Snow Clearance  
Service Level Agreement  
Winter Season 2015-2016

The purpose of this document is to clearly define to both parties the service requirements upon agreement to supply Ground Control Ltd. with snow clearance capabilities.

“GOLDEN RULES” for Snow Clearance:

- Ground Control will provide snow clearance teams with as much information as possible – This is available on our snow suppliers website at www.ground-control.co.uk however this information is intended to support the teams and in no way should replace the need to familiarise yourself with the site prior to the start of the season.

Prior to the start of the season contact must be made with each site manager or person in charge of your sites to agree the areas to be cleared and areas to pile the snow until it thaws.

A good practice is to do a simple sketch drawing showing site ID and entitled “Snow Plan” marking obstacles' and where to stack the snow.

- If no one is available at site, the following areas will be cleared as standard:
  - Main access road
  - Car parking bays
  - Road Ways
  - Delivery yard
  - Roads leading to Petrol station

- Manual Snow Clearance
  - If specifically agreed with you, that you are required to conduct ‘Manual Clearance’ i.e. for small sites or sites with hand clearance requirements, then all pedestrian areas as well as the above areas would be cleared.

- **DO NOT** clear snow from in the Petrol Filling Stations, unless specifically requested by Ground Control Ltd.
If you require further clarification please contact the Gritting team on 0845 1801272

- Snow clearance can be a difficult job nearly always carried out in difficult conditions which why it is imperative that you familiarise yourself with the site prior to a snow event. Care is to be taken to avoid damaging any part of the client’s sites. Some of the hazards to be aware of are:
  - Kerbs
  - Speed Bumps
  - White Lines
  - Raised surfaces/objects

If you mark obstacles’ on a snow plan and take a copy of the plan to site this makes identifying them easier.

Whilst we appreciate snow clearance removal work has its inherent issues, if a snow plan has been made obstacles marked on there actually should cause little or no incident. However, if an incident occurs that is proven to be caused by careless or unsafe operation an investigation will be carried out and, if the damage was clearly due to an unsafe or carless practice rectification costs could be chargeable to the contractor.

- Wherever possible please try and get your timesheets signed by a customer’s representative.

The process

Once your service level agreement and rates of charge have been agreed, you will be contacted by a member of Ground Control’s Winter Maintenance team who will then issue you a team ID and a password for you to log onto the snow suppliers website.

The Snow Supplier’s website is key to the efficient management of snow clearance, you will be issued site allocations via the site for you to agree and route plan via your log in.

There is usually a process of adding and deleting sites based on your local knowledge, and amount of resources available to you. Please check your listing and raise any issues before the season start.

The snow website is also a valuable source of information with instructional videos and handbooks and also contains snow plans and photographs all in one easy resource.

You will be given an allocation of proactive and/or reactive sites; the method of operation for each is explained on the website.

PLEASE NOTE: If you log your completion details and timesheets and upload your company invoice directly to the snow supplier website this will enable Ground Control to speed up your payment dramatically.
Ground Control Ltd. requirements are as follows:

- Ground Control Ltd. require you to have a 24 hour, 7 day a week contact point, including over all public holidays during the contract period from 1st November 2013 until 31st March 2014 (this may be extended depending on the weather conditions).
- You must have adequate Employers and Public Liability insurance cover with the minimum value of five million pounds, and ensure that your insurance policies are extended to cover contracting of snow clearance services. To assist Ground Control in its obligation to ensure we have a fully fit for purpose delivery team, please send copies of your insurance to gritting@ground-control.co.uk. If you require any guidance or support with this please call the winter team who will be available at all times for you.
- Operatives must have CPCS Driver Numbers (where necessary) or equivalent training and certification for the machinery they are using. It is your responsibility to ensure that the equipment is mechanically sound and complies with Health and Safety legislation and regulations (for example PUWER regulations (1998)). To assist Ground Control in its obligation to ensure we have a fully fit for purpose delivery team, please send copies of any relevant training or certification records to gritting@ground-control.co.uk. If you require any guidance or support with this please call the winter team who will be available at all times for you.
- Time sheets or Ground Control Ltd. completion notes must be signed by the client wherever possible and attached to the invoice sent to Ground Control Ltd. If in the unlikely event the store is closed please note this on the timesheet for example “store is closed” or “no one to sign”
- Invoices must state the Ground Control Purchase Order Number – this is only for reactive visits requested by the ground control team.

