SNOWQUEEN
WINTER MANAGEMENT

LET US MANAGE WINTER FOR YOU.

snowqueen.co (604) 359-8895

TAKING LIABILITY SERIOUSLY.

A ice-related slip and fall claim could cost you or your client upto **$418,000.** With insurance rates skyrocketing year over year, it has become increasingly essential to protect your property. As a winter service provider, snow removal is not our primary task; managing your property's risk is. If you knowingly let someone drive your vehicle without insurance and they got into an accident, you would be held negligent. The same applies to your property if you don't take the necessary precautions to prevent an accident. Snow Queen mitigates your property's risk and builds a defense for you with our strict policies, unmatched service, and real-time, in-depth service reporting. Saving you thousands of dollars in unnecessary and preventable legal costs.

Give us a call at (604) 359-8895 to discuss your liability mitigation strategy.

SNOWQUEEN

Evaluating A Winter Service Quote

When you evaluate a winter service quote, it's crucial to fully understand the differences in how companies approach servicing, and always look beyond the bottom line. Quotes that initially appear lower, can, in fact, end up being much more expensive due to additional fees and hourly based services. And even worse, may not include the full scope that you are expecting, which exposes you to liability.

	SNOWQUEEN WINTER MANAGEMENT	Competitor A	Competitor B	On-Site Employees	HIGHLY NEGLIGENT No Service
Pricing Model	**All-Inclusive** (No Additional Fees or Variables)	**Hourly** (2-3 Hour minimum + additional fees; drop fee, truck charge, etc)	**Hourly** ("Milks the clock" + additional fees)	**Hourly Wage of Employee + Cost of Materials**	×
Included in Scope	**All-Inclusive** (Service aerial approved by client. Sidewalks, ramps, roads, stairs, etc).	**Roadways and Sidewalks Only**	**Charges for Hand Salting and Shoveling Separately**	**Scope dependent on on-site personnel, key areas may be missed**	**Occupants May Attempt to Perform Services Themselves**
De-Icer	**Strict Use Of Environmentally-Friendly De-Icing Agent** ("LEED" Compliant)	**Cheap De-Icer**	**Rock Salt aka "Table Salt"**	**High Cost, Poor Quality Products From Hardware Stores and Suppliers**	× (Dangerous for Vehicles, Clients, Workers, and Owners)
Post-Storm De-Icing	**Included** (Standard Liability Mitigation Practice)	**Roadways Only** (Does not include sidewalks, entrances or stairs)	×	×	× (Very High Risk of a Slip & Fall)
Site Assessment	**Included For Free** (Documented)	×	**Per Assessment Charge**	×	×
Liability Data	**Complex Data:** Before/After Photos, GPS Data, Logged Notes, Site Reports, and more **Included:** **Our Advanced Proprietary Management Software**	**Basic Data:** Before/After Photos	**Pen & Paper and Text Conversions** (Unorganized)	× (Data is dependent on Employer's internal record keeping policies)	× (No Data Available in the event of a Slip & Fall Lawsuit)
Insurance	**Commercial Liability Insurance with Specific Snow Removal Policy**	**Commercial Liability Insurance** (No Snow Removal Policy)	? (Property Manager failed to verify Insurance)	×	× (All Winter Related Damages fall directly onto Occupants/Owners)
Expert Witness	**Expert in the Area of Slip and Falls & Winter Liability Property Management***	×	×	×	×
Localized Fleet	**Equipment and Personnel are within 30 minutes of your site**	**Equipment and Personnel are 1-2 Hours away**	**Fleet Will Arrive When They Can**	**Employees On Site**	×
Equipment to Property Ratio	**Ratio Based on Winter Servicing Quality Assurance Policies**	**Ratio Based on De-icing** (Overwhelmed when it snows, doesn't show up)	×	×	×

! Our CEO, Isabelle Bailey, serves as a Supreme Court Expert Witness

! A Slip & Fall lawsuit could cost over $400,000

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OUR PROCESS

Phase One
Customer Connection

Initial Contact
Discuss your needs, obtain property details and create a connection.

