

# CASE STUDY

## B&Q



Under a performance-based contract we deliver a full scope of winter services to B&Q's 149 sites and 1.4million m<sup>2</sup> of serviceable area. Daily pre-service and post-service reports are emailed to client representatives. Monthly attendance/activity reports are also provided - detailing our service delivered for the past month.

## OVERVIEW

### SITES

149

### AREAS

Car Parks

Footpaths

Entrances

Delivery Areas

### RESOURCES

149 teams

### MATERIALS

Marine salt

### SCOPE

Mechanical  
gritting

Manual gritting

Snow clearance

Snow removal

Key client B&Q has been working with OUTCO for 5 years working under a performance-based contract. We deliver a full scope winter service to 149 sites.

Daily pre-service and post-service reports are emailed to B&Q representatives. Monthly attendance/activity reports are also provided - detailing our service delivered for the past month.

## Scope

A full scope of winter services is delivered 24/7 by our in-house winter team between from 1st of November to 31st March:

- Mechanical gritting of car parks and delivery areas.
- Manual gritting to paths and entrances using pedestrian spreaders.
- Mechanical snow clearance for snowfall over 5cm.

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

## OUTCO teams

One operator team per B&S site is employed, reflecting the geographical spread of sites. Each team uses a dedicated 4X4 winter vehicle and towed gritting spreader. All teams are supported by regional assistants, local management team including a 24/7 shift operations team, plus our 24/7 helpdesk

## Road Surface

## Temperature Activation

Two degrees Celsius

## Performance

Our excellent KPI performance detailed, exemplifying operators' excellent training, duty of care compliance, and relationship with client representatives.

• **Winter 2019/2020 – 100% performance from activated and reactive visits.**

• **Winter 2018/2019 – 100% performance from activated and reactive visits.**