

Original Date: 04/08/13		Date Revised: 05/28/15			
Property Types: 1= Parking Lots, 2= Sidewalks, 3=Entrances					
Line of Business – 1.0 Operations & Maintenance					
Service Category – Grounds			Service Type – Snow Removal		
<b>Purpose: To provide services associated to seasonal cold weather related events that include snow clearing, plowing, application of abrasives and anti-icing agents, stockpiling, hauling, and post season clean-up.</b>					
Service Standard Number	Service Description	Level of Service	Expected Outcome	Standard Office Parking Lots	Emergency Service Sites
<b>1. Parking Lots (driveways, parking lots and parking areas)</b>					
<b>General Expectations:</b> In the case of severe weather events, priority will be given to emergency services sites. Snow will be stockpiled whenever possible to avoid costly hauling fees. All snow removal and dumping of snow shall be in accordance with all applicable Municipal, Provincial and Federal statutes, regulations, ordinances and bylaws. Activities related to program delivery will be at the tenant's expense – for example, tenant has left equipment, tools, vehicles under snow and needs to have them shoveled out.					
1.0	Operating Hours	Normal business operating hours are generally understood to be between 0800-1700hrs. M-F	Ice control and snow removal operations will generally take place prior to 0800hrs. M- F	X	Priority
1.1	Snowfall less than 5cm (2")	Anti-icing agent may be applied in advance of the expected event, or during/after if slippery conditions exist	Snow will melt as it falls with no appreciable accumulation greater than 5cm (2")	X	Priority
1.2	Snowfall greater than 5cm (2")	Will normally be cleared prior to normal business operating hours which are generally understood to be between 0800-1700hrs.  Abrasives and anti-icing agents applied as required  Snow clearing operators will clear around parked vehicles unless arrangements are made in advance of an event – they are not expected to brush off or shovel around parked vehicles	Snow does not impede access to and from the area  Slipping hazards are reduced as much as possible and ice and compacted snow may still be present  Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas	X	Priority
1.3	Continuous heavy snowfall	Plowing can be expected throughout the day as snow accumulates over 5cm (2").  Abrasives and anti-icing agents applied as required  Priority clearing of snow will be given to all walkways, entrances, emergency exits, fire routes, fire hydrants, shipping/receiving areas	Snow does not impede access to and from the area.  Slipping hazards are reduced as much as possible and ice and compacted snow may still be present  Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas	X	Priority

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1.4	Snow removal/ stockpiling	<p>Snow is stockpiled in any designated area for haul away at a later date if required</p> <p>All snow removal and dumping of snow shall be in accordance with all applicable Municipal, Provincial and Federal statutes, regulations, ordinances and bylaws</p>	<p>Snow piles/banks do not pose a safety risk and are confined to areas as designated</p> <p>Stockpiled snow will not impede parking stalls or secured compound areas</p> <p>Access to compound areas will be arranged through WSI and the Facility Manager will monitor sites for security system false alarms</p>	X	Priority
1.5	Spring clean-up	Cleanup of grit, sand and other debris of all areas by May 31 of each year	Areas are free of grit, sand and other debris and disposed of off-site at an acceptable dumpsite	X	Priority
1.6	Freeze-thaw cycles	Anti-icing agents and abrasives applied as required	Slippery conditions will be minimized	X	Priority
1.7	Freezing rain and/or ice	Anti-icing agent may be applied in advance of the expected event, during, or after	Slippery conditions will be minimized	X	Priority
1.8	Salt and sand bins	Salt and sand bins provided as required for convenience and use by building tenant	Salt and sand bins will be fully stocked and available for the convenience and use by building tenant	X	Priority
<b>2. Sidewalks (uncovered pedestrian access ways including accessibility ramps. Sidewalks may include public sidewalks where required by local bylaw.)</b>					
<b>General Expectations:</b> In the case of severe weather events, priority will be given to emergency services sites. Snow will be stockpiled whenever possible to avoid costly hauling fees. When piling and hauling snow, every effort will be made to ensure property and landscape damage does not occur. All snow removal and dumping of snow shall be in accordance with all applicable Municipal, Provincial and Federal statutes, regulations, ordinances and bylaws. Activities related to program delivery will be at the tenant's expense – for example, tenant has left equipment, tools, vehicles under snow and needs to have them shoveled out.					
2.0	Operating Hours	Normal business operating hours are generally understood to be between 0800-1700hrs. M-F	Ice control and snow removal operations will generally take place prior to 0800hrs. M- F	x	Priority
2.1	Snowfall less than 5cm (2")	Anti-icing agent may be applied in advance of an expected event, or during/after if slippery conditions exist	Snow will melt as it falls with no appreciable accumulation greater than 5cm (2")	X	Priority

