

## What is at stake when you buy snow removal services?

**It's just snow removal, right?** The truth is that hiring a service provider to clear or remove ice and snow from your facility is one of the key safety and financial decisions you'll make in a given year. Here are some things that can go wrong when you hire a provider without a solid process in place:

A patron is severely injured due to ice at your facility

A slip and fall claim results in a significant or even catastrophic financial settlement

The entire annual budget for exterior maintenance is blown due to a heavy winter

Operations at the facility slow or stop completely during heavy snow or ice events

**Professional snow managers understand these risks and have built their entire businesses to help you manage these challenges.**

## About SIMA:

The Snow & Ice Management Association represents over 1500 members in the US and Canada. Established in 1996, the non-profit trade association for the snow industry delivers training, events, information, and advocacy related to quality snow and ice management.

## HIRE A PRO

SIMA has produced a set of consumer videos focused on Professionalism, Reliability, and Risk Management.



PROFESSIONALISM



RELIABILITY



RISK MANAGEMENT

Watch these short videos free at [www.sima.org/hireapro](http://www.sima.org/hireapro) to become more informed before you choose a snow removal service provider.

# 5 TIPS FOR BUYING SNOW MANAGEMENT SERVICE

**SIMA**<sup>®</sup>  
snow & ice management association

[www.sima.org](http://www.sima.org)

# SIMA

# How do you find a reliable service provider?

STEP  
1

## BE PROACTIVE

Start your search for a service provider early. SIMA recommends starting no later than August or early September each year.

## BE SELECTIVE

Create a plan to qualify service prospects. Use resources like the web, colleagues, and SIMA's membership database ([www.sima.org/hireapro](http://www.sima.org/hireapro)) to research service providers. Consider creating a Request for Information (RFI) to further pre-qualify.

STEP  
2

STEP  
4

## ALIGN WITH BEST PRACTICES

Ensure that a professional company is hired to do the work. Use the official SIMA Best Practices Checklist, available at [www.sima.org/bestpractices](http://www.sima.org/bestpractices), to help assess potential providers and compare apples to apples.

STEP  
3

## BUILD YOUR RFP

Take time to identify your needs and create a Request for Proposal (RFP), including a Scope of Work that outlines what the property should look like once service is conducted.

STEP  
5

## SEEK TRUST

The risk of service failure during a storm is simply too high. Hire the provider that seeks to share liability, provide on-time service, and proactively address concerns. Consider hiring contractors who are members of SIMA and are dedicated to their profession.

### COMMUNICATION IS KEY

Before you sign any agreements, ensure that:

- Contract language provides equitable risk based on defined service levels.
- Priority areas of the site are defined (aka handicap parking, loading docks, etc.).
- Clarity exists as to when services will start during an event.
- Documentation of service and billing requirements are agreed upon.