



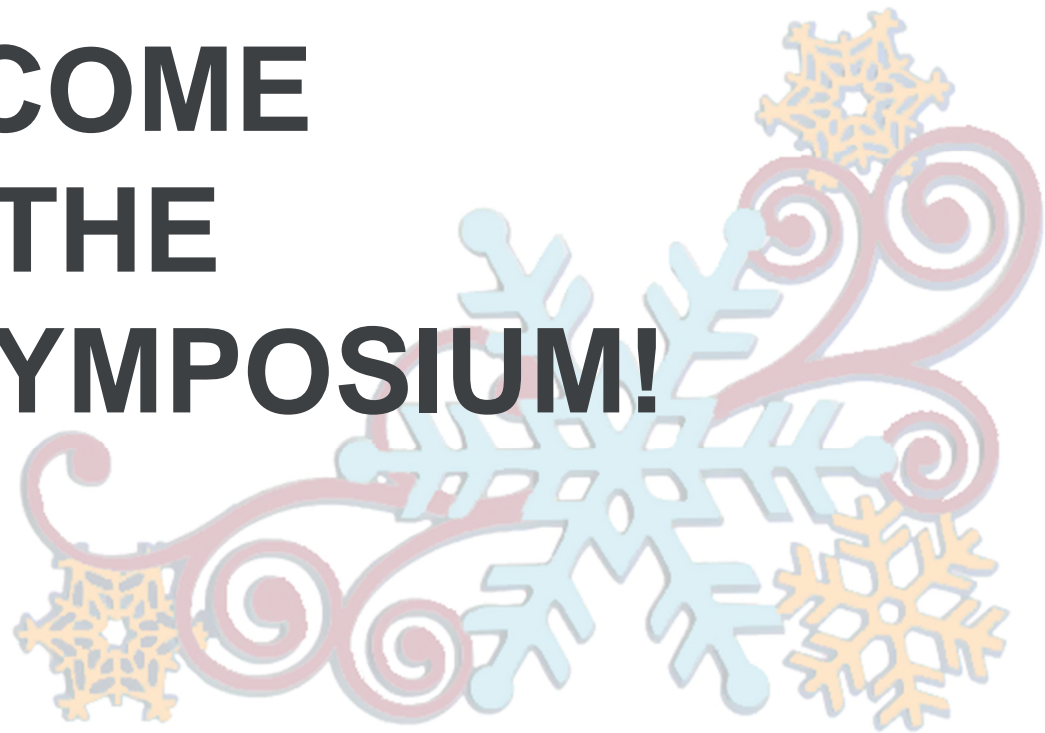
# **Prepare for Non-Snow Events to Reduce Liability Risk**

June 19, 2025 / Lisa M. Rose, CSP, ASM



# **SNOW & ICE SYMPOSIUM**

**WELCOME  
TO THE  
28<sup>th</sup> SIMA SYMPOSIUM!**





# SNOW & ICE SYMPOSIUM

## Overview

Preparing for icy conditions, especially when melt and refreeze cycles or freezing rain occur, requires careful planning to avoid accidents and maintain safety. This presentation highlights real-life slip-and-fall incidents that could have been avoided through effective measures such as clear contract language, proactive customer communications, and thorough planning. By focusing on these key areas, slip-and-fall accidents can be minimized, reducing liability and ensuring safety for all involved.



