



WINTER
SERVICES

OUTCO.CO.UK





OUTCO KEEPS YOU ONE STEP AHEAD

OUTCO are the Outdoor Estate Compliance Experts, trusted by over 1,000 companies across the UK, OUTCO provide a full range of grounds maintenance, surfacing and winter services to over 7,500 sites, delivered by our highly skilled and experienced workforce.

With over 25 years of experience OUTCO understands that organisations need to be able to focus on their core activities efficiently and without interruption whilst maintaining the highest standards of safety. With so many different moving parts and outside influences, this can be a complex task. This is why OUTCO has established the first full end-to-end, smart tech-enabled, data rich outdoor services business.

Our unique combined service offering provides a new way for customers to manage their outdoor assets, by bringing together multiple outdoor services for greater efficiency, performance and convenience. Working in sectors such as retail, property and facilities management, petrochem, leisure, healthcare, industrial, commercial and the education sector, We keep organisations one step ahead of regulatory and operational compliance, covering all the bases 24 hours a day, 365 days a year. Year after year.

OUTCO are the only estate compliance partner our customers will ever need, our friendly staff are on hand for any support you require.

WE PROTECT, MAINTAIN AND IMPROVE OUTDOOR ESTATE INFRASTRUCTURE

Benefits of working with OUTCO

- Proactively safeguard against predictable and reputational risks
- Guarantees compliance and total peace of mind, respecting your grounds and visitors
- Delivers a clear audit trail of estate activity over time
- Confidence that outdoor estates will be safe, compliant and fully operational all year round
- Supply chain simplification and cost efficiency through delivery of an end-to-end service, bundling and technology integration
- Maintain and create outdoor space that represents your brand
- Support facilities and property managers in delivering on their service level agreements with assured delivery and innovative solutions
- Support facilities managers' strategies to deliver ESG benefits to their clients
- Customer experience enhancements from innovation such as EV charging and COVID-secure outdoor space use.

WINTER SERVICES

500+
operatives

250,000+
winter jobs managed
per year

24/7
customer service

99.99%
winter service
delivery levels

OUTCO provides a complete range of award-winning winter gritting and snow clearance services ensuring sites remain safe, compliant and operational, even in the harshest of winters.

From gritting to snow clearance, our winter services come with a full audit trail and offers complete protection.

It is the employers responsibility to ensure workplaces are safe and without risks to either workers or visitors on the site. If incidents occur, employers place themselves at risk of legal action. At OUTCO, we work with our clients all year round to ensure their sites remain safe and compliant.

We understand that every site and company is different, which is why our service is bespoke and based on the specifics of each individual site. OUTCO offers clients the choice between fixed cost winter gritting services, cost per visit winter gritting services or a bespoke hybrid price.

OUTCO weather forecasting OUTCO uses real-time weather forecasting tools to ensure high level temperature accuracy.

With each customer and for every site we agree a road surface trigger temperature appropriate to the location and conditions on the ground and service when this temperature is forecast.

Costs to meet your budget We understand that every site and company is different, which is why our service is bespoke and based on your specific requirements.

Transparent winter gritting service Real-time reports and updates. No matter where you are, you can have immediate visibility, peace of mind and access the detailed data we are recording to demonstrate your duty of care is being met.



97.8%
ACCURATE WEATHER
REPORTING

Winter services include:

- Winter gritting
- Snow removal
- Snow clearance
- Winter salt & grit bin supply



OUTCO offers a nationwide winter gritting service and has an established track record of providing specialist gritting services. OUTCO works alongside clients as a trusted partner who can always be relied upon for consistent delivery of critical winter services to keep people safe and sites operational and compliant all year round.

OUTCO utilises the latest precise weather forecasting technology to ensure that we service individual sites based on the most accurate data available. While the industry-standard operating practice is to grit based on red trigger levels, OUTCO will keep you covered on amber level warnings as well.

Ground temperature activation

OUTCO uses real-time weather forecasting tools to ensure best in class levels of accuracy. With each site we agree a road surface trigger temperature appropriate to the location and ground conditions. This is usually 0°C but for customers requiring an extra level of protection higher temperature activations with specified conditions are also available.

