



SERVICE PROCEDURES  
SERVICE TYPE: KAM - **Snow Removal**

Our client needs snow removal from a property to provide safe vehicular and pedestrian access.

**SCHEDULING PROCEDURES:**

- This Snow Removal order is to be used when there is a snow event of two inches or more at the property you are maintaining for us. If it does not snow at your property, the order simply sits in your open orders. If it snows at your property, then you are to proceed with the order and after you complete the work and send in the order, we'll place another open-ended Snow Removal order in your account so you are ready for the next snow event. Please notify your Vendor Manager with any questions about this new process.

**ON-SITE PROCEDURES:**

- **The allowable for this service is listed on the report. If the work cannot be completed for within the maximum allowable, you must submit a bid.**
- **ALL VEHICULAR AND PEDESTRIAN PATHS OF TRAVEL MUST BE CLEARED**
  - Entire Driveway to street apron
  - Sidewalks, across entire front of property
  - Exterior walks, specifically to provide access to the front door
  - Exterior steps, specifically to provide access to the front door
- **WALKS** and other masonry surfaces should be treated with salt or ice melt once cleared to prevent freezing and slip hazards.

**REQUIRED PHOTOS **\*\*Must be date stamped\*\*****

- **ID PHOTOS:** Street Sign, House Number, Front of House
- **CONDITION PHOTOS:**
  - **BEFORE:** Photo showing covered sidewalks, driveway, etc
  - **AFTER:** Photo showing cleared sidewalks, driveway, etc
- **TREATMENT PHOTOS:** Showing salt or de-icer applied to walks, steps, etc

**Snow Removal Pricing and Bid Guidelines**

**If snow accumulation is >12 inches:** Call from onsite for additional approval.

**If a bid is required, include the following:**

- Reason for removal: EXTREME Accumulation, Local Ordinance, Access Concerns, Drifts
- Location to clear: Drivewalk, Walks, Sidewalks, Steps
- Dimension of area to be cleared: L x W, or total SF

**NOTE:** Any specific instructions typed on the order take precedence over these standard Service Procedures.