Instruction to carry out works further and above the value of the purchase order can only be authorised by Ground Control Ltd. Instruction should NOT be taken from the site directly. Please ask the site manager to contact Ground Control Ltd. to arrange further works. Ground Control Ltd. will only pay invoices which do not exceed the value of the purchase order. – need to reword this above section – its confusing bearing in mind the proactive nature of these works?

Payment Terms – Help us to help you get paid QUICKLY!

Ground Control values its suppliers and ensure we get works completed paid as quickly as we physically can, to assist this we have put together a number of options to speed up your payments;

Use your own smart phone

Ground controls winter team have developed a mobile application on Android (and Apple IOS when developed) platforms this is a bespoke App to help you get your work logged as quickly as possible.
Using the mobile App is the fastest means of payment and as long as we have all of your details (bank account details and rates of charges' etc.) on file we can ever raise a “self-biller” you won’t even need to raise an invoice as we can self-generate one to pay you automatically meaning that you only have to deliver and report the works on site.

The ground control mobile app is free of charge and optimised to keep data usage to a minimum.

For the Android Ground control mobile App please go to google play (you will need a google account to do this) and enter “Ground control winter” in the search bar and down load the app, you will need your Ground control team ID and password the first time you sign in (the team ID and password will be the same as your log in details for the snow suppliers website)

We are developing this for Apple IOS system also and will advise if this process differs from the above when development in completed.

Text system

Ground control also has a “text in” service available this is the second most efficient way of reporting your work on site.

The text system uses traditional non smart phones to register you have started a snow clearance job, here’s how;

**Text ground controls snow line on 07537402046 please text the SITE ID NUMBER, followed by SPACE then the word SNOW**

For example text 07537402046 (Site ID) **1234 SNOW** (remember leaving a space in between)

The text system will record time on site and which site attended however you will still need to invoice via the suppliers website.

Supplier Website

The supplier’s website is designed to give you a direct line into Ground control winter maintenance system and is the next best option to speed payment (apart from the Mobile App and text in) All details available to Ground control are available to you “real time” such as site maps, grit team contact details etc. and you should be checking this site regularly throughout the winter.

Ground Control will provide you with details of our supplier website. This is where you will log the details of your visit and your invoices, the details uploaded including the following details:

- Time on site
- Time off site
- Travelling hours
• Submit a copy of your time sheet
• Submit a copy of your invoice

These details need to be logged as soon as possible for effective client reporting and quicker processing and payments of your invoices.

Ground Control Ltd standard settlement terms are “end of month following”. For example, if your invoice is dated 16th March, it will be paid 30th April.

“Hard copy” Invoicing in the post

Ground Control has invested in technology to ensure payments are made as quickly as possible by using the methods described above, we do recognise that some suppliers will still want to invoice in the traditional “hard copy” methods however PLEASE NOTE by supplying a hard copy requires additional administration time and if not correctly completed and posted promptly, then this can result in delayed payment.

As for invoicing digitally please ensure your invoice contains the following;

• Time on site
• Time off site
• Travelling hours
• Submit a copy of your time sheet
• Submit a copy of your invoice

Invoices to be sent to;

Ground Control Ltd
FAO; The gritting Team,
Kingfisher House,
Radford way,
Billerica,
Essex,
CM12 0EQ

Confidentially Agreement

Any documents and information supplied to the provider including intellectual property, mobile apps and operating systems are to be treated with utmost confidentiality and the provider is prohibited in sharing this information with anyone other than the operatives undertaking the works.

Client/Customer Base Agreement

The Provider is not to solicit or undertake work independently from Ground Controls Ltd. clients or for the clients sites provided during the course of the contract, and for a period of two years post termination of the contract.
**Ground Controls Equipment**

As part of the Sub Contractor Service Level Agreement in place between ourselves and Ground Control, I hereby declare that we accept responsibility for all Ground Control Vehicles, Machinery, Electronic Equipment or PPE that are in our possession.

In addition I confirm that we will ensure all Ground Control Vehicles, Machinery, Electronic Equipment or PPE that are in our possession will be kept in full working order and any issues will immediately be notified to Ground Control in one of the following ways:

- By email to gritting@ground-control.co.uk
- By telephoning the Winter Gritting Team or Fleet Team on 01277 650697
- By making a personal visit to the Ground Control office

I confirm I am authorised to make this declaration on behalf of {name of subcontractor}

Field Team Name…………………………………………………………………………………………..

Full Name of Person Signing………………………………………………………………………………

Job title of Person Signing……………………………………………………………………………...

Signature……………………………………………………………………………………………………

Date…………………………………………………………………………………………………………

By clicking the “accept” you agree to supply the services outlined above and agree to the confidentially terms stated: