



P.O. Box 957053  
Hoffman Estates, IL 60169  
(847) 708-6241

## Scope of Work

### **General Overview**

All Clear Snow Removal shall provide all labor materials, equipment, fuel and supervision necessary to periodically remove snow and ice from the property. These areas generally include but are not limited to, main entrances, automobile parking lots, truck docks, dumpster enclosures, fire hydrants, sidewalks and main building entrances. Municipal sidewalks as required by the village or city are services only upon special request of the customer at additional cost.

- **Plowing Policy:** Plowing operations will begin upon accumulation of one (1) inch or more of snow and/or ice on the pavement surfaces for commercial properties. Two (2) inches for residential properties.
- **Sidewalk Clearing Policy:** Sidewalk shoveling and clearing operations will begin upon accumulation of one (1) inch or more and/or ice on sidewalk surfaces for commercial properties. Two (2) inches for residential properties.

### **Daytime Storm Management**

For the purpose of this agreement, "Daytime Storm Management" refers to anytime of the day, on any given day of the week, in any time zone, in which the property being serviced is not completely free of obstructions and safety concerns such as vehicles and pedestrians. This generally includes but are not limited to clearing and de-icing only at the property entrances, parking lot drive isle, truck docks, main pedestrian walkway, and building entrance. If needed, All Clear Snow Removal will clear property billed at the rate of either a business pass or a lot clearing. All other area will not be serviced until after the property has become completely accessible to All Clear Snow Removal and the needed equipment can be operated without danger to pedestrians and or vehicles. All Clear Snow Removal will still perform and bill a "Full Service Clearing" after the property becomes completely accessible.

### **Overnight Operations**

For the purpose of this agreement, "Overnight Operations" are considered to be those which take place when the property is completely free from all obstructions and safety concerns such as vehicles and pedestrians and allow All Clear Snow Removal complete access to the work area. It does not necessarily coincide with any particular time of the day. All Clear Snow Removal will continually monitor weather conditions and respond with the necessary people, equipment, and supplies in order to complete the job. Generally, operators shall begin clearing and de-icing operations at the designated property address when snow fall accumulation has reached approximately one to two (1-2) inch in depth, but before the depth of the snow exceeds four (4) inches whenever possible.

### **Placement of Snow**

The general pattern for clearing snow operations is to move the snow, as much as possible, in a direction away from the building or buildings. Locations for the storage of cleared snow should be designated on the site plan of the property as supplied by the owner. If owner does not provide the site plan to All Clear Snow Removal, All Clear Snow Removal will use their own discretion as to where the best place to pile cleared snow would be.

### **Damage**

All Clear Snow Removal is not liable for any damage caused by equipment to concrete/pavement. Any other damage to private property is to be reported within 24 hours.



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### **De-icing Chemicals Used**

De-icing chemicals can be used, for all areas of the property including but not limited to main entrances, automobiles parking lots, truck docks, dumpster enclosures, pedestrian area adjacent to buildings such as main building entrances, main walk ways, and municipal sidewalks. Discretion to “what and when” is solely that of All Clear Snow Removal. Direction of this application and its associated price is solely that of All Clear Snow Removal. The supply and demand of the market during lean supple times may significantly increase your price for ice control products and services. Customer may not authorize the use of supplement or alternate vendor in order to gain lower price during these times or for any other reason.

### **Drift Control**

As a part of winter storm management, there is often a need for post storm clean up due to blowing and drifting snow. All Clear Snow Removal will use reasonable efforts to visit your property to monitor for these conditions, yet it is the customer’s sole responsibility to notify All Clear Snow Removal off these conditions on your property so we may respond to your needs as soon as possible. Drift control is priced at an applicable rate based on business hours, either business pass or lot clearing.

### **Freeze / Thaw Monitoring**

Customer is solely responsibility for the monitoring of freezing and thawing patterns. Surfaces almost always freeze immediately after plowing. Refreezing of surfaces is also likely to occur on non-storm days following a freeze / thaw / refreeze pattern of temperature and sun exposure to the property. In the event that any of these conditions exists, the customer must call All Clear Snow Removal immediately and allow adequate time to respond to the situation with personnel and equipment priced as needed. Freeze / Thaw Monitoring is priced at an applicable rate based on business hours, either business pass or lot clearing.

### **Holiday Storm Management**

If a storm event occurs during the specific dates as listed below, All Clear Snow Removal will bill customers at the rate of one and a half (1 1/2) times that storm rate.

- Thanksgiving
- Christmas Eve / Christmas Day
- New Years Eve / New Years Day
- Easter

### **Pausing Operations due to safety concerns**

All Clear Snow Removal reserves the right, in its sole discretion to pause snow removal operations of any kind if weather conditions become too server to work safely, without belief or penalty by customer. All Clear Snow Removal will resume operations as soon as it is safe, in its sole discretion.

### **Weather Conditions**

All Clear Snow Removal will exercise its best judgment based upon weather forecasts and existing conditions at the time. Customer is aware that weather conditions in the Chicago land area change rapidly and without notice. Changes in weather conditions are considered “Acts of Nature” and All Clear Snow Removal will assume no liability for “Acts of Nature”. Reports of any damages must be reported with in 48 hours. Failure to report the damages constitutes a waiver and the contractor is released from liability.

### **Blizzard Conditions & Severe Blizzard Conditions:**

See pricing page for details of your specific contract.