



## Snow Scope of Work

The goal of the Snow Program is to ensure that Walgreens property is safe and consistently clean and offer an attractive appearance for our customers during the winter/snow season. The program vendors have been vetted to meet our business requirements.

### Snow and Ice Management Scope of Work

Services are applicable to all weather events resulting in the deposit of snow, sleet, ice, freezing rain or any combination thereof which requires clearing and/or deicing applications according to the snow and ice management scope guidelines provided below, or as requested via a reactive work order, as well as to any request for out of scope services.

The two categories within the Snow Program are for Per Push and Seasonal sites.

**Push Vs Seasonal Sites:** Contractor will be required to provide snow plowing and removal services only for snow accumulation in excess of two inches (2" trigger) (the "Minimum Snowfall Level") and deicing service for icy conditions according to the deicing requirements below in the section on Deicing.

If the Service Provider does not complete the service as defined in the scope of work or the work is unsatisfactory, please contact StoreCare+ at 1-844-StoreCare to report the issue. The vendor is required to address the issue (provide update and/or complete service) within **2 hours** after the incident has been reported (**exceptions made only for major snow events**).

In the event that there is 4" of accumulated snow, please contact StoreCare+ at 1-844-StoreCare to report that the vendor has not been out and this will be logged as a No-Show. If the vendor still doesn't show up, please contact StoreCare+ every 2 hours after the first no-show call until the vendor has been out to provide service. This will be tracked by the StoreCare+ program management team to ensure vendors are responding quickly and resolving issues immediately.

**Proof Of Service (POS):** The Service Provider is required to utilize geofencing technology to capture the check-in check-out status of each service. A paper proof of service may be used in lieu of geofencing in the event that such equipment is not operable.

- After a snow/ice service is performed, Store Leadership should verify the scope has been fulfilled (address any issues while the vendor is onsite)- if applicable
- Completed work will be sent to StoreCare Dashboard under "pending site review" for the store to agree or disagree that the service was complete to satisfaction;
  - Please only select disagree if there were unresolved issues

If service provider did not fulfill the scope of work, call StoreCare+ at 1-844-StoreCare to document the incident

### Common Definitions:

**Snow Clearing Area:** Areas of each facility where vehicles drive, vehicles park, vehicles enter or exit, vendors load, vendors unload and areas where foot traffic occurs including sidewalks around building and at street level.

**Clearing:** Movement of snow by means of plowing, pushing or shoveling from the Snow Clearing Areas to the perimeter of the facility or other designated snow storage areas identified by the Walgreens manager. Plowing involves clearing of snow through the use of a plow or blade attached to a vehicle or motorized piece of equipment (i.e. motor graders, front-end loaders, etc.); "push" has a corresponding meaning. Plowing is typically done in parking lots and driveways and access areas around the facility including back lot areas, side lot traffic areas, docks and other areas where plowing is an acceptable method.

**Removal/Relocation:** Relocating snow on the property is included in the contract and will not result in an additional charge. Relocating snow off property to an outside location, is **not** included in the scope of work and will result in an additional charge. Stores must call StoreCare+ at 1-844StoreCare to have a reactive work order opened for this work to be completed. Approval will be needed by either the Regional StoreCare



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Manager (RSCM), previously known as the Facility Asset Manager and/or StoreCare+ Program Manager (SCPM).

**Stacking:** Piling of snow to a height that complies with the applicable Laws.

### Snow Removal: Scope of Work

- The Service Provider has a responsibility to perform services no matter the time, day or conditions. Services and continuous monitoring are required during all hours of store operation.
- The Service Provider will plow all designated entrances and exits, the parking areas, driveways, dock areas, drive thru lanes, access roads, sidewalks, walk-ways at street level and any other areas on the Facilities to enable vehicles and pedestrians to have clear entry and exit to the buildings located thereon.
- Parking areas, drive thru lanes, sidewalks, and walkways will be continuously cleared during business hours and fully cleared 100% within six (6) hours (or as needed to comply with applicable Laws) of the cessation of the current winter weather event.

### De-Icing

- The Service Provider will apply salt, magnesium chloride, and/or calcium chloride to the Facilities in accordance with all applicable Laws and regulation, when weather conditions permit. On-site storage of salt or other de-icing materials for the service provider's use is not allowed.
- If the Service Provider is to apply ice melting products at a Facility, the Service Provider shall apply rock salt to the asphalt surfaces and calcium or magnesium chloride or other products designed for the purpose of melting snow.
- During situations where icing may occur, sidewalks and all entrances to the Facilities must be treated in such a manner to minimize ice accumulatio in accordance with the deicing application limits set forth for that Facility.
  - When a snow/ice event is predicted, Vendors will communicate with the Program Care Team and determine a plan of action to maintain access in and around the facilities. Pre-treatment services, prior to any snow event, will require approval by the Program Store Manager.

### Preseason Inspection

- No later than October 31<sup>st</sup> of the calendar year, the Service Provider (or subcontractor) will schedule and perform a site survey of the Facilities with the Walgreens Store Leadership, Regional StoreCare Manager or store representative. Proof of Pre-Season inspections shall be provided to Walgreens no later than November 15<sup>th</sup> of the calendar year. Inspections must include an applicable Walgreens signature, Photographs must be submitted for noted defaults or damages.
- During the inspection, a member of Walgreen's leadership team will walk the facilities with Service Provider who will be documenting the specifics and layout of the areas requiring snow removal by mechanical and manual means.
- The condition of drains, curbs, entranes/exits, docks, driveways, parking areas, snow stacking/storage areas, etc. will be documented and agreed upon during the inspection.
- Items such as broken curbs, etc. will be documented during the preseason inspection to insure that both parties recognize the existence of current defects or damages prior to the start of the season.
- Upon conclusion of the inspection, both parties will review the Preseason Inspection Report, sign the report acknowledging their understanding of its content and each party will receive a coy which will be filed for future reference.
- Stacking locations will be predetermined by Service Provider and the applicable Walgreens store representative prior to snow season and as additional stacking areas are required.



## Snow Scope of Work

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### Post Season Inspection

- At the end of the snow season, but no later than April 30<sup>th</sup>, the Service Provider will schedule and perform a site survey of the Facilities. Proof of Post Season inspections (including Store Mangers Mangers Mangers signature) shall be provided to Walgreens no later than May 30<sup>th</sup> of the calendar year.
- A member of the Walgreens leadership team and the Service Provider management team will be present during the Post Season Inspection. The Service Provider or its Subcontractor will be documenting any damage that may have occurred during the season.

### Severe Weather

In the event of a major winter weather event in excess of 18" snow accumulation expected within a 24 hour period:

- Response time may be delayed due to local road closures and based on local conditions or communication from the local municipality.
- Stores may be cleared by priority order listing and some services may be re-prioritized based on safety and business need, therefore some stores may receive a partial service so that more stores can receive service within the early hours of the severe weather period. Stores that have only received partial service will receive full service within 12 hours of the last partial service. Proof of service for partial service and full service will be presented when full service is completed.
- Hauling may be delayed due to time constraints during a severe event. These services may be completed after the event and may require additional approvals.