Accurate weather forecasting

OUTCO services are powered by data, which is why our forecasting technology specialises in location-specific forecast modelling. This provides us with outstanding forecasting accuracy of temperature and site conditions and offers the most detailed UK

weather areas. Our forecasting technology consistently surpassed targets set by the Highways Agency. By using a more accurate forecast for road surface temperatures at each site, we often service even if the TV or a weather website forecasts don't fall below zero, as these forecasts are generally based on air temperature. Instead, we trigger services based on local area road surface temperatures – a factually more accurate indicator of the presence of ice.

Winter reporting and notifications

OUTCO provides automatic notifications and reports to designated contacts for each site through our technology platform. For example, our operators confirm when tasks are completed via smartphone app but can only do so if they are physically on-site or within a geofence defined by their GPS coordinates. This provides real-time updates to the OUTCO business intelligence system, which provides notifications to you via the customer portal or our app. No matter where you are, you can gain immediate visibility and peace of mind – and see the level of data we are recording to demonstrate your duty of care is being met.



**WORKING WITH OVER 1,000
CLIENTS ACROSS THE UK**



Operational reports

OUTCO will provide you with a number of operational reports to ensure you are always kept up to date with our transparent service.

Pre-service: OUTCO will notify you in advance of each service visit, letting you know that our team will be servicing your site.

Post-service: OUTCO will provide post-service updates that confirm that we have been to your site, together with any notes or notifications of any issues that have arisen.

Issues on site: should our servicing team identify any serious issues you will be notified straight away. Lesser issues or notes are recorded in the Post service notification.

Snow clearance: for mechanical snow clearance we record how long it took to clear the site.

WINTER SALT

OUTCO primarily uses white salt as our main de-icing agent, due to white salt being highly effective, clean to use and more environmentally friendly than brown salt. White salt is much more sustainable than brown salt because it is collected from evaporated seawater. It is more concentrated than brown salt and therefore is more effective as a de-icing agent.

- White salt is sustainable and environmentally friendly, as it is essentially evaporated seawater
- It does not leave behind a messy residue after spreading
- It is perfect for high footfall areas or locations where it may be trodden into buildings or vehicles, as it does not leave behind brown stains
- White salt gets to work faster than brown salt, as it is 99.99% pure salt.

WINTER SALT GUARANTEE

We guarantee to never run out of winter salt. We use sustainable white marine salt as our main de-icing agent and our winter operators have access to over 200 OUTCO salt stores strategically located across the country.





SNOW CLEARANCE

OUTCO is experts at clearing snow from car parks, roads and pedestrian areas, ensuring our clients' facility remains safe and compliant at all times. Snow clearance is different from snow removal, which involves removing the snow from a site completely.

Arranging your snow clearing

We work with our clients to define an effective snow clearance plan and ensure that each client understands precisely what is expected. This bespoke approach will help clients proactively manage their site and minimise business risk.

OUTCO will digitally map out a site and agree areas to be included using the latest technology. We will then attend a site and perform a physical snow clearing site survey. This allows us to identify any on-site features we need to be aware of when performing snow clearance.

Once any potential hazards or areas where additional care and attention have been identified (i.e. where the snow piles up), we report our findings back for agreement, prior to commencing our service.

OUTCO snow clearance process

Our snow clearance service involves monitoring the weather on behalf of our client. Whenever snowfall is forecast to reach a certain depth, we will attend a sites with our snow apparatus, clear the snow from the designated areas and "push" it to the assigned locations, where it can safely melt away. We can also

perform de-icing on the area afterwards, so the site is compliant and clear of both snow and ice.

Why outsource your snow clearance

Most facilities managers choose to outsource their gritting and snow clearance services. An outsourced snow clearance service can provide better access to well-trained staff, along with the latest knowledge and innovation, bringing improved service quality and the reassurance that full compliance is being achieved.

In certain sectors, such as healthcare, transport and utilities, there is usually a requirement for the facilities to be accessed safely and securely around the clock, whatever the weather and these require a high specification service. Snow clearance services need to be available throughout the day, in addition to a pre-emptive service, to ensure all the facilities always remain accessible.

Most importantly, OUTCO removes any regulatory and compliance pressures for our customers, by effectively identifying and addressing liabilities on site. In doing so we proactively safeguard against any predictable operational, financial and reputational risk for total peace of mind.



