



COMMON FAQs FOR OUTCO WINTER GRITTING SERVICES

When enquiring about the winter gritting services provided by OUTCO, people frequently ask the following questions:

1. WHAT AREAS DO YOU COVER?

We cover all areas of the UK, and are happy to service your site wherever it is located. We also strive to use local operatives wherever possible to ensure an even greater understanding of the needs of your site and the potential complexities of the surrounding area.

2. HOW DO YOU DETERMINE WHEN TO GRIT?

OUTCO uses the most current and accurate Road Surface Temperature (RST) forecasting models available. We will agree a 'trigger temperature' with you for your site. This is usually when the RST is at 0°C or below, and when this is triggered we will service your site. For customers who need an extra level of protection higher activation temperatures with specified conditions are also available.

3. WHAT TYPE OF SITES DO YOU SERVICE?

OUTCO services sites all over the UK and we cover a wide range of sectors including leisure, retail, commercial, industrial, educational, critical infrastructure, logistics and healthcare.

There is no limit to how small or big the site is, as we understand every property is different, so will conduct a thorough site survey before commencing operations, and provide a truly bespoke service.

4. HOW MUCH DOES GRITTING COST?

OUTCO offer flexible payment options, from fixed pricing, pay-per-visit and bespoke packages.

Cost will come down to factors such as the size of your site, location and any other local factors that effect the level of service provided, and a thorough site survey will be conducted before we commence service.

5. CAN I GET A BESPOKE GRITTING PACKAGE?

Absolutely, yes. We understand that every site is different, and a lot of clients have unique needs, which we would discuss with you during our initial surveys. OUTCO has a reputation for putting the client first and are more than happy to discuss bespoke plans with you.

6. WHAT EQUIPMENT DO YOU USE?

OUTCO has a large and varied fleet of UTVs, 4x4s and larger tonne vehicles as well as towed, mounted spreading and plough equipment. The layout and size of your site will dictate the use of the best equipment.

As for training, all our operators go through a rigorous training programme that includes all aspects of driving, servicing and equipment maintenance. We have our own team of qualified instructors and our training is accredited by the recognised industry body LANTRA.

7. DO YOU PROVIDE A 24/7 SERVICE?

OUTCO has a dedicated 24/7 helpdesk for the use of all clients. Although most of our operators will work on site between the hours of 6.00pm and 7.00am to reduce disruption to your business, and allow better access to the areas needing treatment, we can attend at other times of the day if required. Just let us know in advance what your preferences are.

8. WHAT KIND OF SALT OR DE-ICING PRODUCTS DO YOU USE?

We mainly use pure marine (sea) salt; it's pure white so minimises staining and most importantly is a renewable resource. In comparison, rock salt is mined from the ground and so is a finite resource, it is dark in colour and can stain. Marine salt is more effective

than rock salt due to its purity and is our preferred material, but we can use other salt and de-icing products when specifically requested.

9. DO YOU OFFER REAL-TIME REPORTING?

Yes, real-time reporting is a feature of the OUTCO service. Our proactive gritting service uses weather monitoring which automatically activates based on pre-arranged criteria, which then notifies you of an impending visit. Service visits are tracked, with a live job status and completion information available within our customer portal and notifications sent to clients once service is completed.

24/7 helpdesk support and instant feedback is also a part of the overall reporting service, and if our operatives spot any issues while working on site, you will be notified straight away.

10. HOW CAN I ENSURE COMPLIANCE WITH HEALTH AND SAFETY REGULATIONS?

OUTCO's pro-active gritting, best practices and audit trails enable us to successfully demonstrate how your Duty of Care has been met.

OUTCO accept complete responsibility for our service; we make all relevant information available and any claim for alleged failure in our service will be handled by our insurers and you are kept informed of all developments. Our aim is to minimise risk, maintain your reputation and reduce all the hidden costs of managing the process yourself. The OUTCO service is underwritten and endorsed by QBE.

20 YEARS OF
WINTER
HERITAGE