# SNOW & ICE SYMPOSIUM

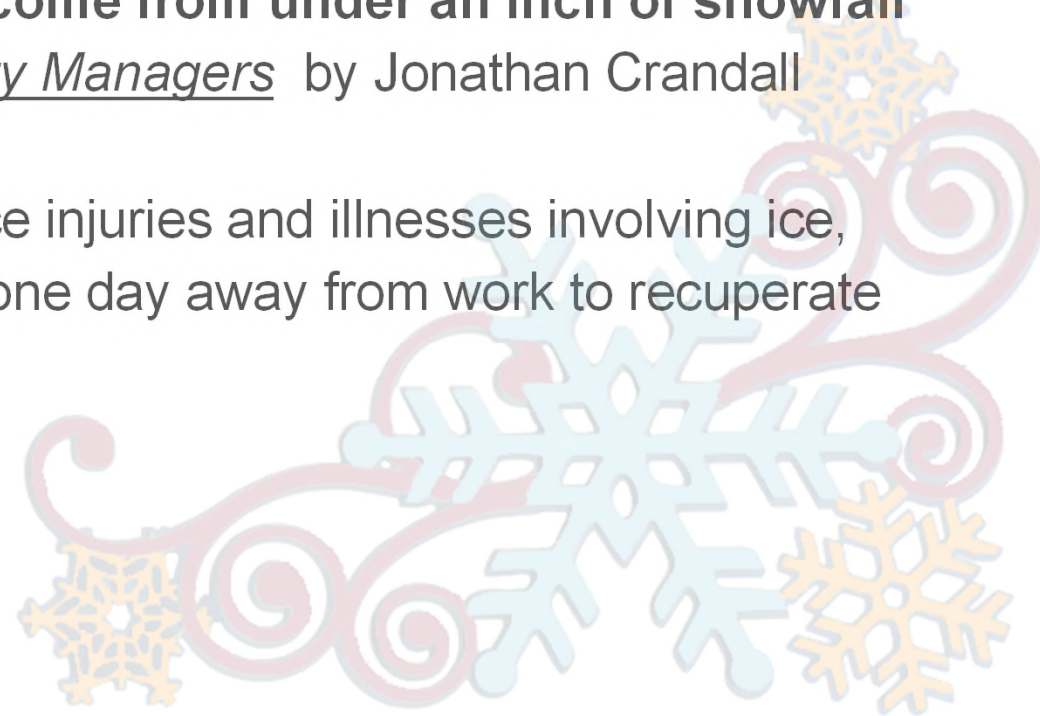
## Stats

**90 Percent of slip-and-fall claims come from under an inch of snowfall**

*Snow Removal Solutions for Property Managers* by Jonathan Crandall

In 2014, there were 42,480 workplace injuries and illnesses involving ice, sleet, or snow that required at least one day away from work to recuperate

– U.S. Bureau of Labor Statistics







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## Before the Season

### Requests for Proposals

- Be reasonable about how much work your company can handle WELL
- Be sure the description of outcomes is clearly outlined and you understand them
- Business operation times and service completion times
- Post-storm requirements
  - Initiation of additional services
  - Inspection Responsibilities