**OUTCO MANAGE OVER 7,500
SITES ACROSS THE UK**



Snow clearance planning

Snow clearance with OUTCO starts with a snow clearance plan. A snow clearance plan must be well communicated with key performance indicators (KPIs) drawn up to ensure that clients know precisely what is expected.

- Decide who will oversee the plan
- Assign special tasks to individual team members
- Identify site areas that could become hazardous in severe weather conditions
- Detail the exact areas that need to be cleared, as well as when and how
- Ensure that snow and ice clearance equipment is regularly maintained
- Ensure that the site is supplied with sufficient salt, grit bins and clearance equipment for a prolonged winter season
- Agree on a clear process for dealing with problems/issues.

SNOW REMOVAL

Snow removal is different from snow clearance, which involves taking the snow and pushing it to somewhere safe on your site which is out the way, to let the snow melt away in a safe place. OUTCO can remove snow from your site altogether, which is often required when space is at a premium.

Ordering OUTCO snow removal

OUTCO will digitally map out a clients' site and agree areas to be cleared using the latest technology. We will then attend a sites and perform a physical snow removal site survey. This allows us to identify any on-site features we need to be aware of when performing snow removal.

Once any potential hazards or areas where additional care and attention is needed, we will report our findings and once agreed, we can start our service.

Our snow removal process

Our snow removal service involves monitoring the weather on behalf of our clients, and whenever snowfall is forecast to reach a certain depth, we will attend a site with our snow apparatus, collect the snow and remove it. We can also perform de-icing on the area afterwards, so the site remains free of risk and fully compliant and clear of both snow and ice.

OUTCO provides two snow removal services:

On demand snow removal

OUTCO can provide an on-demand snow removal service, clients are charged for each time snow removal services are provided.

Snow removal season contract

OUTCO offer a full season contract snow removal service, the OUTCO snow removal function will be provided automatically, according to the contracted terms.



ONE COMPANY INTEGRATED SERVICES

We work in collaboration with our clients to give them the bespoke service that they need to manage their outdoor estate effectively and efficiently, with the minimum of fuss and disruption.

OUTCO understands that estate owners and managers do not want to spend disproportionate time, effort and resource on maintaining outdoor environments, but do want them to operate in a safe and compliant fashion so they can focus on their core business.

We take great pride in our transparent and collaborative approach, which helps alleviate these concerns for our clients.

OUTCO has established the first full end-to-end, smart tech-enabled, data rich outdoor services business, covering everything the modern facilities manager will ever need.

Smart technology Our smart technology is unique in the external infrastructure sector: a unified service, invoicing and customer solution enabling 24/7, 365-days-a-year warning, tracking and reporting on any device, anywhere and at any time.

Compliance OUTCO is here to help. By embedding our detailed outdoor estate compliance reporting into our client's individual APIs, we can deliver tailored service validation reports whenever and wherever required.

OUTCO is always one step ahead, and our automated system alerts clients to any issues, ahead of any problems occurring and in good time for the issues to be dealt with.

Commercial efficiency OUTCO has a clear goal – to be a single end-to-end supplier for outdoor estates maintenance to our clients across the UK. With a combined service offering, our approach provides our clients with greater efficiency, performance and convenience, and the ability to manage their entire outdoor estate through a single supplier.

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DESPITE MAJOR CHALLENGES
OUR SITE EXPERIENCED OVER
SEVERAL DAYS OF EXTREME
WINTER WEATHER, I WOULD
LIKE TO EXTEND A HEARTFELT
THANK YOU TO OUTCO FOR
WORKING SO HARD TO
MAINTAIN OUR OPERATIONS
AND BUSINESS FUNCTIONS
DURING THIS DIFFICULT PERIOD

CEO OIL REFINING COMPANY, SCOTLAND

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EFFICIENCY, FLEXIBILITY & SCALABILITY

OUTCO manage over 7,500 sites and are trusted partners to the majority of the UK's major companies operating in the retail, petrochemicals, public services, property and facilities management industries.

With over a decade of experience our teams offer an efficient approach, flexible for the demands of our clients and a scalable service to complete any size job.

Managing outdoor estates takes significant time, effort and resource, OUTCO remove this burden by providing an end-to-end solution for our clients through a single contractor. Save time and efficiency by working with the outdoor estate compliance experts.

