



The second-largest train franchise in the United Kingdom, OUTCO delivers a bespoke and highly performing winter gritting and snow clearance service to Northern's sites each winter season. A 24/7 service is provided across a large region of England; covering Northern's stations from Cumbria and the northeast, down to Staffordshire and Nottinghamshire in the Midlands

OVERVIEW

SITES

80

AREAS

Car parks

Platforms

Overbridges

Pathways

Asphalt areas

RESOURCES

Procoat

28 operators

SCOPE

Mechanical
gritting

Manual gritting

Snow clearance

Snow removal

Contract Duration and Performance

We have worked with Northern under contract since November 2016 and are now entering our fourth season. For the past three seasons we have delivered exceptional performance, including during extraordinary cold weather events such as the Beast from the East in 2018.

In 2019 we attended 99.9% of sites within time, with zero inspection failures.

- **Gritting visits: 2017/18 - 37,814; 2018/19 - 19,596**
- **Snow Clearance: 2017/18 - 1,622**

A suite of performance reports is emailed daily to Northern 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 are also provided.

To ensure the safety of passengers, visitors and employees at all times, we

grit Northern's 80 raised platforms where the local forecasted surface temperature meets or drops below 0.5o Celsius, against a standard 0o Celsius.

Directly Employed Teams

All operators are locally-based across the counties to deliver a highly responsive service, working either as sole operators, or in two-man teams for larger stations.

The operational team is managed by our regional director and his assistant regional managers, based out of our Leeds and York yards and 203 salt sites spread across the UK. Our dedicated account manager and 24/7 helpdesk assists Northern staff should they wish to ask questions or request a call-out visit.

Service Window

A seven day service is operated between November and March, with activated visits undertaken between a 1600 hours – 0700 hours window. Call-out requests are also undertaken as and when requested.