



Office of Emergency Planning

INTRODUCTION

Severe weather challenges all of us. Activities that we take for granted can become difficult or even hazardous when severe weather occurs. However, by taking some simple steps you can reduce the impact of such events.

This winter-ready booklet gives information on being prepared, providing practical advice for coping during episodes of severe weather, as well as giving contact details of organisations and agencies that can provide guidance and assistance. The booklet was prepared by the Government Task Force on Emergency Planning.

The main message is simple - be prepared, stay safe and know where to find help should you need it.

An electronic version of this booklet is available on the website winterready.ie. An Irish language edition is also available. The website acts as an entry site to many useful websites. During severe weather events information will also be available on AERTEL page 592.

**Office of Emergency Planning
Department of Defence
winterready.ie**

THE HOME

Be Prepared

- Have a small supply of non perishable, easy-to-prepare foods
- Keep extra supplies of essential medication in case it is difficult to get to the pharmacy
- Have an adequate supply of fuel for heating/cooking and if possible a suitable alternative should the main supply fail
- Have a shovel and bag of salt to keep paths clear and safe
- Have batteries for torches in the event of power cuts
- Have candles and matches. Candles should always be placed away from draughts in proper candleholders. Never leave a burning candle unattended
- Have a water container to ensure a supply of drinking water
- Have emergency contact numbers to hand
- Leave a key and contact details with neighbours or family if you are going away
- Check that loft insulation is thick and in good condition
- Fit your water tank with an insulation jacket or alternatively, wrap the top and sides with suitable insulation material
- Repair any leaks at taps or valves
- Know how to turn off the water supply (usually under the kitchen sink)
- Fit draught excluders to your doors and windows
- Make sure heating equipment is well-maintained, vented correctly and working properly
- Ensure chimneys are cleaned at least once a year

Health Advice - Keeping Well and Warm

Everyone, especially older or more vulnerable people should remember to take extra care during a cold spell. Elderly people should not venture outdoors in severe weather if possible. The public are asked to make a special effort to keep in contact with their neighbours and relatives, particularly those living alone.

Remember:-

- Keep warm, eat well and avoid unnecessary travel
- Call on elderly relatives and neighbours and ensure they have sufficient supplies of food and of any prescription drugs they may need
- Ensure that older people have sufficient fuel supplies to maintain adequate heating in their homes

Medical Appointments

If travel services or roads are disrupted due to bad weather, you may need to change planned visits to hospital or other health centres for appointments or even a planned operation. If severe disruption occurs, some health services may have to change their operating times. If you have a question about any planned appointments, please phone the hospital or facility that you are due to attend to check on any changes to services.

Health Advice - Drinking Water

If your water supply is disrupted due to severe weather, you will find health advice on drinking water supplies on the website www.hse.ie.

Preventing Falls and Trips

Emergency Departments around the country can be busy in severe weather, dealing with sprains and fractures as a result of slips and falls on icy roads and footpaths. While both young and old present to Emergency Departments as a result of falls on ice, as we get older a fall can result in broken bones, a loss of confidence, loss of mobility and fear of leaving the home. Many falls can be prevented, and by making small changes we can reduce the chances of falling.

Accidents do happen but many slips, trips and falls are preventable. A leaflet, '[Keep Safe This Winter – Preventing Falls and Trips](#)' is available on the website www.hse.ie, with lots of helpful tips on how to be safe in your home and outdoors this winter. You can also contact your [Local Health Office](#) for more advice.

Personal Safety – Staying Safe

- In icy weather, wear well-fitted shoes with non-slip soles if you have to go out but try to limit walking during the cold weather
- Have your vision checked. Your eyesight changes as you get older; poor vision can increase your chances of falling
- As you get older you may need to change the dose of your medicines – check with your doctor. Some medicines or combinations of medicines may make you feel faint or light-headed which could lead to a fall
- Consider wearing a personal alarm so that family or neighbours are alerted if you fall
- Eat regular hot meals and drink plenty of fluids, this will keep you warm and will give you energy to keep active
- If you have a fall, even a minor one, make sure you visit your doctor for a check up

