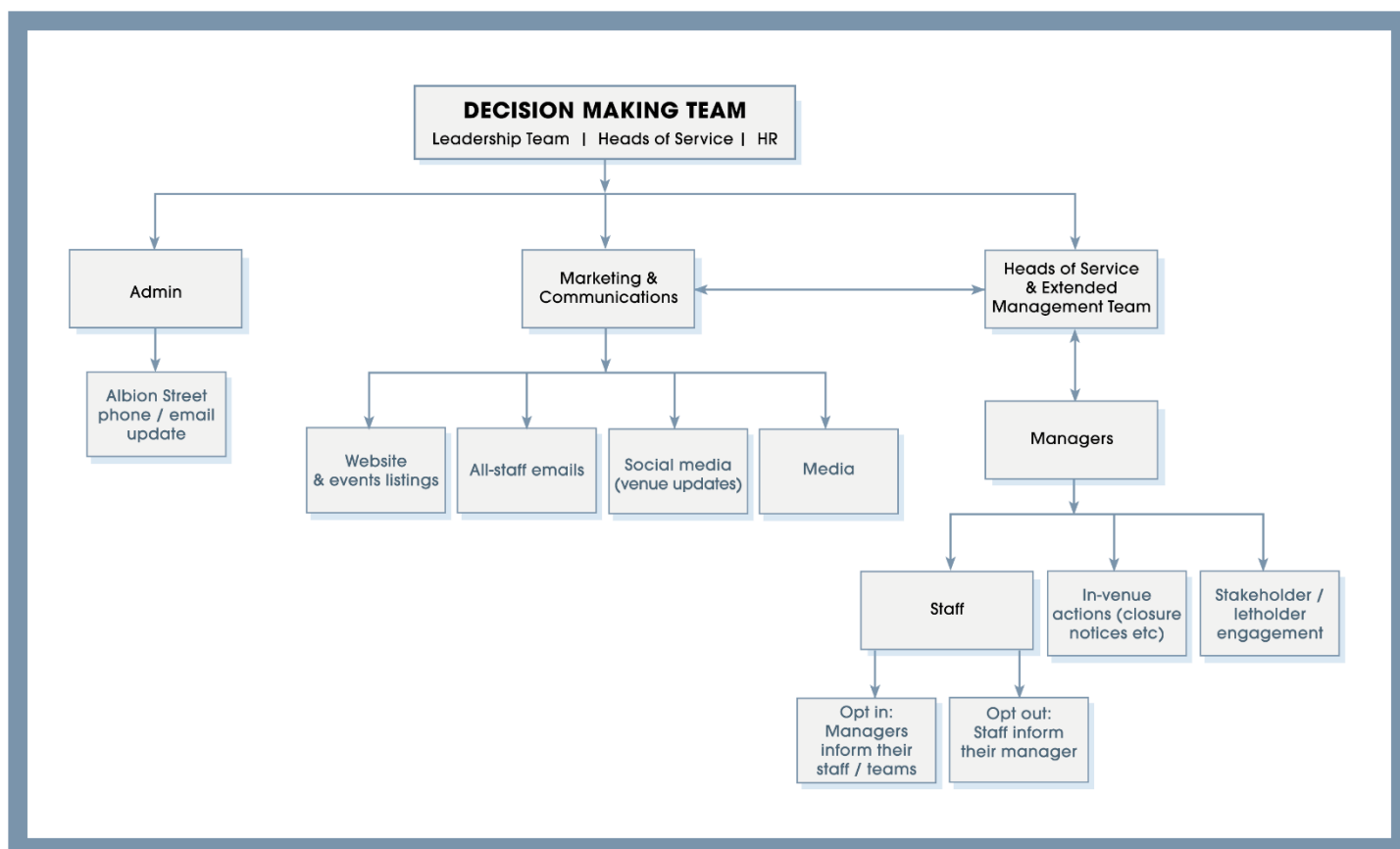


Communications process

If severe (amber/red) weather alerts are forecast for the Greater Glasgow area by the Met Office, then Glasgow Life's Severe Weather Communications Plan will be put into action. Our aim will be to communicate information at the earliest opportunity. For example:

'A severe weather warning has been issued for X (date/time) with an (amber/red) alert in place. This could have an impact on the normal operation of Glasgow Life services and venues. Please check our website and social media channels for regular updates.'