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2.2	Snowfall greater than 5cm (2")	<p>Will normally be cleared prior to normal business operating hours which are generally understood to be between 0800-1700hrs</p> <p>Clear snow and ice, apply anti-icing agent to pedestrian pathways, walkways located on the site along with sidewalks adjacent to the site</p>	<p>Snow does not impede access to and from the area</p> <p>Slipping hazards are reduced as much as possible and ice and compacted snow may still be present</p> <p>Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas</p>	X	Priority
2.3	Continuous heavy snowfall	<p>Priority clearing of snow will be given to all walkways, entrances, emergency exits, fire routes, fire hydrants, shipping/receiving areas</p> <p>Abrasives and anti-icing agents applied as required</p> <p>Plowing /shoveling can be expected throughout the day as snow accumulates over 5cm (2")</p>	<p>Snow does not impede access to and from the area. All appropriate passageways are maintained through snow banks to provide access to walkways, parking lots, doors, emergency exits, streets and fire hydrants</p> <p>Slipping hazards are reduced as much as possible and ice and compacted snow may still be present</p> <p>Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas</p>	X	Priority
2.4	Snow removal/stockpiling	<p>Snow is stockpiled in any designated area for haul away at a later date if required</p> <p>All snow removal and dumping of snow shall be in accordance with all applicable Municipal, Provincial and Federal statutes, regulations, ordinances and bylaws</p>	<p>Snow piles/banks do not pose a safety risk and are confined to areas as designated</p> <p>Stockpiled snow will not impede parking stalls or secured compound areas</p> <p>Access to compound areas will be arranged through WSI and the Facility Manager will monitor sites for security system false alarms</p>	X	Priority
2.5	Spring clean-up	Cleanup of grit, sand and other debris of all areas by May 31 of each year	Areas are free of grit, sand and other debris and disposed of off-site at an acceptable dumpsite meeting all applicable codes	X	Priority

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2.6	Freeze-thaw cycles	Anti-icing agents and abrasives applied as required	Slippery conditions will be minimized	X	Priority
2.7	Freezing rain and/or ice	Anti-icing agent may be applied in advance of the expected event, during, and after	Slippery conditions will be minimized	X	Priority
2.8	Salt and sand bins	Salt and sand bins provided as required for use by building tenant	Salt and sand bins will be fully stocked and available for the convenience and use by building tenant	X	Priority
<b>3. Entrances (immediate access to front doors that may/may not be covered. including accessibility ramps)</b>					
<b>General Expectations:</b> In the case of severe weather events, priority will be given to emergency services sites such as RCMP and Ambulance stations. Entrances refer to building entrances, emergency exits, fire routes and shipping/receiving areas. Activities related to program delivery will be at the tenant's expense – for example, tenant has left equipment, tools, vehicles under snow and needs to have them shoveled out.					
3.0	Operating Hours	Normal business operating hours are generally understood to be between 0800-1700hrs. M-F	Ice control and snow removal operations will generally take place prior to 0800hrs. M- F	X	Priority
3.1	Snowfall less than 5cm (2")	Anti-icing agent may be applied in advance of the expected event, or during/after if slippery conditions exist	Snow will melt as it falls with no appreciable accumulation greater than 5cm (2")	X	Priority
3.2	Snowfall greater than 5cm (2")	Clear snow and ice, apply anti-icing agent to building entrances and emergency exits located on the site	<p>Snow does not impede access to and from the area</p> <p>Slipping hazards are reduced as much as possible and ice and compacted snow may still be present</p> <p>Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas</p>	X	Priority
3.3	Continuous heavy snowfall	<p>Priority clearing of snow will be given to all building entrances and emergency exits located on the site</p> <p>Abrasives and anti-icing agents applied as required</p> <p>Plowing/shoveling can be expected throughout the day as snow accumulates over 5cm (2")</p>	<p>Snow does not impede access to and from the area. All appropriate passageways are maintained through snow banks to provide access to, building entrances and emergency exits, walkways, parking lots</p> <p>Slipping hazards are reduced as much as possible and ice and compacted snow may still be present</p> <p>Windrows/Snow banks and snow debris may be present in pre-determined and communicated areas</p>	X	Priority

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3.6	Salt and sand bins	Salt and sand bins provided as required for use by building tenant	Salt and sand bins will be fully stocked and available for the convenience and use by building tenant	X	Priority
<b>4. GENERAL: Performance standards and terms and conditions for specialized areas.</b>					
4.1	Materials and equipment	<p>All equipment operators shall be qualified and experienced with equipment being operated and licensed by the authority having jurisdiction</p> <p>The supplier shall not leave any equipment idling and unattended under any circumstance</p> <p>The supplier shall not store any equipment on the property unless such authorization has been obtained in writing in advance of commencing with storage</p>	<p>Equipment operators are qualified, experienced and licensed by the authority of jurisdiction</p> <p>When equipment is unoccupied it will be turned off</p> <p>No supplier equipment will be stored on site without written authorization</p>		Priority
4.2	Communications	WSI Operations Centre, at 1 877 222-3112, is available to receive and process all service requests and complaints. The WSI facility manager will be responsible to manage issues regarding snow removal	<p>All service requests and complaints will be handled by the WSI Operations Centre</p> <p>Snow removal issues will be managed by the Facility Manager</p>		Priority
4.3	Health and safety	The supplier shall carry out the deliverables in a safe and efficient manner as would normally be required for the type of work being performed in strict accordance with all Workplace Health and Safety regulations, and any other applicable laws	All work will be carried out in a safe manner and performed in accordance with all workplace health and safety regulations and any other applicable laws		
4.4	Operating Hours	Normal business operating hours are generally understood to be between 0800-1700 hrs. M-F	Ice control and snow removal operations will generally take place prior to operating hours		

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4.5	Stockpiling	<p>Snow will be stockpiled in predetermined locations</p> <p>Should the tenant wish to discuss this the tenant may contact the WSI operations centre and request a Service Inquiry to be raised.</p>	WSI Facility Manager will contact the caller to discuss and resolve any issues that may arise.		