



Global *Roadway Maintenance Inc.*

STORM MANAGEMENT POLICY HELP SHEET

Some criteria is necessary to make a selection of a sequence of appropriate strategies that yield the desired level of service at the lowest total cost.

WHAT INSURANCE COMPANIES WANT TO KNOW:

- What are your standards/ procedures for a winter maintenance plan?
- Do your clients/contractors know it and understand it?
- Is it achievable?
- Negligence: Did you live up to your obligation?
- Does it represent what you can do?

WHAT YOU CAN DO TO LESSON YOUR LIABILITY:

- Have a written standard / plan
- Ensure your clients/contractors know what it is and fully understand
- Ensure you can achieve the plan even when things go wrong
- Document what you do
- Document when accidents happen

Live up to your STORM MANAGEMENT POLICY

CONTACT INFORMATION & IMPORTANT QUESTIONS HELPFUL TO MAKE A STORM MANAGEMENT POLICY

Snow Removal Company:

Contact Person:

Phone number:

Emergency number:

Fax:

At how many inches of snowfall does your snowpushCo automatically come to your site?

What do you have in place if multiple snowfalls of less than this minimum amount falls? You do not want your property ending up with many inches of solid ice (like last year, for instance).

At what times can your property be pushed/not pushed?

Have you given your snowpushCo a map of where the snow is to be pushed?

Have you marked on this map your main concern/priority areas?

Do you need to have your snow trucked off your property?

Does your snowpushCo have a contact name and phone number? Gate code for said person? Key or gate code to enter without having to contact said contact person?



Global *Roadway Maintenance* Inc.

Global Roadway Maintenance AntiIce

GRM Inc. Contact Person:

Phone number:

24hr/7day emergency number:

Fax:

Are you a Proactive or a Reactive client?

If Reactive:

Who is your contact person and their phone number/Unit # ?

Gate code for designated resident contact person?

Does your contact person understand completely about being on the Call Ahead list (someone that is designated with the authority to make the decision to accept or refuse an AntiIce application)? At what times are they not available to take calls? Is there a backup contact person?

All parties must keep a record of Call Ahead phone time and what their decisions were, as well as the current condition of their property. A faxed answer is good documentation.

At what times can your property not be AntiIced?

Have you given your AntiIceCo a map of your property?

Have you marked on this map your main concern/priority areas?

If you are a Proactive AntiIce Client:

Key or gate code to enter without having to contact anyone?

What do you have in place in case multiple snow removals occur within a week?

Do you want to make the decision if a supplementary application is deemed necessary by the AntiIceCo?
If so, provide all contact information for designated responsible person.

All issues/requests should be faxed in order to maintain the best documentation. A follow-up phone call would allow for more details to be worked out.