

BEST PRACTICES CHECKLIST

DOES YOUR SNOW & ICE MANAGEMENT PLAN INCLUDE THESE IMPORTANT GUIDELINES? www.sima.org/bestpractices

ESTIMATING & PLANNING:

- Utilizes a verifiable estimating system/tool to verify capacity related to size of site
- Production capacity planning based on company-established production rate guidelines, cycle times, and resource allocation projections
- Process includes client sign off on agreed-upon level of service, including site priorities and timing
- Preseason physical site inspection and staking process
- A consistent communication plan that includes multiple points of contact on each side exists between the client and service provider
- Procurement of materials, subcontractors and equipment aligns with Best Practices for Selling Snow Services procurement [[Purchasing Snow & Ice Management Guide](#) - Appendix 6B]
- Recommended level of service requirements and overall scope of work properly conveyed to operations team [[Purchasing Snow & Ice Management Guide](#) - Appendix 1]

ENVIRONMENTAL MANAGEMENT:

- Follow local/municipal regulations for storage of deicer material
- Implement Sections 1, 2 and Section 3-Level 1. [[SIMA Best Practices for Sustainable Salt Use](#)]
- Awareness of deicing/abrasive material, proper application rate and storage impacts on fresh water resources

EXECUTION & COMMUNICATION:

- Training process for operations team to understand contractual level of service requirements and overall scope of work agreed to in the sales process [[Purchasing Snow & Ice Management Guide](#) - Appendix 1]
- Pre-event communication to customers regarding upcoming event and planned response
- Documented snow response planning process for various storm scenarios
- Documented snow site engineering plan verifies priority areas and zones (e.g., handicap zones, fire exits and hydrants, drains, etc.) and areas for snow relocation
- Deicing materials for 3-5 regional storm events are kept in inventory at all times. Inventory includes deicing products for variable temperatures. Identify multiple sources for deicing materials procurement in case of supply challenges.
- Operations comply with [ASTM Standard F2966 Standard Guide for Snow and Ice Control for Walkway Surfaces](#)
- Define a weather monitoring process, which may include third-party outsourcing
- Implement a formal preseason training program for field operations and managers (e.g., techniques, general safety, site/route specifics, service verification, and company policies), including completion documentation
- Define a consistent communication plan for dispatch of personnel
- In-season site/route inspections monitor operational processes
- Assign a consistent manager/foreman with experience (1-year minimum) and/or snow-specific training (8-hour annual minimum) to each route/site
- Subcontractor procurement process includes verification of required resources, including quality equipment and capacity, people, materials and insurance

SERVICE VERIFICATION:

- Implement a documented verification process (e.g., site visit/work completion logs)
- Utilize electronic reporting and location verification systems (e.g., IVR, GPS, automated vehicle location, mobile application)
- Conduct post-service inspections to verify and document service completion
- Provide post-event communications to clients related to weather and services rendered
- Follow Recommended Best Practices for Service Verification [[Purchasing Snow & Ice Management Guide](#) - Appendix 3]

SAFETY & RISK MANAGEMENT:

- Have proper insurance coverage, including snow-specific requirements such as snow riders (i.e., CG 2292), umbrella policies, etc.
- Use a documented site engineering plan to verify where to properly locate snow to prevent thaw and refreeze hazards and line-of-sight issues
- Documented safety program and policies, including incident reporting process, ongoing education, training and implementation (e.g., tailgate talks, perimeter inspections, safety equipment and PPE)
- Parking lots and sidewalk clearing methods and policies adhere to ADA compliance guidelines, including [ADA Title III - 28 CFR Part 36.304](#) (Priorities for Accessibility) and [28 CFR 35.133](#) & [28 CFR 36.211](#) (Maintenance of Accessible Features)
- Contractual agreements align with Best Practices for Snow Industry Risk Management and Shared Accountability [[Purchasing Snow & Ice Management Guide](#) - Appendix 4]



SNOW & ICE MANAGEMENT ASSOCIATION

10140 N Port Washington Road
Milwaukee, WI 53092

414-375-1940

Info@sima.org

www.sima.org



www.sima.org/hireapro

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