Fall prevention in your home

- Leave a low energy light on at night time, preferably one with a high light output
- Use a non-slip shower or bath mat
- Make sure wires or cords from lamps, telephones etc. do not trail where you walk
- Arrange furniture so that you can easily move around all your rooms
- Keep the floors clear from papers and books etc. that could cause you to trip
- Remove rugs or use non-slip tape or backing so rugs will not slip
- Consider installing hand rails on both sides of the stairs

Keep well this Winter – for more information visit www.hse.ie

WATER SHORTAGES/LEAKS

Information on your Local Authority's arrangements for dealing with water shortages can be located on the following website

<http://www.environ.ie/en/Links/LocalAuthorities/>

Be Prepared – precautions against freezing temperatures

- Mains water supply to premises, i.e. external stopcock - the depth from ground-level to the stopcock should not be less than 600mm. If required, seek professional advice on having the stopcock lowered or protected. The same applies to the line from the stopcock to your property. Be aware that the level may vary as it nears your property
- To prevent stopcocks freezing, open the stopcock chamber and remove any water. Fill the chamber with non-absorbent material to provide insulation. Do not use absorbent material as it too will freeze when wet
- Do not leave taps running as this merely wastes a valuable resource
- If you are leaving your property unattended for a period of more than a day or two, you should shut off the water supply to the property from the external stopcock (while ensuring that any water-dependent appliances or facilities are also shut-off)

Be Prepared - avoid Frozen Pipes

- Ensure all exposed pipes are adequately insulated. This includes pipes in the attic where the attic floor has been well insulated
- Insulate or wrap a towel around an outside tap.
- Leave a light on in the attic
- Open attic trap door to allow heat in
- Leave heating on for longer periods at lower settings
- Warmth offers the best protection against frozen pipes so keep your house warm

Frozen mains water supply

- If your supply is frozen, be cautious with use of heating systems, washing machines or other water-dependent appliances or facilities
- If in doubt, contact a qualified plumber for advice

Water Leaks

- Water supply in vacant premises and holiday homes should be shut off and drained down in preparation for winter
- Keyholders - check premises regularly for possible leaks
- If a leak is detected
 - Turn off water supply –stop valve is usually under the kitchen sink
 - Turn on cold taps to drain the system
 - Turn off central heating
 - Turn off electricity supply if leak is near electrical appliances
 - Call a qualified plumber

CLEARING SNOW

Clearing snow from footpaths

- Clearing snow can be demanding work - only undertake the task if you are reasonably fit and do not have an underlying medical condition
- Clear snow or ice early in the day if possible
- Wear sturdy, insulated, waterproof footwear with good gripping soles
- Use a shovel. There are special shovels for this task but any garden shovel will do
- Make a path down the middle of the area being cleared so that you will have a clear surface to walk on
- Never use boiling water to clear snow (it may re-freeze and cause the formation of black ice)
- You can prevent ice forming by spreading salt on the area that you have cleared
- When you are clearing snow it is important that you don't create an obstacle for pedestrians or traffic. Ensure that the snow is removed to a location that won't create a hazard

Legal Advice for Snow Clearance and Gritting

The Office of the Attorney General has advised that liability does not arise when snow is cleared from footpaths in a safe manner.

In relation to people gritting roads with grit supplied by the local authorities, the legal advice is that the issue of liability does not arise where the material is delivered, stored and used in a safe manner and does not cause hazard.

FLOODING ADVICE

If a flood threatens your area there are a number of steps you can take to minimise damage to your property, but remember safety should always be your first concern.

Be prepared - Inside your house

- Move valuables and other items to safety. Place them above the flood level or upstairs
- Put sandbags at any openings where the water could gain access
- Turn off gas and electricity
- Be prepared to evacuate your home or business. Protect yourself, your family and others that need your help
- Have warm clothing and wellingtons ready
- Have medication to hand (if needed)
- Check water/food stocks
- Co-operate with emergency services and local authorities. For your safety you may be evacuated to an emergency centre

Be prepared - Outside your house

- Move your car to high ground if possible
- Remember that floodwater could get into your garage so move any chemicals or fuel to ensure that they do not spill into the floodwater and cause an additional hazard
- Weigh down any manhole covers with sandbags or heavy objects. These could open during a flood and cause a hazard
- Close off the flow valves on propane tanks, oil drums, or other fuel containers that supply your home through pipes and fittings
- Unplug any exterior electrical connections such as outdoor lighting, pond pumps and filters

General Safety advice

- Don't try to walk or drive through floodwater
- If possible avoid contact with floodwater as it may be contaminated or polluted
- Take care if you have to walk through shallow water – manhole covers may have come off and there may be other underwater hazards that you cannot see
- Never try to swim through fast-flowing water – you may get swept away or struck by an object in the water

You will find detailed information and advice for dealing with all aspects of flooding from the website www.flooding.ie. Further advice may also be obtained from the Office of Public Works by emailing info@opw.ie.

