

General Description of Services

For snow clearance at specific locations, "access" typically refers to the path constructed by CPC or others, made of concrete, asphalt, paving stone, or other materials, which is used by customers to reach the Equipment location. The entire pedestrian access walk entrance must be cleared from the point where the customer leaves the sidewalk or roadway when travelling to the Equipment site to collect their mail.

The Service Provider must ensure that:

- a. The levels of service identified for snow management services are maintained 24/7, 365(or 366) days a year. There are no exceptions during snowstorms or continual snowfall, particularly where CPC mail delivery activities are ongoing.
- b. Snow accumulation greater than 5cm, even if not accompanied by precipitation (e.g. winds, plough), must be cleared.
- c. Snow must be cleared as per the Service Levels indicated for each location. No damage should be caused to the equipment, landscaping (including lawn, trees, bushes, etc.), or any other property at the location. Services must be rendered in a manner that does not disturb neighbours or CPC activities.
- e. Snow or ice accumulation must not impede the accessibility or functionality of the equipment.
- f. Record all work using the CaseFMS app when on site. This will include taking photos of the work performed.