

PRESEASON RISK ASSESSMENTS: MORE THAN JUST A MAP

Inspecting a site and understanding comprehensive risks can be a game changer in snow and ice management. Many seasoned snow professionals have learned the hard way to look out for key risks related to damage, structures, environment, and even human behavior. The following three areas are extremely important to consider when defining levels of service, inspecting sites preseason for risks, and communicating those risks proactively to the client. On the back of this sheet are some of the most common risks found on sites, which can be useful for inspection checklists and training new salespeople and account managers.

1 HAZARD AND DAMAGE RISKS

Identify existing and potential hazards and damage that can occur during winter management operations and communicate these to your client. Inspect all exterior surfaces, buildings and structures. It's particularly important to identify hazards that can cause injury or illness.

GOAL: Identify and remedy potential risks to people and property. Note hazards on your site engineering maps for reference during the season when they may be covered with snow.



2 SITE & ENVIRONMENTAL RISKS

It's important to identify conditions on sites that will cause distinct challenges for meeting your clients' expectations. Pay close attention to environmental conditions that can impact your winter management plan.

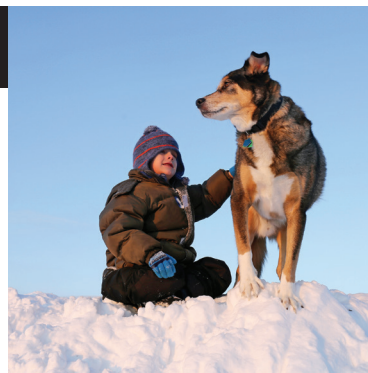
GOAL: Identify and remedy site conditions and environmental risks that may affect meeting level of service expectations.



3 BEHAVIORAL/HUMAN RISKS

The socioeconomic conditions on properties are important to understand. Individual behaviors and expectations of the people who engage the sites influence the perceived level of service you are able to deliver, regardless of any contracted terms and expectations.

GOAL: Identify and remedy social risks that may affect patrons' safety and security and that may affect your reputation as a professional service provider.



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RISK ASSESSMENT CHECKLIST

The following checklist provides a comprehensive site overview that estimators can use to assess a site to ensure any risks and hazards that could make service challenging are considered in the cost structure. In addition, it can be used for pre- and postseason site risk assessments not only to document damage but also to identify any risks that can prove problematic in winter operations. Using the checklist is the first step. Documenting specifics of each assessment (including photos, the date and time of the assessment, and who completed the assessment) is essential.

1 HAZARD AND DAMAGE ASSESSMENTS

- | | | |
|--------------------------------------------------|-----------------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Awnings/Overhangs | <input type="checkbox"/> Landscape (turf, plant beds and trees) | <input type="checkbox"/> Ramps |
| <input type="checkbox"/> Bollards | <input type="checkbox"/> Light poles | <input type="checkbox"/> Retaining walls |
| <input type="checkbox"/> Cart corrals | <input type="checkbox"/> Loading docks | <input type="checkbox"/> Shopping carts |
| <input type="checkbox"/> Curbs | <input type="checkbox"/> Low hanging structures and trees | <input type="checkbox"/> Signage |
| <input type="checkbox"/> Debris left on site(s) | <input type="checkbox"/> Mailboxes | <input type="checkbox"/> Speed bumps |
| <input type="checkbox"/> Dumpsters/garbage areas | <input type="checkbox"/> Parking stops | <input type="checkbox"/> Stairs |
| <input type="checkbox"/> Fire hydrants | <input type="checkbox"/> Parking islands | <input type="checkbox"/> Storm drains |
| <input type="checkbox"/> Garage doors | <input type="checkbox"/> PIV valves | <input type="checkbox"/> Water spigots |
| <input type="checkbox"/> Gas meters | <input type="checkbox"/> Posts | |
| <input type="checkbox"/> Gates | <input type="checkbox"/> Rails | |

2 SITE & ENVIRONMENTAL ASSESSMENTS

- Custom structures and surfaces (e.g., natural stone surfaces and structures)
- Elevated sites and surfaces (hilltop/mountain locations, bridges, elevated walks)
- Entrances and exits
- Environmentally sensitive areas and salt restrictions
- Existing damage to paved surfaces (e.g., cracking, spalling, potholes)
- Handicap spaces
- North facing surfaces (may require daily ice watch)
- Proximity to bodies of water (concern w/salt runoff)
- Proximity to city roads and walkways
- Drainage from roof onto paved surfaces causing refreeze
- Site lines for entrances and exits
- Surface type (asphalt, concrete, epoxy, etc.)
- Sealed vs. unsealed surfaces (concrete, asphalt, rubber)
- Steep/sloped areas
- Surface age

3 BEHAVIORAL/HUMAN ASSESSMENTS

- Commercial focus (restaurant, bar, etc.)
- Cultural threshold for snow/ice accumulations (city vs. rural, etc.)
- Customer expectations for average vs. extreme weather events
- Delivery hours
- Employee hours
- Hours of operation
- Patron demographics (kids, late night crowds, etc.)
- Peak hours (rush hour, dinner hour, etc.)
- Pedestrian access and walking patterns (e.g., shortcuts, "herd paths")
- Proximity to neighborhoods and schools (kids at play, snow forts, sledding on snow piles)
- Seasonal demand (e.g., holidays at retail centers)
- Security concerns (unattended cars, unlocked gates, vandalism, dangerous location, etc.)
- Traffic/driving patterns near and on the site