

# 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 melt/refreeze areas and line-of-site 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 salt's 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 capacity utilization (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.)
- Capacity planning based on estimating system guidelines and cycle time expectations

## EXECUTION & RESPONSIVENESS:

- Documented snow site engineering plan to verify proper resource capacity has been dedicated related to cycle-time expectations and to identify priority areas to be serviced first
- Documented snow response planning process for variability of storm scenarios
- Minimum required ice control product 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, MgCl, CaCl)
- Planned reserve equipment & labor capacity

## 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
- 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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