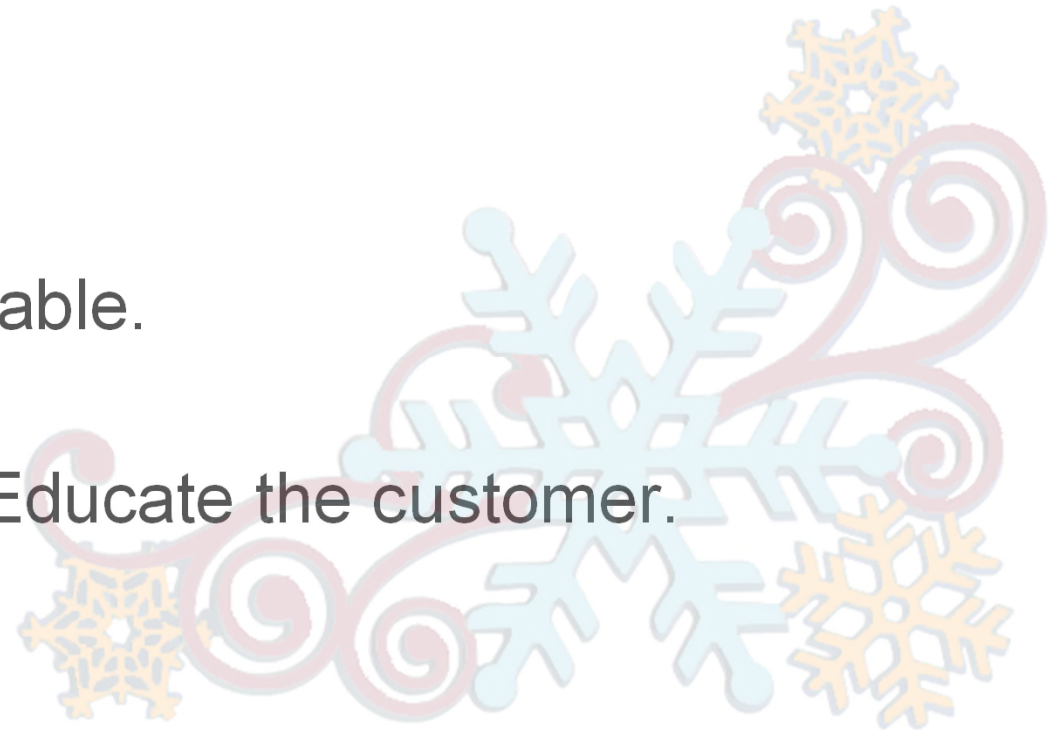
## SNOW & ICE SYMPOSIUM

# Educate the Customer

► Be the professional.

► Be knowledgeable.

► Educate the customer.





## SNOW & ICE SYMPOSIUM

# Contract Options

- The contract can address freeze / melt & refreeze through terms like “Ice Monitoring and Mitigation” or “ice watch.”
- The Contractor shall maintain a diligent "ice watch" program, which includes regular monitoring of all pedestrian and vehicular areas, including walkways, sidewalks, parking lots, and entrances.
- This monitoring shall take place proactively, particularly during periods of freezing temperatures, precipitation, or the potential for refreezing.



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# Contract Options

- **Trigger Points:** You might want to define specific triggers for "ice watch" activation in your contract, such as a drop in temperature below freezing or the forecast of freezing rain or drizzle.
- **Response Time:** You could include language specifying the required response time for ice mitigation after the need is identified.
- **Contractor's Discretion:** Some contracts may give the contractor discretion regarding the application of de-icing materials, based on their assessment of conditions.





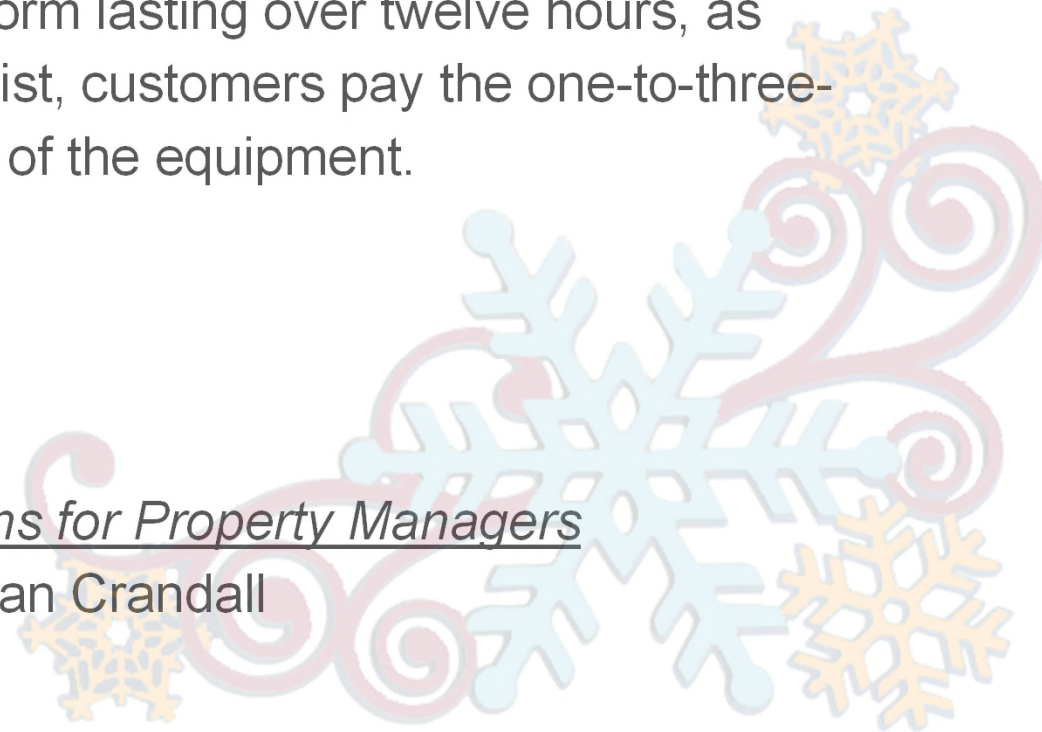
## SNOW & ICE SYMPOSIUM

# Contract Options

In the event of mixed-precipitation storm lasting over twelve hours, as determined by a certified meteorologist, customers pay the one-to-three-inch cost, plus half of the hourly cost of the equipment.