ROAD SAFETY

Is Your Journey Absolutely Necessary?

In extreme weather conditions you should ask yourself if making a journey by road is absolutely necessary. You might consider delaying your trip until the weather and road conditions improve or use public transport where available. If your journey is unavoidable you should be prepared. Ensure your vehicle has a more than adequate supply of fuel for the journey. Allow extra time and drive with caution. Let someone know your route and when you expect to arrive. Check to see if there are any problems on your intended route before setting out on a journey. Listen to TV or radio bulletins and check the weather forecast. Remember that the best road conditions are likely to occur between 10am and 4pm. Here are the links to some useful websites:

- www.transport.ie for updates from public transport providers
- www.rsa.ie to find more information on road safety
- www.met.ie to check the weather forecast
- www.garda.ie for travel warnings
- www.aaroadwatch.ie for latest traffic news
- www.rsa.ie use this link to find your local radio station

Is Your Vehicle Winter-Ready?

- Check your vehicle's owner's manual and find out if it has any safety assist technology e.g. ABS
- Get your vehicle serviced to ensure it is fit and safe
- Carry out regular checks on the vehicle
- Check for wear and tear on wiper blades and replace them as soon as they start to smear rather than clean windows
- Keep tyre pressure at the manufacturer's recommended level
- Replace tyres if necessary - check your tyre tread depth - the minimum legal limit is 1.6mm, however, for winter driving 3mm is advised
- Make sure all vehicle lights are working and clean
- Ensure the vehicle has adequate levels of anti-freeze coolant and screen wash
- Check your vehicle battery

Be Prepared In prolonged icy or snowy driving conditions it is advisable to carry a fully charged mobile phone and have the following in the boot of the car

- High Visibility Vest
- Tow rope
- A shovel
- Appropriate footwear in case you have to leave your vehicle
- A hazard warning triangle
- De-icing equipment (Both for glass and door locks)
- First aid kit
- A fire extinguisher
- A torch

- A car blanket, additional clothing & some food and water (for long journeys)
- Consider carrying some salt or sand

Motoring Tips in Snow and Ice

- Clear your windows, mirrors and lights before you set out – do not use hot water on the windscreen as it can crack the glass
- Ensure your vehicle is clear of snow including the roof
- Have sunglasses in the car
- Visibility may be reduced. However, do not hang on to the tail lights of the vehicle in front of you
- Use your dipped headlights and fog lights
- Manoeuvre gently, too much steering is bad
- Slow down and leave extra distance between you and the vehicle in front
- When you slow down, use your brakes gently so that the brake lights warn drivers behind you
- Avoid harsh braking and acceleration
- Use the highest gear possible to avoid wheel spin. Select a low gear when travelling downhill especially if through bends
- If your car has rear wheel drive the addition of extra weight in the boot will help your wheels to grip
- Be careful on compacted snow – it may have turned to ice
- Watch out for black ice especially in sheltered / shaded areas on roads, under trees, under or on bridges and adjacent to high walls

If your vehicle begins to skid you should:

- Identify the cause – it is either; too much braking, too much steering, too much acceleration or a combination of these.
- Remove the cause – gently and smoothly
- Avoid over-correction with too much steering, be ready for a secondary skid in the opposite direction
- Cars have different braking systems. For full detailed information on braking check the Garda and RSA websites

Motoring Tips in Strong Wind

- Slow down and increase the distance from the vehicle in front
- If driving a high-sided vehicle be prepared, when approaching exposed sections of roadway, for the impact of the wind on the steering dynamics of the vehicle
- Avoid overtaking manoeuvres on such exposed sections
- When passing motorcyclists, cyclists or pedestrians be prepared in case the wind blows them into your path
- Be alert to the possibility of flying debris and fallen trees
- If you have to stop for any reason use your hazard warning lights to warn other drivers