As the Outdoor Estates Compliance Experts our bundled service offering provides efficiency and convenience to our client. We provide all the services required to effectively manage an entire outdoor estate, through a single contractor.

With a national network, delivering end-to-end outdoor services and operating 24/7 our clients have the peace of mind that their outdoor estates are safe, compliant and accessible all year round.

OUR FLEXIBLE OPERATING MODEL ENABLES US TO MATCH RESOURCES TO OUR CLIENTS' REQUIREMENTS

We bring supply chain simplicity for clients through our nationwide footprint. Highly skilled OUTCO operatives deliver a consistent approach and continuity of service regardless of the size and complexity of an outdoor estate. Our professional team possess the skills, knowledge and capability to deliver a completely scalable and flexible service for the most complex multi-site projects.

Our resources are suited for any size projects, from minor pothole and fence repairs to grounds maintenance and winter gritting through to major resurfacing projects, anywhere in the UK.

Working together

OUTCO understands that clients have unique and specific goals. By making your goals and KPI's our goals and KPI's, we become focused on meeting your objectives. This approach leads to the best possible service delivery partner for you:

- OUTCO is focused on achieving (exceeding) your targets
- Setting client-specific KPIs, goals and a mutually beneficial framework
- Collaborative working, teamwork and communication
- Transparency and supply chain visibility.



AWARD WINNING TECHNOLOGY

Nimbus is our award-winning bespoke technology platform that controls, automates and guarantees all aspects of our business and service delivery. Designed in-house, Nimbus is a cornerstone of OUTCO's ability to deliver year-round external infrastructure services.

To succeed in this space – especially in winter gritting – involves working within a tight delivery window, often six hours or less, to execute thousands of jobs across the UK and Northern Ireland. These must be delivered to individual specifications, in an ever-changing environment, often up against the elements and in the worst of the winter weather. Nimbus uses integrated tracking and telematics software in conjunction with an algorithmic decision-making platform to ensure our teams are at the right place at the right time, delivering the right service.

Nimbus is a game changer that underpins our ability to deliver consistently excellent service. It is a major contributing factor to our success in winning business and service awards. Nimbus automates our service management and delivery and includes:

- Intelligent scheduling
- Issue of detailed job sheets to our teams
- Issuing pre-and-post service client notifications
- Verifying service completion and generating reports.

This advanced technological capability enables us to efficiently and effectively manage and report on service delivery across assets throughout the country.

Nimbus & Weather Forecasting

Weather forecasting is an integral part of the Nimbus solution. Nimbus provides us with outstanding forecasting accuracy of temperature and site conditions and offers the most detailed-UK weather areas, with thousands of localised temperatures providing full coverage across the UK.

OUTCO weather forecasting leads the way with forecast accuracy thanks to access to multiple weather models such as the Met Office's high-resolution models, the world beating ECMWF weather model and the American Global Forecast System. OUTCO is the only facilities company to offer a completely dedicated winter forecasting service to the private gritting sector based on road, not air temperatures.

This means all forecast information provided to us is quality controlled by a team of expert meteorologists to ensure the highest level of accuracy possible. Our weather forecasting has consistently surpassed targets set by the Highways Agency, boasting an impressive 97.8% reporting accuracy in comparison to Highways England's 85%.

Nimbus & Pulse

Working with Nimbus, Pulse gives our clients live service information in the palm of their hands – alongside the ability to communicate directly with our teams. This time-saving tool keeps you fully abreast of service delivery while freeing up time to focus on other duties. Pulse tracks the operator (via a breadcrumb trail) rather than the vehicle, with such concepts as geofencing built-in to enable further route optimisation for operator delivery.

