



## CASE STUDY

### FOSSE SHOPPING PARK



Fosse Shopping Park, just south of Leicester, is an outside retail park on a 37 acre site. It comprises 30 retail stores as well as parking for over 2,500 cars.

#### OVERVIEW

##### SITES

85,000 m<sup>2</sup>  
30 stores

##### AREAS

Car parks  
Pathways  
Asphalt areas

##### RESOURCES

17 operators

##### SCOPE

Mechanical  
gritting  
Manual gritting  
Snow clearance

#### The Challenge

The external car parks and walkways at Fosse Shopping Park have a high footfall from both customers and staff.

Not only do many people pass through the public areas on a daily basis but there is also a high volume of traffic.

The shopping park has a responsibility to its customers and staff to keep its grounds clear of snow and ice in order to minimise any slip-ups or accidents. During the winter months the car parks and walkways need to be cleared long before the shops open so that the employees can arrive safely.

#### The Solution

Fosse Shopping Park started using OUTCO's snow clearance and gritting services in the winter of 2010/2011. They were very happy with OUTCO's service and when Clive Ebert - Operations Manager - joined in 2011 he trialled OUTCO over the following winter to gauge their services for himself.

OUTCO met and exceeded the Operations Manager's expectations. One of the reasons that OUTCO's customer service levels stand out for Fosse Shopping Park is that they are

very proactive and are always keen to find a positive resolution to a potential issue as quickly as possible. Clive Ebert says:

**"It is absolutely vital for Fosse Shopping Park to have an immediate response to bad weather. I can rest assured that OUTCO are on to it immediately".**

Fosse Shopping Park receives a daily notification from OUTCO telling them when they are going to grit, plus a pre and post gritting email including any specific issues that have been identified.

#### The Result

Fosse Shopping Park has a superb working relationship with OUTCO's area manager, providing a seamless service for the customers in the retail outlet.

**"I am more than happy with the service provided by OUTCO and I would have no hesitation in recommending them. Another huge benefit of using OUTCO as our winter service provider is that they indemnify Fosse Park against any snow and ice-related claims, taking the pressure off us."**

Clive Ebert  
Operations Manager  
Fosse Shopping Park.