Motoring Tips in Severe Flooding

- Slow down - do not drive at speed into floodwater – there may be a pothole or debris concealed in the water or your vehicle may aquaplane leading to loss of control
- Before you drive through floodwater ascertain how deep the water is to ensure your vehicle can get through safely
- In rain and when visibility is poor drivers should use dipped headlights
- Keep a sharp lookout for pedestrians, cyclists etc and avoid spraying or swamping them
- If you have to stop, activate your hazard warning lights

Motoring Tips in Fog

- Slow down and increase the distance from the vehicle in front
- Use dipped headlights and front and rear fog lights, if fitted
- Remember to switch off fog lights when visibility improves
- Keep a sharp lookout for pedestrians, cyclists and motorcyclists
- Do not blindly follow the vehicle in front – it may leave the road for whatever reason
- If you have to stop, activate your hazard warning lights

Advice to Pedestrians

- If a journey cannot be avoided, be extremely careful as snow and ice can make walking on footpaths very dangerous
- Wear sturdy footwear - insulated and waterproof with good gripping soles
- Be careful when walking on compacted snow – it may have turned to ice
- Take an extra look before you cross the road and do not attempt to cross if there are vehicles approaching – remember snow and ice increases the distance that vehicles need to stop
- Be Seen to Be Safe! Visibility is reduced in poor weather conditions so wear high visibility clothing or carry a torch. As children often journey to school in the dark, make sure your child can be seen
- Be extremely careful in the vicinity of open water, canals, lakes, ponds or coastal piers etc
- Never walk on frozen waterways
- In order to protect yourself if you fall, avoid walking with your hands in your pockets

Advice to Motorcyclists / Cyclists

- Consider your safety first - controlling two-wheeled vehicles in snow or icy conditions is extremely difficult and there is an increased danger of a collision with a vehicle that is out of control
- Consider taking alternative transport or walking

SCHOOLS

School Closures

The decision to close a school rests with the school management authority. Any decision to close is taken in the interest of children's safety, having assessed the local risks and having consulted, as appropriate, with school transport operators.

Some of the issues that schools take into account include:

- conditions in the school itself
- the capacity of the school to ensure the health and safety of students whilst in school
- the ability of parents, students, staff and school transport services to safely negotiate local road conditions to reach the school

While schools in an area will normally try to co-ordinate their decisions, the individual circumstances can vary between individual schools in close proximity and may lead to different decisions being taken by schools. Guidance on time lost due to unforeseen closures as a result of severe weather is available on the Department's website www.education.ie

Contacting Parents

If your child's school decides to close on the grounds of safety, the school will make all efforts to contact you. Most schools use a text messaging service to communicate with parents. Local radio or the school's website may also be used to alert parents to a school closure.

Further information

If you need further information contact your child's school to discuss the arrangements and plans in place locally.

Parents with children travelling under the School Transport Scheme should contact their local Bus Éireann School Transport Office for updates – see the back of this booklet for phone numbers. Bus Éireann also updates local radio stations regularly during spells of severe weather that are likely to disrupt school bus services and posts notices on the Bus Éireann website, www.buseireann.ie

FARMING COMMUNITY

Freezing weather conditions affects farming in several ways. The more significant effects are the provision of feed and water to livestock, the delivery of feed to farms and the transport of products from farms, the freezing of water pipes to sheds and outdoor water troughs, the freezing of milking machines and other equipment in milking parlours, and damage to forage crops being grazed in-situ or stored in farmyards. There are also the personal risks of working and driving over icy surfaces. Teagasc has produced detailed advice on dealing with all of these issues. For complete advice contact Teagasc at www.teagasc.ie

General Advice

- Have a supply of gritting material available to allow access to and from the farmyard
- Insulate any exposed pipes
- Taps left running at a low rate to keep water flowing in order to reduce the likelihood of pipes freezing should only be considered where there is an on-farm supply source. This option cannot be used if the water is supplied by the Local Authority or Group Scheme
- Install a thermostatically-controlled heater in plant rooms which should cut in when the temperature reaches 1⁰C.

