

GAB Robins

Surge Bulletin



19 December 2011

Current Surge Plan Status: AMBER

Ice and snow warning for Scotland and the north



As we move closer to the Christmas holiday period, the Met Office has issued another Yellow warning for snow and ice in Scotland and parts of the north.

Despite this, it is predicted that the cold snap will end by the middle of this week with temperatures in some areas returning to a balmy 12C. The British weather remains typically unpredictable, but we are not expecting a further surge of storm or freeze claims this side of Christmas.

Interestingly, the number of Met Office weather warnings issued for Scotland in December is already more than three times the previous record in November, when the record number of warnings stood at nine.

There have been 32 warnings in total for the first two weeks of December, including the first Red warning which was issued for high winds across the country.

A new system of Yellow, Amber and Red alerts was introduced in April. The weather warnings are based on certain criteria, such as specific wind speeds, or particularly low temperatures being met across a wide area and relate to both the expected severe weather and its impact.

Hopefully, there will be no severe weather warnings over the Christmas period, but GAB Robins will be ready, just in case!

Current Activity

Whilst incoming claim volumes have reduced, we will continue to keep our surge status at **AMBER** for the time being.

- Service Centres in Brighton, Manchester and Ollerton continue to deal promptly with all new storm claims within normal service standards.
- All adjusters will remain available to deal with urgent claims in the run up to Christmas.
- BRICS contractors have capacity for both emergency and permanent repair works in all areas.

Actions

Actions taken to cope with the increased volumes are continually under review but we are currently able to manage the level of incoming claims within our normal operating hours and arrangements.

Should the situation change, further updates will be provided.

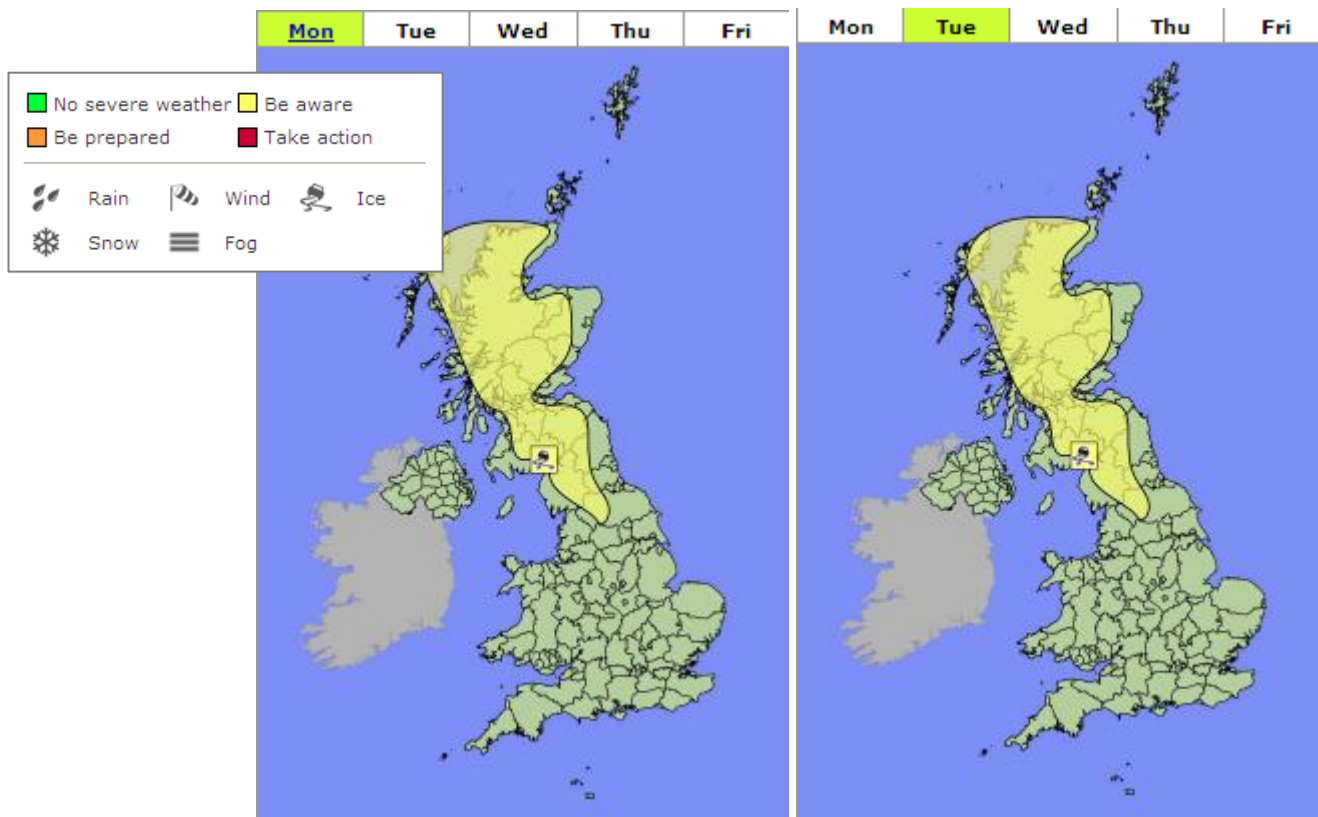
Current Surge Plan Status

AMBER Status of alert arising from claims received and data that indicates likely event.

Our Surge Plan status will remain at amber unless there is a further significant increase in claim volumes or additional severe weather. The situation is still under control and normal SLAs are being met. It is likely the status will return to green before the end of this week.

Expected Activity

- Yellow weather warnings are in place for Scotland and some northern areas.
- Drivers are being warned about the risk of ice, snow and sleet across large parts of Scotland.
- Traffic Scotland said gritting lorries had been out on trunk roads overnight but rain was creating icy conditions.
- There are snow and ice warnings for Tayside, Central, Fife, Dumfries and Galloway and the Highlands.
- Snow is falling at high levels in several areas, with temperatures down to -6C.
- Much of Perth and Kinross, arterial routes in Glasgow and parts of Dumfries and Galloway and the Borders are most at risk from snow and ice.
- The Met Office said rain, sleet and snow were expected to move in from the west during the day.
- A moderate build-up of snow is likely above 250m, with some snow at low levels for a time in the east.
- Rain falling onto sub-zero surfaces will increase the risk of ice in the west and at low levels further east.



Additional updates will only be issued if there are further developments, but in the meantime should you have any queries or require further assistance please contact your Account Manager or indeed me.

George Bentley

Client Services Director
 GAB Robins UK Ltd
 35 Great St. Helen's
 London EC3A 6HB

Mobile: 07801 036961
 Email: george_bentley@gabrobins.co.uk

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Emergency Claims Line: +44 (0) 870 606 1234