



facilitysource®

SNOW AND ICE REMOVAL SERVICES

WE'LL GIVE YOU ONE LESS THING TO WORRY ABOUT THIS WINTER

800-896-9000 | www.facilitysource.com

A sheet of ice across a parking lot or snowbanks blocking doorways can wreak havoc on your business. Customers and employees stay away and, those who venture out put themselves—and your company—at risk. One skid or slip on an unexpected patch of ice could mean injury, liability and possible lawsuit. It’s enough to keep facility managers up at night—all winter long.

How can you make sure that all of your locations are safe and ready for business, even though they’re hundreds of miles away? FacilitySource has a solution that will help you rest easy.

Our Snow and Ice Removal services combine verified, reliable performance with proven methodologies for anticipating and responding to weather events quickly. When the storms hit, our nationwide Elite Network is ready to go. They’ll get to your site quickly and stay on the job until it’s done to specification.

Everything is centrally deployed, and you have complete visibility into the process. So, you know who’s on the property, what’s going on and when the specified areas are cleared, no matter if the impacted sites are across town or across the country.

“ We don’t have to worry about snow and ice removal anymore because FacilitySource gets the job done ”

Preparing for Action

Every contract begins with in-depth preparation, long before the winter weather hits.

The Process

STEP 1

Create customized service plan

STEP 2

Identify Elite Network service providers

STEP 3

Review site maps and service plans

STEP 4

Deploy Field Service Coordinators

STEP 5

Verify service was performed and client standards are met

STEP 6

Ongoing communication and reporting, cost and quality audit

First, we scope out your facilities remotely using advanced high-resolution aerial mapping technology and online property measuring tools; then use the collected data to create site maps of every location. Working with you and your on-site personnel, we detail property attributes and high-priority areas—like handicapped parking, loading docks and employee entrances. In addition to identifying the scope of work, we walk the property with you to understand drainage issues and uneven elevations, as well as the best place to move the snow so it won’t create additional problems when it melts away.

Between November 1 and April 1, our centralized management team springs into high gear, monitoring weather patterns, interpreting forecasts and prepping the service team for action. You’ll receive daily, localized forecasts, detailing what’s on the radar, and what we anticipate as far as 30 days out. When the storm gives some warning, we’ll implement a pre-treatment plan two or three weeks ahead, to speed “day of” remediation. You can rest easy knowing that we’re aggressively managing potential weather risks at all of your contracted locations; preparing for what’s coming and ready to respond when you need us most.

Dependable Performance from the Pros

If you ask any of our customers what makes us so different, you’ll probably get the same response: quality performance.

Our Elite Network of service providers are the best of the best; fully vetted and strategically located nationwide. When an event occurs, they’re deployed quickly. When the work is done, our field-based resolution auditing team physically visits your locations for post-event reviews, grading our own performance and ensuring that everything happened according to plan. We use these post-mortem reviews to create a cycle of continuous improvement. Our base line is exceptional quality, and we improve upon that as the contract progresses.



We'll also send you a five-point survey, so you can tell us how we did. These surveys, quarterly meetings and a continual flow of communication ensure that you stay in the loop and that we continue to deliver the kind of service that sets the industry standards.

In addition to knowing your facilities are safe for employees and customers, you'll also know that you're only paying for the services received. When you get your invoice, we'll attach an official weather report and real-time radar, down to the actual zip code—verifying how much snow or ice was received, how long it lasted and if we pre-treated the site.



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4000+ locations managed
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30 days advanced storm tracking
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1000's of Elite Network service providers
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1 point of contact, making sure the job gets done

Helping Facility Managers Rest Easy—No Matter What's Heading Their Way

Today, FacilitySource handles snow and ice removal for more than 1,000 locations directly, and manages the process for 3,000 more. Our retention rate is high, as is our customer satisfaction.