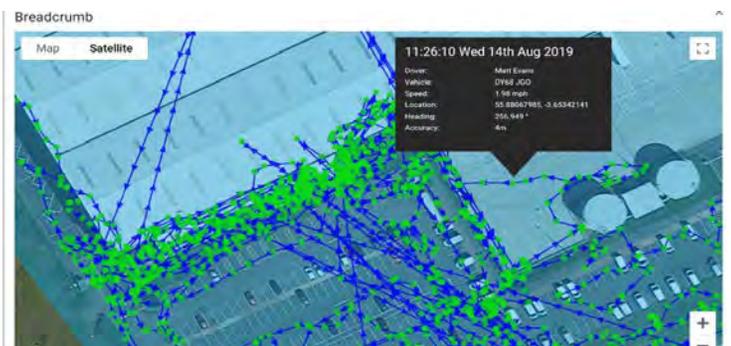
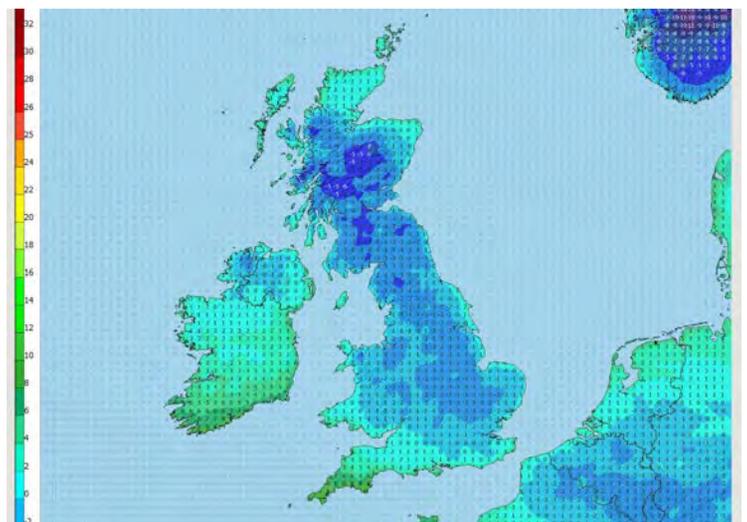
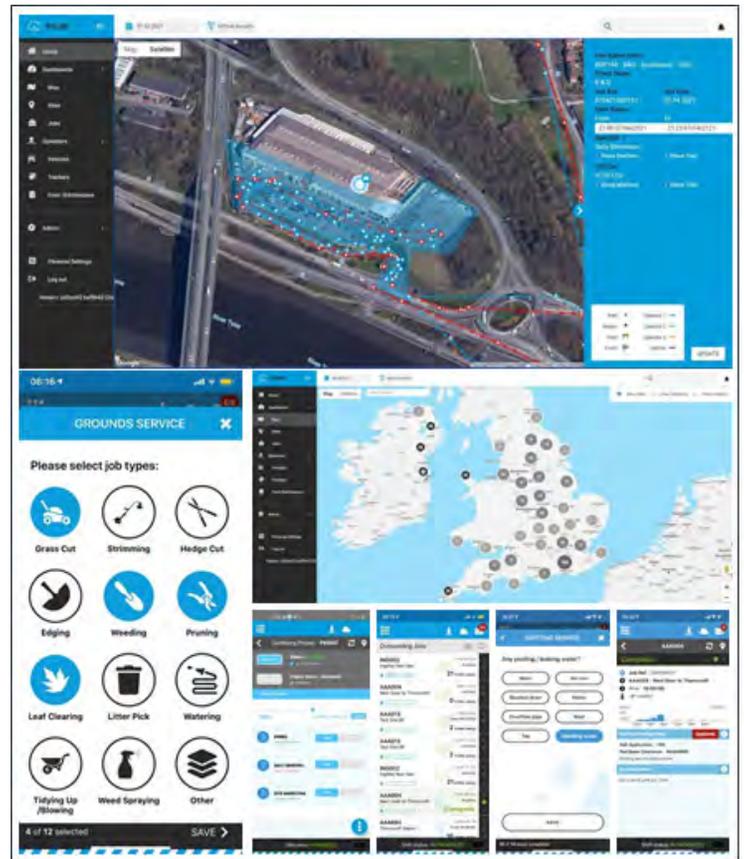
- Real time data and job progress
- Operative GPS breadcrumb tracking
- Delivering real time data directly into client's systems through in-house APIs
- Operators use Pulse to provide service updates, view job information and log progress
- Pulse provides compliance monitoring and reporting supported by data.

Nimbus & Portals

In addition to the pre- and post-service notifications which you will receive, clients also have access to the OUTCO Web Portal, a secure online interface customised to each client and portfolio, providing the ability to view, search and interrogate past as well as scheduled services output from Nimbus. The system updates in real time and is especially valuable in enabling your busy managers to get a snapshot of works across the portfolio at any point in time. Information stored in the system includes the electronic service reports for each visit.

