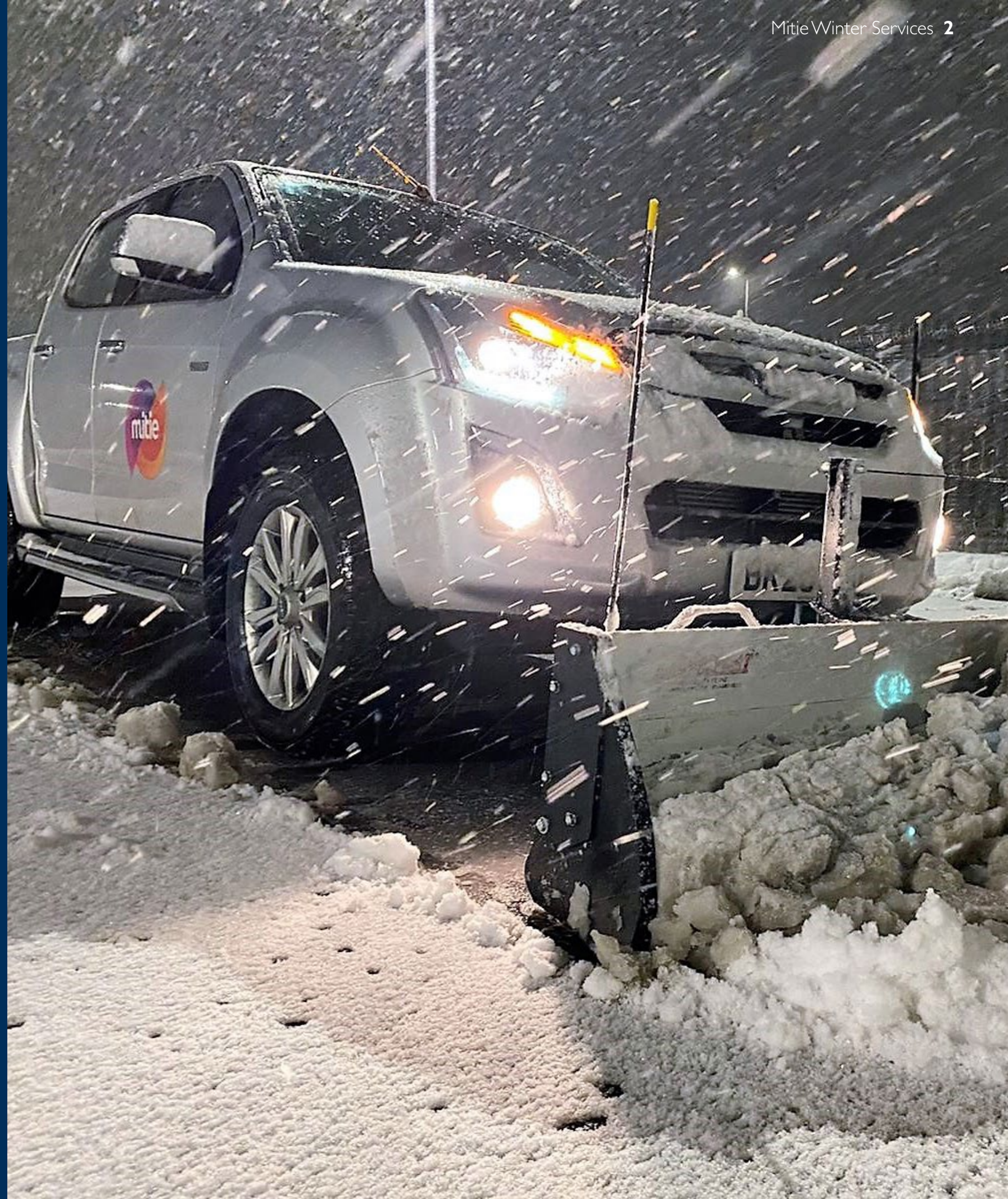




Winter gritting
services

When the weather turns cold and icy, you have a legal duty of care to ensure safe access to your building for both your employees and visitors.

Mitie Winter Services is one of the UK's leading suppliers of winter gritting services to the business community, providing one of the largest and most comprehensive services in the country.



Our services

Winter gritting services

We specialise in delivering proactive multi-site commercial winter services and our large range of vehicles and equipment are designed with businesses like yours in mind.

Snow ploughing services

With UK winters seemingly becoming colder and more volatile, we have the equipment and snow ploughing expertise to see you safely through the challenging winter months.



Expertise and weather intelligence



Full public liability and claims defence



Vehicle and pedestrian telematics



Real time data via our client portal



24/7 control room and helpdesk



Local, directly employed workforce



Specially equipped vehicles



Secured and ringfenced salt stocks

Weather intelligence

Weather intelligence is at the heart of the service we deliver and must be reliable and unrivalled in accuracy.

Our weather partnership with the Met Office ensures we have the best expertise on hand, with road surface forecasting designed specifically for gritting and winter maintenance.

