



A key operator of commuter and regional services in South East London and Kent and parts of East Sussex, OUTCO delivers a highly performing 24/7 winter gritting and snow clearance service to Southeastern's sites each winter season

## OVERVIEW

**SITES**  
**279,680m<sup>2</sup>**

**AREAS**  
Car parks  
Platforms  
Overbridges  
Pathways  
Asphalt areas

**RESOURCES**  
**8 operators**

**SCOPE**  
Mechanical  
gritting  
Manual gritting  
Snow clearance  
Snow removal

## Contract Duration and Performance

We have worked with Southeastern under contract since November 2018. In 2019 we delivered exceptional sustained performance, attending 100% of sites within time, with zero inspection failures.

- **Gritting visits: 2018/19 – 2,950**
- **Snow Clearance: 2018/19 - 30**

A suite of performance reports is emailed daily to Southeastern staff to review performance against set KPIs. In the morning we provide pre-inspection work schedules per site for the day/night, with post-activation reports confirming attendance for the shift completed. Monthly summaries detail our performance including daily activation temperatures. We have tailored our service by activating visits on a 0° Celsius red warning.

This is where surface temperatures fall to or below freezing with ice and/or hoar frost and/or snow accumulations and/or freezing rain is likely.

Operators are expected to go the extra mile and notify Southeastern when we encounter anything unusual onsite - a Service Issue Notification. This can include damaged lighting and suspicious activity.

## Directly Employed Teams

We directly employ a team of eight highly trained winter operators, with additional operators called on should sustained severe weather conditions occur. All operators are locally-based across the counties to deliver a highly responsive service, working in four two-man teams.

The operational team is managed by our regional director and his assistant regional managers, based out of our Redhill yard and 203 salt sites spread across the UK.

## Service Window

A seven day service is operated between November and March, with activated visits undertaken between a 1600 hours – 0600 hours window. Call-out requests are also undertaken as and when requested.