

BEST PRACTICES CHECKLIST

DOES YOUR SNOW & ICE MANAGEMENT PLAN INCLUDE THESE IMPORTANT GUIDELINES?

ENVIRONMENTAL HEALTH, SAFETY, LIABILITY & RISK MANAGEMENT:

- Verify insurance liability coverage to include specific 'snow rider'/endorsement
- Documented site engineering plan to verify areas to properly locate and stack snow to prevent thaw and refreeze areas and line-of-sight issues
- Documented safety program and policies including incident reporting process, on-going education, training and implementation (i.e. tailgate talks, perimeter inspections, safety equipment and PPE)
- Parking lots and sidewalk clearing process includes ADA compliance guidelines
- Awareness of deicing/abrasive material impact on fresh water resources related to proper application rates and storage

ESTIMATING, PLANNING & COST EFFECTIVENESS:

- Documented snow site engineering plan to verify client and site expectations for proper planning of equipment and production capacity (i.e. aerial maps with zone assignments & priority area designations)
- Utilizes a verifiable estimating system/tool to verify capacity related to size of site (e.g., sq. ft.)
- Production capacity planning based on system guidelines, cycle times, and resource allocation projections

EXECUTION & RESPONSIVENESS:

- Documented snow site engineering plan to verify proper production capacity has been dedicated related to level of service and to identify priority areas to be serviced first
- Documented snow response planning process for variability of storm scenarios
- Minimum required deicing materials in inventory at all times necessary for 2-weeks' worth of average storm activity (average 2-5 storms dependent on geographic market) including product variety for variable temperature requirements (NaCl, MgCl₂, CaCl₂)
- Planned reserve equipment & labor

QUALITY OF SERVICE:

- Documented snow site engineering plan to verify priority areas & zones (e.g., handicap zones, fire exits & hydrants, drains, etc.) and areas for snow to be relocated to ensure proper drainage, line of site, etc.
- Utilizes a site inspection process
- Consistent manager assigned to manage quality expectations

COMMUNICATION, DOCUMENTATION & VERIFICATION:

- Documented verification process (e.g., site visit/work completion logs)
- Technology enabled (e.g., electronic reporting systems)
- Utilizes communication system (e.g., phone tree, electronic notification, centralized call center or contact)
- Documented organizational communication process flow (e.g., Plan >Do>Verify>Re-Do>Invoice)

CERTIFICATION / STANDARDS & EDUCATION:

- Certified Snow Professional (CSP™) on staff
- Advanced Snow Manager (ASM™) on staff
- Attends continuing education seminars, webinars, trade shows, etc.

EXPERTISE & PROFESSIONALISM:

- Manager/Foreman assigned to manage site(s) has 5 years or more field experience
- Staff assigned to perform work on the site(s) has 2 years or more field experience
- Documented organizational and accountability structure for the company and site(s)
- Company/management is an active member of SIMA



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SNOW & ICE MANAGEMENT ASSOCIATION
10140 N Port Washington Road,
Milwaukee, WI 53092
414-375-1940
Info@sima.org
www.sima.org

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