Using cutting-edge technology and data analytics; we gather, process, and interpret comprehensive weather-related data, including historical records.

Our approach ensures the provision of in-depth expertise allowing us to deliver accurate and timely insights into weather patterns and conditions.



Powered by

 **Met Office**

OpenSite™ Premium Data



Our weather intelligence offers you key components such as risk mitigation and decision support for your business.

We can offer actionable insights alongside proactive measures to help you mitigate weather-related risks and optimise your operations. Additionally, we provide real-time alerts and notifications to keep you informed about upcoming weather events such as extreme temperatures or volatile conditions.

Rest assured, with our combined expertise and reliable forecasts, we are committed to supporting you throughout the winter season, ensuring your operations run smoothly and efficiently.

Upon our arrival

Once we arrive on site, we will undertake a visual risk assessment before activity can begin. Our people will be asked to complete a short health and safety questionnaire on their smart device to confirm that they are properly equipped and understand the risks involved in the task ahead.

We will grit larger areas using the vehicle-mounted spreaders at a rate of between 10 and 40g/m². Once complete, they will safely park their vehicle and begin gritting smaller, more inaccessible areas by pedestrian spreader or, in very confined spaces, using hand tools.

On completion of gritting activity, we will carry out a visual assessment of the site and obtain a signature of satisfaction from the person in charge (if available). Our people will sign off the project as complete, creating an individual database record.



24-hour support

As a Mitie Winter Services customer, you have access to our 24/7 winter support desk, a dedicated email address and our online customer portal.

You'll also have a dedicated account management team headed by a key account manager who will care for your contract and be your regular point of contact.

Regular meetings can be arranged by your key account manager to monitor performance and take account of any variability as your property portfolio changes.

Staying connected

Communication is at the heart of Mitie Winter Services. Our advanced work scheduling and business management system combines with our on-line client portal, providing you with 24/7 access to your planned and historic gritting activity.

Whether you're on a pay per grit or annual fixed price contract, our technology provides you with complete visibility of the winter services we provide to your site(s).

The visit information is provided directly by our technicians' smart devices, which means that you can view key data on specific visits all in real-time.



Ensuring your protection through claims defence

In the event of a claim, we will work with you to help you defend the claim and in the appropriate circumstances, take over its direct handling.

We don't offer you any indemnity and our liability is always capped at the value of insurance cover we offer. Our liability begins 2 days after you sign up for gritting and 10 days after you sign up for snow ploughing. This gives us time to plan for delivering the best service.

It's a good idea for you to sign up as early as possible to avoid any periods where you are not covered.

Our approach ensures the provision of in-depth expertise allowing us to deliver accurate and timely insights into weather patterns and conditions.



Budget management

We provide a complete and reliable service, with the full flexibility of a contract that suits you.

Fixed annual cost

This provides you with budget certainty for full season coverage

Pay as you go

Providing you with flexibility and control of both service and budget

Both options provide you with full access to Mitie's 24/7 helpdesk, so we'll always be there when you need us most



FAQ's

How will you know we're coming to grit your site?

We'll tell you around lunchtime if we're gritting your site that evening. We can send you an email and/or an SMS text message, so you'll always be in the picture. You can keep your eye on all your gritting activity, past and present, by visiting Live Landscapes where you'll also find copies of the weather forecast and a whole host of other useful information.

How do we know which areas will need to be treated?

Firstly, we'll ask you for a plan that shows the boundary of your site. If you don't have a plan, we'll help you create one. We'll survey your site to identify any risks and work with you to design a specific winter service plan. This will include the days of the week you require gritting, and the R,O,Y,G level at which we should mobilise.

What time will we grit your site?

Mainly overnight. Whilst we can try to accommodate requests for visits at specific times, and we will always try to visit your site at a time to suit you but, occasionally, this might not be possible particularly when weather and traffic conditions dictate otherwise.

Who will grit your site?

We use directly employed Mitie people in our own liveried vehicles. Our people are all trained in the appropriate quality and safety aspects of delivering the service.

How often will you grit my premises?

If a gritting treatment is triggered, we would carry this out once during the 24-hour forecast window. Should any additional visits be requested these may be chargeable at a single visit rate – this is applicable to both fixed cost and pay per visit services.

What material do we use when gritting?

“Gritting” is a bit of a misnomer as we don't use grit at all. We use pure white marine salt which is also referred to as sodium chloride. This material is incredibly effective as a de-icing agent whilst remaining relatively inexpensive given our huge buying power. It's more effective, and cleaner than brown highway salt and is an abundant and renewable resource.

How much time will we spend on site?

It depends. Our gritting vehicles travel at around 20mph when spreading, so in three minutes, will cover around a mile of single carriageway road. Complex sites and sites with lots of pedestrian gritting will take a little longer but, with the type of equipment we use, the time we need to spend on site is quite low.

How can we prove we have been to site?