All updates and guidance for colleagues will be posted on Glasgow Life's website. Please save this web link <https://www.glasgowlife.org.uk/about-us/colleague-information/colleague-updates> and bookmark it on your company and/or personal devices so that you can quickly and easily access it.



We will communicate with colleagues and customers through the following stages. This process will be used for venue closures and re-openings, which may potentially be phased.

1. Glasgow Life's Decision Making Team – comprising the Leadership Team, Heads of Service and HR colleagues – will convene a meeting/conference call to agree if any action is to be taken and the timescales that will be put in place for reviewing any changing weather event.
2. The Marketing and Communications Team will manage and distribute all communications from the Decision Making Team. The first communication will be to the Extended Management Team to prepare for a managed approach to any decisions made. Information will then be cascaded to all Glasgow Life colleagues.
3. Heads of Service will designate key operational contacts who will provide regular service area updates to the Head of Marketing Communications and their respective Marketing Communications Business Partner.

4. The Marketing and Communications Team will be the initial point of contact for customer-facing communication. They will issue guidance and localised updates via Glasgow Life's website and respond to any media enquiries. Colleagues in services with access to relevant social media channels should update these as part of the cascade of information.
5. During this time, Glasgow Life digital channels will stop marketing events and prioritise keeping customers up to date.
6. The Administration Team at Albion Street will update the main telephone line and email inbox with messages redirecting customers to Glasgow Life's website for information and regular updates.
7. Your Line Manager forms an essential two-way link in the communications chain; they will provide you with regular updates and ensure you know how and where to access information during a severe weather event.
8. At the same time, the information your Line Manager provides to their Senior Manager and/or Head of Service will be used to inform Glasgow Life's Decision Making Team in briefings and on conference calls.
9. You should review and discuss upcoming service/venue activity and events with your Line Manager, who will consider shift patterns to prepare for any disruption when the situation seems to be deteriorating from a yellow to an amber warning. Your Line Manager will advise their Senior Manager/Head of Service and Marketing and Communications Business Partner of any issues arising.
10. Please update your voicemail and email out-of-office messages (where applicable) – these should warn of disruption and direct Glasgow Life customers and stakeholders to our website for the latest information and updates.
11. Where possible, display closure notices around your venue/site on venue gates/doors. A standard poster notice is provided at the end of this briefing. It should be printed locally on A3 paper in black and white.

Your role as a Glasgow Life Colleague

Glasgow Life expects all colleagues to make every reasonable effort to be at work.

Please familiarise yourself with the 'Severe Weather Arrangements: Guidance for colleagues' at the end of this briefing. It's important that you understand the implications of Glasgow Life's Severe Weather Plan in advance.

Key considerations include:

- **Opt-in:** If you're willing to share your personal contact details, your line manager will store these securely and keep you informed during a severe weather event – GDPR privacy legislation makes this an opt-in, it's not mandatory.
- **Opt-out:** Check that you have your Line Manager's up-to-date contact details. It is your responsibility to contact your Line Manager if you experience difficulties getting to work as a result of severe weather. You should also remain in regular contact with your Line Manager during a red weather event and be ready to return to work promptly.

What you need to do now

Take action now to ensure:

1. You have shared **your** contact details with your Line Manager (if you wish to do so).
2. You have saved your Line Manager's up-to-date contact details.

You have saved this web link as you will need it to access severe weather updates and guidance for colleagues on Glasgow Life's website:

<https://www.glasgowlife.org.uk/about-us/colleague-information/colleague-updates>.

3. You familiarise yourself with the 'Severe Weather Arrangements: Guidance for colleagues' at the end of this briefing.
4. You have raised any questions or issues with your Line Manager in advance. Everyone needs to understand their obligations as Glasgow Life employees.

Glasgow Life Severe Weather Guidance – Appendix 1

Severe weather arrangements: guidance for colleagues

The following principles will be adopted in situations where there is severe weather.