Safety

- Clear a number of tracks around the farmyard, treat with de-icing salt and keep to these safe walkways
- Grit sloped yards and roadways to facilitate traffic
- Herd out-wintered livestock during daylight hours and be back before nightfall
- Keep away from hazardous areas and rough terrain
- Bring a mobile phone when going out herding or on other journeys

BUSINESS SECTOR

Preparing Your Business for Severe Weather

A practicable checklist for the business sector that outlines the key issues to address, in order to ensure business continuity during severe weather events, is available on www.djei.ie and www.forfas.ie

Impact on Place of Business

- Consider how various severe weather scenarios can affect the place of work i.e. the site and buildings:-
 - Is the location at risk of flooding?

- Are access points liable to difficulties e.g. access roads positioned on a slope at risk of ice?
- Are water pipes insulated (including in and around vacant buildings)?
- Key-holders should check premises over weekends and holiday periods
- Ensure that the business has information and contact details regarding key services including local authorities
- Review insurance cover and contact insurance advisors in relation to any concern a business may have

Impact on Employees

- Consider how alternative work practices could minimise disruption e.g. teleworking, shift-work and consider how the Human Resource Management practices in the business can cater for disruption
- Consider what additional measures need to be put in place to ensure employee safety across the place of work
- Ensure the business has up-to-date employee contact details and a communications plan
- Ensure that management responsibility is clearly assigned for planning and making preparations
- Identify business critical roles and develop plans for ensuring business continuity

Impact on Customers

- Consider alternative means for serving customers and what strategies can be employed to minimise disruption e.g. online commerce
- Have in place a communications plan for customers.
- Consider how customer safety can be assured within the public areas of the business
- Assess how surrounding pavements and access points can be cleared in the event of snow and ice and make preparations for suitable equipment being available

Impact on Suppliers

- Liaise with key suppliers and assess their preparedness in the event of severe weather affecting their businesses
- Consider especially time-sensitive supplies
- Consider alternative transportation routes and logistics channels
- Consider safety of suppliers of goods and services, which may entail access to less frequented areas of premises

CONTACT INFORMATION

Emergency Services

If you have an emergency please phone the emergency services at

999 or 112

Remember to have phone numbers for your, doctor, chemist, children's schools, local authority, Garda station, service providers and family members conveniently to hand so that you can locate them easily should an emergency arise.

AERTEL

Contact details and other updated information will be posted on AERTEL page 592 during severe weather events.

Weather Forecast

You can obtain the latest weather forecast from the following sources:

- Visit the homepage of Met Éireann website - www.met.ie
- Listen to national and local radio hourly news bulletins
- Watch weather reports after TV news bulletins
- AERTEL pages 160 - 163

To see a five-day forecast from Met Éireann

- Met Éireann website - www.met.ie/forecasts/5day-ireland.asp

To see the Rainfall radar from Met Éireann

- Met Éireann website - www.met.ie/latest/rainfall_radar.asp

HSE Map Centre

The Health Service Executive has a facility on the homepage of its website www.hse.ie called Map Centre. You can use this facility to locate health services in your area. Just enter your address and choose an option to find your nearest hospital, pharmacy, doctor, Garda station, nursing home or dentist. Directions are provided from your home to the required service.

Transport

The website www.transport.ie provides links to all public transport providers. Click on [Severe Weather Updates](#) on the homepage and go to your required area of information. During disruption the individual transport provider sites are updated on a continuous basis.

The following are contact details for Public Transport providers. You should also keep to hand contact information for your local private transport operators.

Bus

[Dublin Bus Routes](#) - Customer Service Number - (01) 8734222

Twitter: @dublinbusnews **Facebook:** /dublinbusnews

Bus Éireann Intercity/Commuter Bus Services

Twitter: @buseireann **Facebook:** /buseireann

Bus Éireann Local Customer Service Numbers

Athlone	(090) 6484406	Killarney	(064) 6630011
Ballina	(096) 71800	Letterkenny	(074) 9121309
Cavan	(049) 4331353	Limerick	(061) 313333
Cork	(021) 4508188	Monaghan	(047) 82377
Drogheda	(041) 9835023	Sligo	(071) 9160066
Dublin	(01) 8366111	Stranorlar	(074) 9131008
Dundalk	(042) 9334075	Tralee	(066) 7164700
Ennis	(065) 6824177	Waterford	(051) 879000
Galway	(091) 562000		