We will usually visit your site during the night so, unless it is staffed 24 hours, you probably will not see us. We satellite track all of our gritting vehicles and, if required, we can provide you with a copy of the tracking information. This information is available for an agreed processing fee per image. Satellite tracking data is provided free of charge if required in relation to any public liability insurance claims.

Why do I sometimes see small piles of salt on the road surface?

The salt is spread from the back of the vehicle by a rotating horizontal disk with paddles that broadcasts the salt as it drops from the hopper onto the paddle. Sometimes, as the vehicle stops, starts or goes over a bump, more salt than usual can fall onto the paddle. This leaves small accumulations on the ground that will take longer to dissolve.

Will you always be able to see the salt we've spread?

Often you will not be able to see the salt we have spread after it has been on the ground for a few hours. Remember that the salt needs to be in solution for it to work effectively. This means that it will dissolve away almost completely but it's still doing its job. In wetter conditions or where an area has heavy traffic, the salt will dissolve faster than on a dry or infrequently used area.

Can we guarantee we will always get to site?

No one can give you that guarantee. Whilst we have a fantastic success rate of 99.9%, there will inevitably be times when the general state of the roads prevents anyone from moving around, including us. If you need a guaranteed service, we can design something specially for you which includes storing the appropriate resources on site.

Can I request a repeat visit?

You can request a repeat gritting or snow ploughing visit at any time by calling the helpdesk, attendance times are set out in our service level agreement.

Repeat and/or additional call out gritting is subject to a per visit charge regardless of contract type.

Do we always grit when there's a risk of ice?

The weather forecast risk matrix offers four distinct categories: "Red" Frost and Ice forecast, "Orange" a risk of frost, ice or snow, "Yellow" low risk and "Green" no risk. We offer our customers the option of gritting on a Red, Orange and Yellow Trigger. The decision on which level you choose to mobilise is yours.

Why do we sometimes grit when the general weather forecast is above 0°?

Most general weather forecasts talk about air temperature; this is the temperature at about 1.5m from the ground. Road Surface Temperatures (RSTs) can be markedly different and are influenced by a wide range of environmental factors. Safe to say that we rely on our experts at the Met Office to give us a “Red”, “Orange”, “Yellow” or “Green” alert and we act solely upon that.

How does our Public Liability Cover work?

Our T&C's explain the scope of our Public Liability Insurance. In the event of a claim, we will work with you to help you defend the claim and, in the appropriate circumstances, take over its direct handling. We don't offer you any indemnity and our liability is always capped at the value of insurance cover we offer. Our liability begins 2 days after you sign up for gritting and 10 days after you sign up for snow ploughing. This gives us time to plan for delivering the best service. It a good idea for you to sign up as early as possible to avoid any periods where you are not covered.

What should you do if you are not happy with the work we've done?

You will have received an email telling you we were visiting, and the live portal will tell you what time we were on site. This should allow you to inspect the work we have done very soon after the event. If you have any concerns about the work we have done, please let us know as soon as you can.

Firstly, you should raise your concerns with your account manager or contact **0345 869 7949**. We'll respond to you as soon as we can and, if necessary, arrange a repeat visit. Any invoice query relating to the service should be raised in writing within 14 days and emailed to **winter@mitie.com**; otherwise, responsibility cannot be accepted due to site circumstances changing between service visits.

Can I cancel a planned gritting visit?

You are able to cancel any planned gritting visit by accessing Live Landscapes or by emailing **winter@mitie.com**. The option to cancel via the web portal is available right up to 15:00 on the day of notification and email cancellation can be made up to 15:00. As you'll appreciate, we need time to plan for the forthcoming night's work so you won't be able to cancel a planned visit outside of this window.

Cancelled gritting visits are usually charged at the rates set out in our T&C's. This charge is necessary to cover the substantive costs of operating the service (weather forecasting, helpdesk, stand-by costs etc). Please remember that the liability for any incident arising from your decision to cancel will revert to you for 24 hours after you have cancelled.

Why is there snow on the ground even though we've gritted?

The way salt works means that, once snow accumulations have exceeded 50mm, the snow will need to be ploughed before gritting is effective. For those with a PayGo snow ploughing service, we'd recommend that you call us out as soon as snow starts to accumulate so that we can plan to visit your site as soon as possible. PayGo customers can't prebook visits and it usually takes between 4 and 12 hours after your call for us to get to you – maybe longer if we are very busy. Fixed price snow ploughing customers don't need to make a call as we will automatically attend site at the most appropriate time to plough any snow that has fallen. Fixed price customers can expect one ploughing per day within the price we've quoted but you can call us out and additional chargeable visits will be made if necessary.

Should snow accumulation exceed 100mm in depth we may require specialist equipment to assist that would incur an additional charge - we would of could discuss this with you. Single snow ploughing visits are capped at 6 hours duration. Should you require equipment past this time, a consecutive snow ploughing visit will be required to be commenced.



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0345 869 7949