

SNOW



KEEP SNOW & ICE FROM FREEZING YOUR PROFITS

30% of retail sales are made during the winter season. When you take a proactive approach to your snow removal, you're improving your business on a whole—maximizing cost reductions, improving business performance and ultimately making your business more profitable.

ARE SNOW & ICE ERODING YOUR BOTTOM LINE?

Business continuity plan. Proactive solution. Call it what you will, but it's more than just making sure your sites can open for business. Merit's reputation for reliable, responsive service solutions means we've got your best interests at heart. No worrying about keeping track of how much it snowed in Topeka, how much salt is available in Flagstaff, or whether or not the truck will show up before your grand opening in Trumbull. Consider it done. We're controlling costs, maintaining your brand, ensuring guest safety and streamlining operations – all while managing the vendors, contracts, and service orders to get it done right. The first time. Every time. For over 35 years. It's what we do. We handle our business, so you can get back to yours.

WHAT MAKES A MERIT SERVICE SOLUTION?

UNCOMPROMISING QUALITY.

With Merit, you can expect more: the highest levels of service typical of a local partner, but with the national reach to consistently and reliably maintain all aspects of your winter maintenance program throughout the country.

Sure, it comes from having the right equipment and materials, but it also comes from having the right attitude and commitment. We are here to help you maintain your brand reputation. We never forget that. That's why we take a holistic approach to maintaining your sites – for now and the long haul. We provide the boots on the ground, the eyes and ears in the field to increase our knowledge of your properties' particular needs and nuances. So we can keep you up-to-date, to tackle the small issues before they become big problems.

YOUR REPUTATION'S AT STAKE.

CALL US AT 800-644-6035 TO REQUEST A PROPOSAL TODAY OR VISIT MERITSERVICESOLUTIONS.COM/SNOW



SERVICES

- ▶ Snow & Ice Management
- ▶ Rooftop Clearing
- ▶ Hauling



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REAL PASSION — THE KIND THAT ONLY COMES FROM REAL PEOPLE.

Merit offers reliable services by real people who not only understand and respond to your needs, but who care about them too. 24/7 customer service is par for the course. What makes Merit different is our individualized account management – designed with the whole of your facility in mind.

Our SIMA Certified Snow Professionals not only understand the nuances of snow and ice management but also get the impact that snow has on consumer behavior in various industries. They live and breathe snow.

And our professional service partners, selected specifically for your program from among our extensive network of proven providers, undergo our rigorous qualification requirements and testing. Which means you can be confident that you'll always receive reliable and responsive expert services.

PERFORMANCE-DRIVEN PROCESSES.

Your Merit account team and service partners all follow proven customer service and quality control processes to help improve performance. Our streamlined & efficient operations approach means you have one contact for all your exterior facility needs. One contact. One contract. One invoice. Simple.

Whether through our strategically sourced and managed service partner network or through our self-perform services, your dedicated account team works with you personally to design the program that fits your particular needs. We're your local partner with a national reach and a centrally managed program that ensures reliable service delivery. We measure performance through physical site inspections, provide trend analyses and routinely monitor your property to ensure we're always upholding your brand reputation. And ours.

LEADING-EDGE TECHNOLOGY.

We have the weather predictability and tracking capabilities of WeatherWorks on our side before, during and after the storm. This advanced technology ties in directly to Merit's system for improved trend analysis and preparation, rapid response and deployment, real-time service monitoring and clearly defined reporting.



NATIONAL FOOTPRINT — WE GO WHERE YOU GROW.

Merit gives you the strength, security and financial stability of a national company with the attention, visibility, and control of a local partner. Consider Merit your eyes and ears in the field. While Merit is headquartered on the east coast, we have regional managers stationed across all major metropolitan areas and offices and crews stationed throughout the country. So, wherever you need us, Merit is there.

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WHAT'S IN IT FOR YOU?

- ▶ Standardization, brand preservation and control over the customer experience
- ▶ Improved visibility and control over exterior maintenance spending
- ▶ Cost reductions and budgetary security
- ▶ Improved operations and increased focus on core competencies