Up to and including an amber Met Office weather warning:

Managers will issue guidance at a local level regarding the closure of venues and arrangements for alternative work sites.

Where Glasgow Life takes the decision to close a workplace or normal work activity cannot be undertaken, we will make every effort to provide an alternative workplace/suitable alternative work. Only in exceptional circumstances will employees be sent home and in these circumstances this will be viewed as authorised paid leave.

Managers have the authority to take action where they deem it to be necessary without further approvals – though such decisions should be communicated to your Senior Manager/Head of Service at the earliest opportunity.

If your Line Manager is satisfied that you will be/have been genuinely prevented from attending work, or need to leave the workplace as a result of the poor weather conditions (including disruption to your care arrangements), they may authorise one or a combination of the following:

- **Alternative work location** – where you are unable to attend your normal place of work, your Line Manager may explore options for alternative work locations when you are reporting your inability to attend your normal work location.
- **Work from home** – where you are authorised to ‘work from home’, your Line Manager will determine and agree a defined workload with you on the basis that you have the necessary resources to undertake this.
- **Use Flexi time, TOIL or Future Additional Hours** – if you don’t have sufficient Flexi time or TOIL to cover the absence period, your Line Manager can authorise that your time off is offset against future Flexi time or TOIL, where operational requirements allow, and determine the period of time over which the offset leave should be worked. If you do not work with Flexi time arrangements, you will be permitted to ‘make up lost time’ by working additional hours agreed with your Line Manager after the severe weather has passed.
- **Annual leave** – if you have no annual leave remaining in the leave year, entitlement may be brought forward from the following year.
- **Unpaid leave** – you can use unpaid leave, which can be deducted, if required, over a reasonable period of time.

If you require time off to care for dependants because of an unexpected disruption or termination of your care arrangements, and annual leave, Flexi time or TOIL are not viable options, your Line Manager will discuss this with you and determine what is reasonable and necessary in the circumstances.

You may then be allowed up to one day’s paid leave to make necessary arrangements with any further leave unpaid.

You should follow Glasgow Life’s normal reporting of absence arrangements and it is your responsibility to keep in contact with your Line Manager.

Where there is evidence that an employee has been dishonest about their reasons for not being able to attend work, the matter will be investigated in accordance with our Disciplinary Policy and Procedures <https://www.glasgowlife.org.uk/about-us/colleague-information/hr-policies-and-documents/discipline>.

Red Met Office weather warning:

In addition to the principles for situations up to and including amber Met Office weather warnings, the following principles will be adopted in situations where a red weather warning has been issued:

- The Leadership Team will immediately initiate red weather arrangements.
- **Glasgow Life does not operate any essential services. As such, all Glasgow Life venues will be closed and colleagues will be sent home on authorised paid leave.**
- Regular communications will be managed by the Marketing Communications Team on behalf of the Leadership Team and cascaded to all Glasgow Life colleagues through a variety of channels. Glasgow Life's website will be the primary location for up-to-date information and guidance.
- Managers will make every effort to ensure colleagues and stakeholders are kept informed by staying in contact and providing regular updates throughout a red weather event.
- Glasgow Life's Head of Infrastructure Support, or their delegate, will attend any Glasgow City Council / Resilience Unit / Council Family meetings or conference calls regarding the situation and will provide an update to the Leadership Team.
- **The Leadership Team, via the Marketing and Communications Team, will communicate instructions for the re-opening of Glasgow Life venues once a red weather alert has been removed and only when it is safe to do so. The re-opening of venues may potentially be phased.**

Ends

Glasgow Life Severe Weather Guidance – Appendix 2

Venue/site closure poster notice

Should Glasgow Life need to close its venues/sites as a result of severe weather, please print the following closure notice A3 size and display it prominently. This is also available as a PDF from the Marketing and Communications Team.



**SORRY
WE'RE TEMPORARILY
CLOSED**

Due to the severe weather
we've had to interrupt our services.

Please check our website at
www.glasgowlife.org.uk
for updates.

Glasgowlife