*Snow Removal Solutions for Property Managers*

by Jonathan Crandall





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A large, light red 'X' with a dark red outline is centered on the page, crossing out the text "Zero Tolerance".

**Zero Tolerance**





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# SNOW & ICE SYMPOSIUM

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# SNOW & ICE SYMPOSIUM







# SNOW & ICE SYMPOSIUM





# SNOW & ICE SYMPOSIUM



# Site Inspections

- Water flow – Pile placement, downspouts, overhang/canopies.
- Potholes/broken concrete.
- Low spots/indentations in the pavement surface for pooling water.



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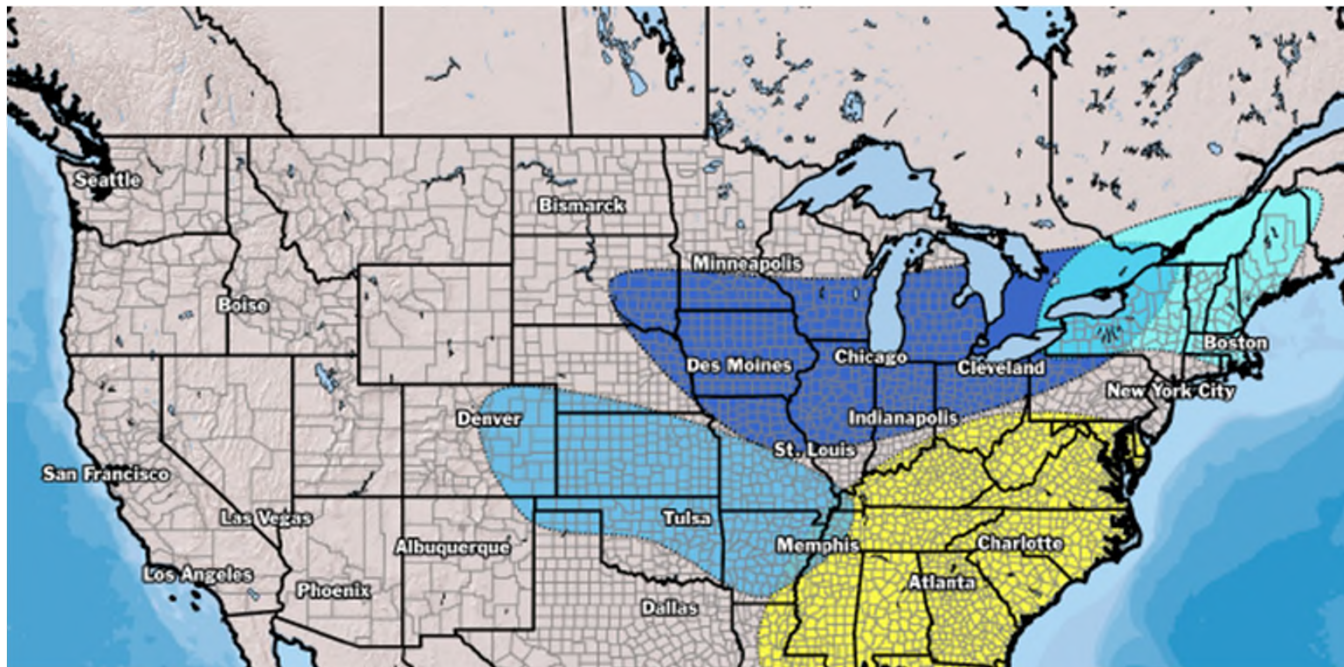
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# During the Season



# **SIMA 28TH ANNUAL SNOW & ICE SYMPOSIUM**

## **During the Season Site Inspections**





# After the Season

- Did everyone perform their roles as expected?
- Was there a lack of communication?
- Was pile placement choice correct?





# Freezing Rain

- Be aware and mobile BEFORE the freezing rain starts.
- Know ice-prone locations on the site and specifically conditions on primary areas – handicap, main entrances.
- Communicate with the customer.



# Type of Freezing Rain

► Light

► Medium

► Heavy





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