How Nimbus Technology Drives Our Operators
Arming our operators with OUTCO technology ensures the highest possible standard in their work, from start to finish. This starts with pre-commencement health and safety checks, driving to site, completion of activities (e.g., each gritting visit), through to confirmation of the end of an operator's shift and reporting back to you of work completed. Jobs are dispatched daily and directly to an operator's smartphone, ensuring that our teams work safely and efficiently.

Job status is tracked through Nimbus, providing visibility of the status and progress of work at any time per operator, to maintain SLA performance. All data collected via Pulse is imported into our Nimbus contract system, following the successful completion of each job, enabling the efficient production and expedition of client performance reports submitted daily.





WINTER FAQ

Why do you grit when it looks like there is no ice on the ground?

Ideally salt should be spread before ice starts to form or it will need to work harder on an already frozen surface, leaving a degree of risk present whilst the salt is taking effect. Our gritting service is usually triggered when forecasts for your site are 0C or below, the freezing point of water.

Why do you still service even if the risk of ice is low?

We protect you against all risks associated with freezing conditions - if the trigger temperature is reached, we are obligated to attend your site.

How do you know how much salt to apply?

Our seasonal are highly trained to apply salt according to industry best practice and standards for the correct amount of salt, for both the current and forecast conditions, so the actual quantity can change from one visit to another.

How do you decide whether to clear snow?

In the case of mechanical snow clearance, the midday weather forecast activates this service. When the forecast is for 5cm or more of snow to fall between midday and 6.00am the following day, the service will be activated. Other activation levels and times are available, speak to your OUTCO account manager for more detail.

When snow clearance is selected OUTCO operators will clear snow from pedestrian areas when on your site for gritting if they record an average of 2cm or more snow on the ground. (Other criteria for clearing snow can be set). On clearance, the area will also be gritted. Keeping

key pedestrian pathways and other pedestrianised areas, including fire escapes free of snow, is paramount for health and safety

Will the team visiting our site be the same each time?

We like to maintain continuity of service so yes, wherever possible it makes sense to use the same operators so they become familiar with your site. Should we need to send a new team member(s) you can be assured that they will be fully trained OUTCO operators.

How do you clear snow?

There are two methods of clearance pedestrian and mechanical. The method used depends on the size of the area and accessibility of mechanical equipment. Areas like pavements, footpaths and pedestrian routes to/from car parks and around buildings are described as 'pedestrian snow clearance'. These areas are cleared manually. For larger areas such as access roads, service areas and carparks that are accessible by machinery, mechanical snow clearance is used. Our fleet of equipment includes JCBs, and snow ploughs mounted on 4x4s.

Why do I need Full Liability Protection?

Legislation set out by the government is in place to keep staff, visitors and passers-by safe while on the premises. If an accident occurs, companies place themselves at risk of legal action. Your duty of care covers what is practicably reasonable and in the event of an accident your policies, actions and evidence will be brought to question. OUTCO's pro-active gritting, best practices and audit trails enable us to successfully demonstrate how your duty of care has been met.



CASE STUDY

AMAZON



OUTCO provides all winter services for Amazon's 51 logistics sites across the UK, covering 600,000m² of serviceable area. Daily pre-service and post-service reports are emailed to Amazon representatives, as are monthly attendance/activity reports.

OVERVIEW

SITES

51

AREAS

Car Parks
Delivery Areas

RESOURCES

51 teams

MATERIALS

Marine salt

SCOPE

Mechanical
gritting
Manual gritting
Snow clearance

Our extensive portfolio incorporates Amazon's logistics sites across the UK. Amazon's winter services are delivered 24/7 between November and March and include mechanical gritting of car parks and delivery areas.

51 operator teams and dedicated 4X4 winter vehicles and spreaders are dedicated to Amazon's sites, reflecting the size and geographical spread of the Amazon operation.

All teams are supported by regional assistants, 24/7 shift operations and the local management team, in addition to our 24/7 helpdesk.

Daily pre-service and post-service reports are emailed to Amazon representatives, as are monthly attendance/activity reports. Services are delivered 24/7 between November and March.

