

## Draft Service Level Agreements for Snow Clearance & Gritting

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
<b>SNOW CLEARANCE</b>							
<b>Snow Clearance/ Gritting</b>	Pathways Entrances to Buildings	Ancillary Services (entrances)  Building Maintenance (paths and roads)	Porters and grounds staff (plans available outlining respective responsibilities)	High priority, as required depending on weather	This may impact on other services as a safety priority which means when there is ice or snow there may be delays to other jobs as staff are diverted at the start of shift to ensure all areas on campus are safe.	Due care to be taken, sensible precautions (sensible foot wear to be worn, running and jumping on potentially icy paths or steps to be avoided). Report any dangerously slippery surfaces. Avoid dangerous un-gritted paths/car parks. Wear appropriate clothing and heed University advice/check UoB Website and weather forecast before travelling.	None