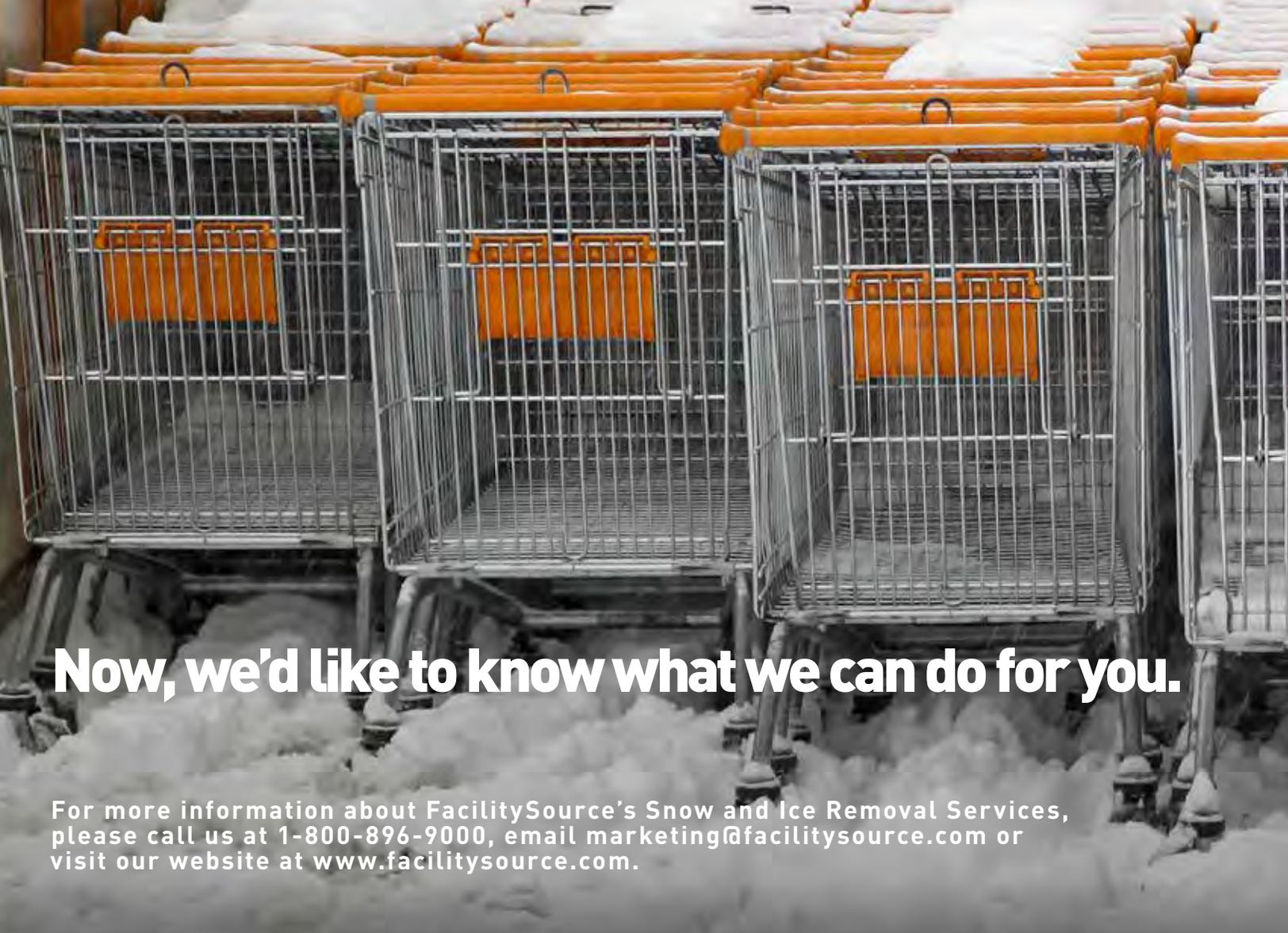
Our success stories come in many different forms.

Sometimes, we swoop in for the rescue, like we did with a large retail customer. Originally, this retailer divided work regionally between multiple vendors. But, when a paralyzing blizzard hit New England in 2014, and the provider for these stores fell short, this customer called us in to help. We quickly deployed crews and equipment and within hours, the stores were back open for business. Now, we service this retailer nationwide.

Other stories aren't so dramatic. In fact, many of our customers will tell you that they don't really think of us at all—because they don't have to. When winter weather hits, they know that we'll be on the scene, taking care of business, so they can do the same. We're that reliable partner working in the background.

In short, we make winter weather one less thing to worry about.





Now, we'd like to know what we can do for you.

For more information about FacilitySource's Snow and Ice Removal Services, please call us at 1-800-896-9000, email marketing@facilitysource.com or visit our website at www.facilitysource.com.

LESS COST. BETTER RESULTS. ALL IT TAKES IS ONE CALL.



FacilitySource is the partner of choice for the world's leading and most demanding retailers, grocery stores, restaurants, and other companies with large real estate portfolios. Each year, we answer 2.27 million client calls from our onshore support centers, process 3.4 million work orders and manage \$2.3 billion dollars in maintenance spend. We deliver nationwide, 24/7 coverage through our proprietary technology and Elite Network of service providers. By leveraging information from over 80,000 locations worldwide, FacilitySource's data analytics platform gives our clients the ability to accurately predict facility maintenance issues and manage both capital and expense budgets.



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