SNOW OPERATIONS SERIES

START HERE

Your files, in plain language — read this page first.

WHERE YOUR FILES LIVE

After purchase, your files live in your Etsy account. Sign in to Etsy, go to Purchases (your profile icon, then Purchases and reviews), open this order, and choose Download Files. Save the downloads to your phone or computer before you start filling anything in.

HOW TO OPEN THEM

1. PDF files open in any free PDF reader, browser, or phone Files app. If a file arrives as a ZIP, tap or double-click it to unzip, then open the files inside.
2. The spreadsheet (.xlsx) opens in Excel, Google Sheets (upload it, then open), or LibreOffice. Yellow cells are yours to fill in.
3. Print the flat PDF, or skip printing and use the FILLABLE PDF on your phone — tap each field and type.

WHICH FILE IS FOR WHAT

- ☐ FLAT PDF (US Letter + A4) — print and fill in by hand, or keep as the clean master copy.
- ☐ B&W US LETTER PDF — ink-friendly grayscale version for cheap home or office printing.
- ☐ FILLABLE PDF — phone-friendly version; type into every field on the go.
- ☐ SPREADSHEET (.xlsx) — storm run log that totals visits and material used per site, so a whole season is provable in one file.
- ☐ BONUS FILE — the A4 ink-friendly B&W version is NOT in the Etsy download. Its free download link is in your Etsy thank-you message after purchase (Message to buyers).

STUCK? MESSAGE US

- Open your Etsy order and choose Message seller (or Messages in the Etsy app) and tell us what you are stuck on. We reply through Etsy messages.

Disclaimer: This log is a documentation and organization tool. It is not legal advice, consult an attorney about your contracts, your insurance, and any incident or claim.

Season & Site Setup

Set up each property once — every storm after that is just logging.

YOUR COMPANY

Company name: _____ Phone: _____

Contact / dispatcher: _____ Email: _____

THE SITE

Property / client name: _____

Site address: _____

Site contact + phone: _____ Gate / access notes: _____

Service trigger (snow depth / ice event / on call): _____

Areas covered (lots / walks / entrances / ramps / docks): _____

MATERIALS ON HAND

Salt / ice melt type + where stored: _____

Liquid / brine (if used) + where stored: _____

Equipment assigned to this site: _____

Your contract decides what service a site gets and when — this log proves what actually happened. If the contract and this page disagree, fix this page tonight, before the next storm.

Pre-Treatment Run Log

The page that answers 'were you there before it froze?' — with times.

One block per visit. Pre-treatment means treating BEFORE the event — the arrival time compared with when precipitation or freeze started is the whole point of this log, so write real times, not end-of-shift guesses.

RUN 1

Date: _____ Arrived: _____ Departed: _____

Crew / truck: _____ Air / surface temp (if known): _____

Conditions on arrival (dry / wet / snowing / icing): _____

Treatment (salt / brine / both) + amount used: _____

Areas treated: _____

RUN 2

Date: _____ Arrived: _____ Departed: _____

Crew / truck: _____ Air / surface temp (if known): _____

Conditions on arrival: _____

Treatment + amount used: _____

Areas treated: _____

The spreadsheet version totals visits and material per site across the season. Keep this paper log in the truck and copy it into the sheet the same night.

Storm Event Timeline

Reconstruct the whole event in order — while it is still fresh.

1. BEFORE: note the forecast you acted on, when the decision to pre-treat was made, and who made it.
2. START: record when precipitation or freezing actually began at the site (from crew on site, site contact, or your weather source — write which).
3. DURING: log every visit on page 3 and every return visit here, in time order, with conditions found each time.
4. PROBLEM SPOTS: entrances, ramps, shaded walks, and drainage refreeze points get a named check each visit — write what you found and what you did.
5. AFTER: final visit time, final conditions, and photos (page 5) close the event. If a lot is clear and treated at your last visit, this page is what proves it.

THIS EVENT

Forecast source + what it called for: _____

Precipitation / freeze began (date / time / source): _____

Event ended (date / time): _____ Total visits this event: _____

Anything unusual (refreeze, drifting, blocked access): _____

Site Condition & Photo Log

Photos with times beat memories with opinions — every visit.