Provide Quote
Quotes are provided based on square footage of the desired service area. It allows us to provide the most accurate & fair cost to you, our all-inclusive pricing provides a clear and detailed cost with no hidden dispatch, travel or drop fees. Our pricing prevents run away hourly costs and being billed outrageous hourly minimums.

Quote Approval
Choose which quote option best suits your needs: per visit, seasonal flat rate or three-year flat rate. Once approved, and contract has been signed, our services are engaged for the duration of the term.

Phase Two
Strategic Planning

Site Hazard Assessment
A zone manager visits the site to perform an assessment to mark and document hazards, areas of risk and optimal workflow.

Liability Summary
Along with the hazard assessment comes the liability summary, which management documents high risk areas (e.g. roof overhangs, wheel chair ramps, vehicular ramps).

Site Specific Strategic Plan
With our hazard assessment, liability summary and the use of our comprehensive aerial mapping, we are able to strategically plan resources and coordinate services. Our Snow Queen Geographic Information System allows crews know where key property elements are such as drains, slopes, stairs, and wheelchair access points are located to make sure the site is cleared effectively.

Phase Three: Operations
Freezing Event

Site Monitoring (A.I. Assisted)
Our no charge 24/7 site monitoring allows the zone manager to have an accurate pulse on the conditions on the property, assisted by our state of the art monitoring software tied in with weather stations within the zone and artificial intelligence to alert operations of any condition changes that may occur.

Automatic Dispatch Of De-Icing Crews
When our operating system alerts management that the temperature has reached a risk point, de-icing crews are automatically dispatched.

In-Depth Service Reports
Operating through the lens of liability mitigation we collect pertinent data from GPS Location Verification, Real-time Photos with Metadata. Continuous reporting of site conditions, as well as internal reporting that proactively builds a legal defense.

Phase Three: Operations
Snow Event

Site Monitoring (A.I. Assisted)
Your designated Zone Manager is automatically dispatched to verify site conditions when winter conditions are forecasted. Your zone manager will dispatch your designated resources to the property.

Automatic Dispatch Of Zone Managers
With condensed service areas, over 250+ employees & contractors and extensive logistical planning we are able provide unmatched service times making sure the property is safe & clear.

Priority Service

Quality of Service Inspection
With our strict quality of service protocols we proactively mitigate risks on your property to ensure that the highest level of care has been met.

In-Depth Service Reporting

Phase Four
Customer Satisfaction

Client Peace of Mind
Seamless client-contractor relations translates into the ultimate customer satisfaction experience.

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OPERATING THROUGH THE LENS OF LIABILITY.

WHAT MAKES A REPUTABLE SERVICE PROVIDER?

- Valid Snow Removal Liability Insurance.
- Risk & Safety Focused.
- Quality of Service Standards.
- In-Depth Reporting.
- Reliable & Transparent.
- SIMA Accredited.

WE'RE AN ACCREDITED WINTER SERVICE PROVIDER.

WORK SAFE BC

SIMA snow & ice management association

BBB ACCREDITED BUSINESS

A GREEN APPROACH TO WINTER

Facts about our de-icing agent.

65%
LESS CORROSIVE.
Means a reduction in chloride corrision to vehicles & concrete.

72%
MORE EFFECTIVE.
Means fewer applications.
Less Co2.

Our De-icing agent is made from organic grade Beet Extract and Calcium Magnesium Acetate. Calcium Magnesium Acetate (CMA) is a combination of dolomitic lime and acetic acid, this formula decreases issues associated with corrosion and concrete spalling.

-20c
FREEZING POINT.
Standard rock salt works till -10c.

100% ORGANIC PRODUCT

PET FRIENDLY

SENSITIVE HABITAT?

Safer for ecological sensitive habitats & waterways.

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Give us a call today.

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