



Key client IKEA has been working with OUTCO for 6 years working under a performance-based contract. We deliver a full scope winter service to 29 sites – 2 offices, 3 logistics centres and 24 retail sites across the UK and Ireland.

## OVERVIEW

SITES  
29

AREAS  
Car Parks  
Footpaths  
Entrances  
Delivery Areas

RESOURCES  
24 teams

MATERIALS  
Marine salt

SCOPE  
Mechanical gritting  
Manual gritting  
Snow clearance  
Snow removal

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Daily pre-service and post-service reports are emailed to IKEA 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 6am and 7am daily, from 1st of November to 31st March:

- Mechanical gritting of car parks and delivery areas.
- Manual gritting to paths and entrances using pedestrian spreaders.
- Procoat low corrosive solution for external metal stairs
- Mechanical snow clearance for snowfall over 5cm.
- Manual snow gritting using pedestrian spreaders.

## OUTCO teams

Twenty four operator teams using dedicated 4X4 winter vehicles and towed spreaders are dedicated to retail sites under the contract, supported by regional assistants, local management team and our 24/7 helpdesk.

## Road Surface Temperature Activation

Zero degrees Celsius, with some multi storey car parks at +1 degrees Celsius

## Performance

Our excellent KPI performance reflects our operators' skills and approach, excellent training, duty of care compliance, and our relationship with client representatives.

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