OUTCO also delivers manual gritting to paths and entrances using pedestrian spreaders, as well as mechanical and manual snow clearance and mechanical removal for snowfall 5cm+

OUTCO servicing hours are between 6pm – 7am, 7 days per week.

Services are delivered 24/7 between November and March. OUTCO's outstanding KPI performance is a direct consequence of operators' site familiarity and access requirements, excellent training, duty of care compliance, and client relationship.

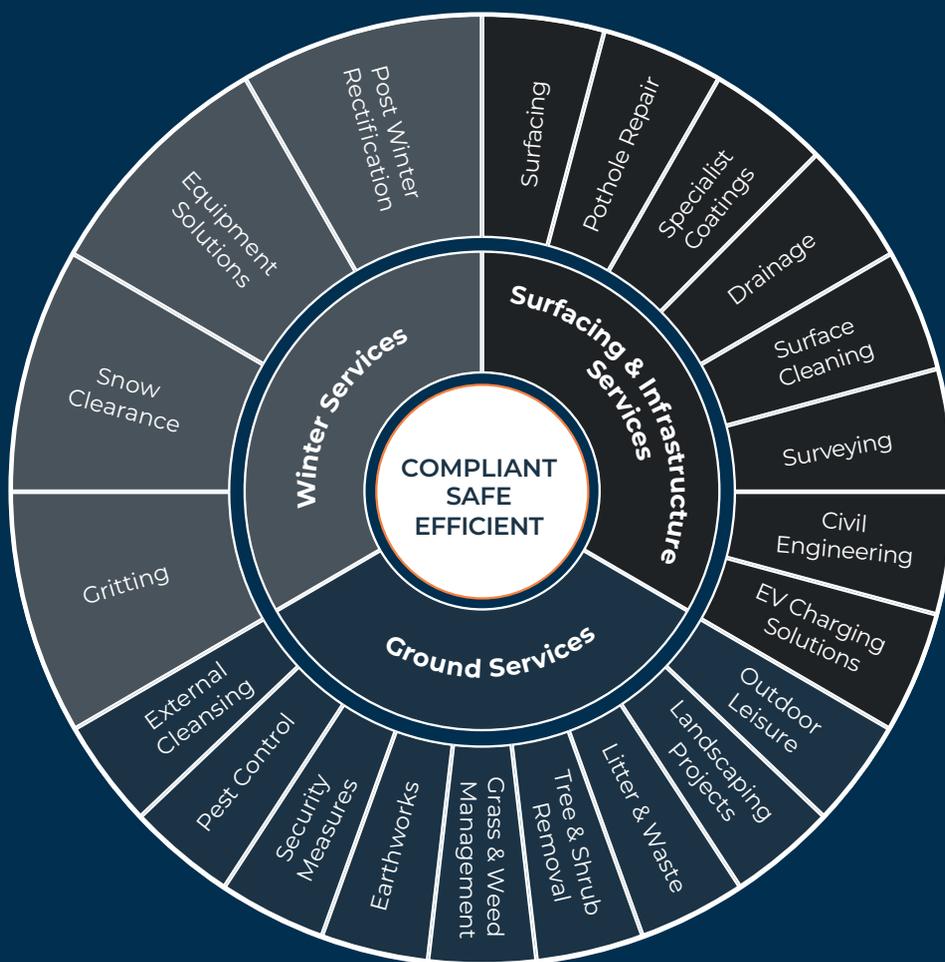
- **Winter 2020/2021 – 100% performance from activated and reactive visits.**
- **Winter 2019/2020 – 100% performance from activated and reactive visits.**
- **Winter 2018/2019 – 100% performance from activated and reactive visits.**

Andrew Barry CEO

"I had an unexpected call from Amazon today; OUTCO was discussed at their senior leadership team meeting yesterday. They asked to pass on their thanks to all of the OUTCO Team for the fantastic job we have been doing on their sites this winter. Amazon have managed to remain 100% operational at all times, despite some of the most challenging weather we have seen in many years. This is no insignificant feat and is a key performance indicator for their business so they are very pleased"

COMPREHENSIVE RANGE OF OUTDOOR SERVICES

OUTCO provides an industry leading range of grounds, surfacing, infrastructure, electric vehicle and winter services, that puts you in control 365 days a year.



OUTCO

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