

SNOW PROCEDURE PLAN

- It is Snow Manager's and Production manager responsibility to monitor weather (all resources) and accurately predict call in time for staff.
 - Weather Services
 - TV & On-line Weather Channel(s),
 - Local News & Newspaper
- Calls will be forwarded, the night before snow is expected (or during a storm when office help is not available) to the Snow Manager's cell phone number (Options: pre-recorded message, answering services, etc)
- Snow Manager calls Production Manager 48 hours prior to call in time to inform them that snow is predicted and what the approximate call in time is for Production Manager Assistant Dispatcher Mechanic, Drivers, Plowers and Shovellers
- Production Manager and Assistant will call Plowers and Shovellers and relay approximate call in time at the 48-hour mark.
- Snow Manager monitors current weather and calls Production Manager 24 & 12 hours prior to call in time.
- Production Manager and Assistant will call Plowers and Shovellers and relay approximate call in time at the 12-hour mark.
- Production Manager contacts "Upon Request" Salt clients to seek authorization of salting. (Could be at 24-hour mark?)
- Production Manager calls commercial clients with "Weather alert" 24 hours prior to event.
- Snow Manager makes final decision on call in time, and alerts Production Manager and Dispatcher of arrival time
- Production Manager and Assistant will call Plowers and Shovellers and relay specific call in time
- Production Manager and Assistant calls Plowers and Shovellers with final call in time
- ***Special Note: Drivers will arrive at the shop at the call in time of the Production Manager***
- Production Manager and Assistant will arrive at shop 1_ hours before call in time given to Plowers and Shovellers. They will:
 - Review Strategy with Snow Manager (Salt only, Plow and Salt, etc.)
 - Prepare Planned Timeline for compliance of process.
 - Prepare Snow Time Log for check-in for Drivers and Shovellers
 - Confirm Route books (or Salt Only) data is updated and ready.
 - Communicate any needed changes back to Snow manager (Equipment, Personnel, etc.)
 - Set-up chairs and table for check in and "Roll-out" meeting.
 - Open Glove Cabinet.
 - Shovels to Subcontractor's (2) and laborers (2)
 - Jackets, etc.????
 - Prepare radios (???)

- Mechanic and a Key Driver will arrive at shop 1 hour before call in time given to Plowers and Shovellers
 - Check equipment
 - Warm trucks
 - Load salt

- Production Manager and Assistant will greet Plowers and Shovellers upon arrival
 - ✓ "Sign-in" each employee on Time-Log
 - ✓ Hand out route books / radios / Gloves & Jackets
 - ✓ Review routes and ensure there aren't any questions
 - ✓ Ensure each employee has signed in and perform final attendance check

- Snow Manager arrives at shop
 - Reviews with Production Manager
 - Performs dispatch duties until Dispatcher arrives (future)
 - Final "send-off" meeting with Team

- Dispatcher arrives at shop (pre, during & post event)
 - Reviews with Snow Manager
 - Ensure all paperwork is ready for call in's
 - Begins location check with Production / Snow manager
 - Performs hourly check-in's with Production / Snow manager
 - Schedules and dispatches "call in" requests
 - Troubleshoots "call in" complaints
 - Obtains prelim. Data from Production for billing
 - Creates new billing worksheet from template
 - Provides Snow Manager with Prelim. Billing before leaving.

- Snow Manager leaves shop to begin Quality Control Inspections

- Snow Manager checks with Supervisors on Quality Control and job specific data.

- Snow Manager informs Dispatcher of snow conditions & approximate accumulation and any job specific billing and production data.

- As each route is complete, Plowers and Subcontractors return to shop
 - Complete after plowing checklist, and equipment repair sheet found in the route book
 - Turn in route books to Dispatcher/Production Manager for review
 - All Paperwork is reviewed by Dispatcher/Production Manager
 - Once paper work is complete, employee will be "Signed-Out" by Production Manager and total worked hours for the event will be communicated to each employee.
 - Both employee and Production Mgr will initial Snow Time Log demonstrating they agree on total worked hours.
 - Plowers and Subcontractors go home (Unless otherwise notified by Production Manager)

- Snow Manager returns to shop
 - Reviews timesheets and Snow Time Log and turns them in to accounting
 - Reviews route books to ensure available for next event
 - Reviews prelim. Billing worksheet.

- Production Manager, Snow Manager, Dispatcher, Mechanic and Assistant go home

Following day

- Production Manager/Dispatcher revises billing spreadsheet per Snow Manager's changes. When final billing is complete:
 - Snow Manager approves
 - President approves
 - Accounting creates invoices

- Mechanic and Key Driver(s) clean out and wash all trucks

- Snow Manager completes Snowfall Summary sheet (Post-Mortem summary) with Production Manager within 24 hours

- Physical inventory to be performed by Production Manager and reported to Snow Manager.