Bus Éireann School Transport Offices

For Services in Counties	Contact Office	Phone No.
Westmeath, Longford, Offaly, Roscommon, Laois Mayo	Athlone	(090) 6473277
	Ballina	(096) 20224 (096) 71816
Dublin, Kildare, Wicklow, Meath	Dublin	(01) 7032472 (01) 7032427
Louth, Monaghan, Cavan	Dundalk	(042) 9355062 (042) 9355065
Cork	Cork	(021) 4557137 (021) 4557129
Clare, Tipperary North, Limerick	Limerick	(061) 217484
Galway	Galway	(091) 537694
Sligo, Leitrim	Sligo	(071) 9160440
Donegal	Stranorlar	(074) 9131008
Waterford, Tipperary South, Carlow, Kilkenny, Wexford	Waterford	(051) 873401 (051) 317872
Kerry	Tralee	(066) 7164750

Rail

Irish Rail/Dart/Commuter Rail - Customer Service Number – 1850 366 222

Twitter:@irishrail **Facebook:** /irishrail

Luas Services - Customer Service Number – 1800 300 604

Twitter:@luas **Facebook:** /luas

Air

For: Arrivals/Departure Information visit the websites www.daa.ie

www.Dublin Airport.ie www.Cork Airport.ie www.Shannon Airport.ie

See **AERTEL** pages 571 - 576 **Twitter:** @daa **Twitter:** @corkairport

Twitter: @dublin airport **Twitter:** @shannonairport

Airport

www.dublinairport.ie
www.corkairport.ie
www.shannonairport.ie
www.irelandwestairport.com
www.flywaterford.com
www.kerryairport.com
www.galwayairport.com
www.sligoairport.com
www.donegalairport.ie
www.aerarannislands.ie
www.belfastairport.com
www.belfastcityairport.com
www.cityofderryairport.com

Phone Number

(01) 8141111
(021) 4313131
(061) 712000
(094) 9368100 (Knock)
(051) 846600
(066) 9764644
(091) 755569
(071) 9168280
(074) 9548284
(091) 593034
+44 (0) 28 9448 4848
+44 (0) 28 9093 9093
+44 (0) 28 7181 0784

Sea

www.irishferries.com
www.stenaline.ie
www.poferries.com
www.fastnetline.com
www.brittanyferries.ie
www.celticlinkferries.com

0818 300 400
(01) 2047777
(01) 4073434
(021) 4378892
(021) 4277801
(053) 9162688

Local Authority

Carlow Co Council
Cavan Co Council
Clare Co council
Cork Co Council
Cork City Council
Donegal Co Council
Dublin City Council
Dun Laoghaire /Rathdown Co Council
Fingal Co Council
Galway Co Council
Galway City Council
Kerry Co Council
Kildare Co Council
Kilkenny Co Council
Laois Co Council
Leitrim Co Council
Limerick Co Council
Limerick City Council
Longford Co Council
Louth Co Council
Mayo Co Council
Meath Co Council
Monaghan Co Council
North Tipperary Co Council
Offaly Co Council
Roscommon Co Council

Phone Number Office Hours

(059) 9170300
(049) 4378300
(065) 6821616
(021) 4276891
(021) 4924000
(074) 9172222
(01) 2222222
(01) 2054700
(01) 8905000
(091) 509000
(091) 536400
(066) 7183500
(045) 980200
(056) 7794000
(057) 8664000
(071) 9620005
(061) 496000
(061) 407100
(043) 3346231
(042) 9335457
(094) 9024444
(046) 9097000
(047) 30500
(067) 44500
(057) 9346800
(090) 6637100

Sligo Co Council	(071) 9111111
South Dublin Co Council	(01) 4149000
South Tipperary Co Council	(052) 6134455
Waterford Co Council	(058) 22000
Waterford City Council	(051) 309900
Westmeath Co Council	(044) 9332000
Wexford Co Council	(053) 9196000
Wicklow Co Council	(0404) 20100

Be Winter-Ready Booklet

The booklet can be downloaded from the website www.winterready.ie
An Irish language version is also available. Copies are also available by
emailing the Office of Emergency Planning at oep@defence.irlgov.ie or
telephone 1890 252 736

The contents of these pages are provided as an information guide only. They are intended to enhance public access to information for preparing and dealing with severe weather events. While every effort is made in preparing material for publication no responsibility is accepted by or on behalf of the Government Task Force on Emergency Planning or the Office of Emergency Planning for any errors, omissions or misleading statements on these pages or any site to which these pages connect.