

Weather Alert

UK braces itself for Storm Doris

Weather Update
22nd February 2017

An area of low pressure out in the Atlantic is quickly developing into our fourth named storm of the season - Storm Doris.

Storm Doris will bring gale-force winds, and snow to more areas than previously anticipated. Amber "be prepared" weather warnings have been extended south to include Birmingham and the northern edges of the home counties where winds of up to 80mph are expected. Warnings of high winds have also been extended to include almost all of England, Wales and Northern Ireland. Similar warnings have been issued in the Republic of Ireland.

In response to the adverse weather forecast we can advise that there are no capacity issues and compliance with all agreed service levels and customer contact/communication will be our main focus.

Summary:

- Both the field and desk teams are well positioned to absorb additional work as required
- FNOL functions are fully staffed with a dedicated team that can be supplemented with additional trained staff if needed to maintain agreed SLA's
- The field teams have been put on standby and those in the areas less likely to be affected have been notified of the possibility of the need to mobilise to offer additional support
- We have reviewed capacity plans against likely impacts and suggested uplifts are well within capability
- Our Out of Hours provider is aware of the potential increase in OOH calls, with our Adjusters, Response operatives and Repair contractors on call to support and provide effective and timely mitigation activity.

We will continue to keep watch on how this weather system develops and advise accordingly.

Please continue to use your existing dedicated phone number and email address to instruct any new claims or contact us on **0344 856 2001**.

Gareth Bowers
Head of Performance - Director, Davies Group