

## **Commercial Snow Removal Procedures**

The contracted Vendor has primary responsibility for comprehensive snow removal operations at the property. These operations include clearing ice and snow and applying sand, salt or chemicals if applicable on public and private sidewalks, parking stalls and driving lanes. Any such operations are referred to as a "Snow Event" for purposes of this document.

The Lund Company (TLC) Facility Manager serves as the Vendor's point of contact and plays an integral role in ensuring that the season's snow removal operations are performed in a safe, efficient and effective manner. The Facility Manager's responsibilities include, but are not limited to, the following:

- Become familiar with and administer the terms of the snow removal contract.
- Walk the property with the Vendors prior to the first snow fall and install snow stakes if applicable.
- Decide whether to engage the Vendor in "questionable" Snow Events (i.e., snowfall between 1-2" or early or late in the season; rain while temperatures are dropping close to freezing; etc.).
- Confirm the Vendor is on site performing the required services during a Snow Event.
- Inspect the property after – or if appropriate, during - a Snow Event to ensure that the Vendor performed in a satisfactory fashion; follow up with the Vendor as necessary until the work is satisfactorily completed.
- Document all Snow Events (weather conditions and services provided by the Vendor (or TLC service department personnel, if applicable)) by using the SNOW LOG link found on the <https://toolbox.lundco.com/> website. Please fill out one log per snow event adding occurrences for additional snow removal services as needed per event. You do not need to include weather reports as they will be pulled by Property Administration staff and housed on the Property Administration Public SharePoint site.
- Review and approve Vendor invoices using snow removal contract, snow tickets and snow logs for reference. Completed snow logs will also be housed on the Property Administration Public SharePoint site.
- Inspect potential problem areas of the property (on non-Snow Event days) for safety concerns which may arise due to melting or blowing snow.
- Direct The Lund Company's (TLC's) service department personnel in snow removal operations, as necessary.

In the event that a Facility Manager has questions or needs further clarification regarding these procedures they should consult with the Asset Manager.