- [ ] ARRIVAL photos: main entrance, primary walk, parking rows, and any ramp or steps — before treatment.
- [ ] TREATMENT photos: spreader / sprayer working or material visibly down on walks and entrances.
- [ ] DEPARTURE photos: the same spots as arrival, after treatment — same angles, so the pair tells the story.
- [ ] PROBLEM SPOTS: refreeze, ponding drainage, shaded ice, and blocked drains photographed and treated, or reported to the site contact (note who, page 7).
- [ ] Photo times checked: phone time correct, so the timestamps on the photos match this log.

PHOTO NOTES FOR THIS VISIT

Date / visit #: _____ Photos taken by: _____

Spots photographed: _____

Conditions found that photos do not show well: _____

Reported to site contact? Who / when: _____

Store the photos by site and date the same night. A photo you cannot find in February is worth the same as a photo you never took.

Material & Equipment Notes

What went down, what is left, and what the rig needs before the next run.

MATERIAL USED THIS EVENT

Salt / ice melt — bags or tons, per site total: _____

Liquid / brine — gallons (if used): _____

Material remaining in storage after this event: _____

Reorder needed? What / how much / by when: _____

EQUIPMENT

Truck / spreader / sprayer used: _____

Spreader or sprayer setting used (your own note): _____

Problems, damage, or repairs needed: _____

Fuel / wash / restock done after the run? Y / N: _____

Application rates and product choices follow your contract, the product label, and your own professional judgment — this page records what you did; it does not set rates. The spreadsheet totals material by site so end-of-season billing and reordering take minutes, not a weekend.

Incident & Complaint Log

If someone slips, reports ice, or complains — it goes here the same day.

Write facts only: what was reported, by whom, when, and what you did next. Do not write opinions about fault — this log may be read later by your insurer or an attorney, and plain facts are what help you.

INCIDENT / COMPLAINT 1

Date / time reported: _____ Reported by: _____

Location on site (be exact): _____

What was reported (their words, briefly): _____

Your last visit before it (date / time / page 3): _____

Response — visit made, treatment done, photos taken: _____

Insurer / attorney / client notified? Who / when: _____

INCIDENT / COMPLAINT 2

Date / time reported: _____ Reported by: _____

Location on site: _____

What was reported: _____

Response + notifications: _____

SOMEONE WAS HURT?

- Stop and follow your company's incident procedure and your insurer's instructions right away. Preserve this log, the photos, and the truck's records exactly as they are — do not edit earlier entries. This log is not legal advice, consult an attorney.

Client Communication Log

What the client was told, when — so 'nobody told us' never stands.

MESSAGES

Date / time: _____ To / by (name / method): _____

Message (pre-treat planned / delayed / problem spot / extra visit): _____

Date / time: _____ To / by: _____

Message: _____

Date / time: _____ To / by: _____

Message: _____

COPY-READY UPDATES

Before the event: 'We will pre-treat [site] tonight ahead of the forecast freeze, and return as conditions require. Run log and photos will be on file.'

Problem spot: 'At our [time] visit we found [refreeze / ponding / blocked drain] at [exact spot]. We treated it and photographed it. The lasting fix is [drainage / grading / mat] on your side — happy to discuss.'

After the event: 'Final visit [time]: lot and walks clear and treated. [N] visits this event, photos on file. We will re-check in the morning for refreeze.'

Season Closeout & Sign-Off

End the season with the file complete — not scattered across trucks.

- [ ] Every storm has a timeline (page 4) and run log (page 3) in this packet — no gaps for this site.
- [ ] Photos for every event filed by site and date, matched to the logs.
- [ ] Material totals copied to the spreadsheet and checked against purchase receipts.
- [ ] Every incident or complaint (page 7) closed out or handed to insurer / attorney with a note of when.
- [ ] Client received a season summary (visits, events, material) if your contract calls for one.

SEASON TOTALS — THIS SITE

Storm events: _____ Total visits: _____ Material used: _____

Open items carried to next season: _____

SIGN

Completed by (print / signature): _____ Date: _____

Reviewed by: _____ Date: _____

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