



South London Waste Partnership

Lot 1 Services

Preferred Bidder - January 2017

Technical Response

Service Delivery Plan 1.4 – Winter Maintenance

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Lot 1: Technical Response

1.4 Winter Maintenance

1. Introduction

Veolia will be proactive, as well as reactive in dealing with adverse weather situations in order to minimise disruptions to residents, business and visitors to the Boroughs within the Partnership during the core period of 1st November to 31st March each year, and outside of this time frame if required.

Veolia will provide a full SLWP Winter Service Plan (in accordance with the Boroughs individual Winter Maintenance Plans) which will establish the strategy in which the Services will be implemented, including a schedule for the following:

- Precautionary and Post spreading on priority roads/routes
- Ad-hoc spot spreading
- Snow clearance on priority roads/routes
- Gritting and clearing of priority footpaths etc.
- Provision and maintenance of salt bins.

The Plan will include the arrangements in place to deliver the above during the winter season, including:

- Labour, resources, plant, equipment and vehicles
- Mobilisation including standby arrangements
- Effective deployment of labour resources during periods of service suspension



Full details of the roads and routes that are to be gritted will be included within the Winter Services Plan in list and map format. The SLWP Winter Service Plan will be reviewed throughout the Contract, and will be updated annually.

Winter Maintenance Commitments

We will:

- *Prepare, maintain and adhere to Winter Services Plans developed for the Partnership*
- *Provide resources as specified in the Winter Services Plans for snow clearance and winter gritting*
- *Communicate with the relevant Authorised Officers to make informed decisions on the latest weather forecasts on how to deliver efficient and effective winter maintenance services to allow the safe passage of vehicles and pedestrians on priority routes*
- *Maintain salt bins in accordance with the requirements of the Winter Services Plans*
- *Provide appropriate stocks of grit at the specified locations within the Partnership for residents*

2. Overview of Winter Maintenance Service

As the Partnerships nominated Winter Maintenance Service Provider, Veolia, will be responsible for keeping the identified traffic routes and other areas clear. A summary list of the winter season activities we will undertake are illustrated in the table below.

Winter Season Activity	Croydon	Merton	Sutton	Kingston
Update SLWP Winter Service Plan	Y	Y	Y	Y
Winter Season Preparation of all Vehicles, Plant and Equipment	Y	Y	Y	Y
Pre-Season refresher training for Winter Service Operatives	Y	Y	Y	Y
Provision of a Standby Call Out Rota for Winter Maintenance Provision	Y	Y	Y	Y
Placing and checking of Salt Bins (Pre-Season)	Y	N	Y	Y
Monitoring of Weather Forecasts	Y	Y	Y	Y
Precautionary Gritting of Priority Roads	N	Y	Y	Y
Precautionary Gritting of Priority Footpaths/Cycleways	Y	Y	N	Y
Snow or Ice Removal (Ploughing) Roads	N	Y	Y	N
Persisting Ice Or Snow Conditions – Treatment of Secondary/resilience (Ploughing) Roads	N	Y	Y	N
Persisting Ice Or Snow Conditions – Treatment of Secondary/resilience (Gritting) Roads	N	Y	N	Y
Persisting Ice Or Snow Conditions – Treatment of Other Routes	Y	Y	N	Y
Snow or Ice Removal on Footpaths/Cycleways	Y	Y	Y	Y
Emergency Maintenance Call-Out present during Winter Operations	Y	Y	Y	Y
Salt Bin Checking and Replenishment	Y	N	Y	Y
Provision of Bagged Salt for Schools	N	N	N	Y
Provision of bagged Salt for Residents	N	N	Y	Y
Maintain Winter Service Records	Y	Y	Y	Y

From September each year Veolia will carry out a range of pre-winter season activities such as ECON certification yearly update, drivers refresher training, salt bins delivery etc. to ensure that all staff, vehicles, plant and equipment are in place and fully prepared for the forthcoming winter maintenance operational period which will be confirmed to the Partnership by 30th October each year. Details of the on-call rota will be provided to the relevant Partnership Officers alongside the updated Winter Services Plan as amended at the end of the previous winter maintenance period. Veolia will ensure that the Councils are notified in time to re-order salt to ensure sufficient salt stocks at the relevant service locations are in place to meet the Contract requirements. To help guarantee sufficient salt availability, Veolia will establish a 'trigger point' line at the salt barn at which point salt stocks should be replenished and which will take into account the required Minimum Storage Requirements identified at section 3.7 of this method statement. When salt levels drop below this threshold the Authorised Officers will be notified. Gritting routes will be updated to allow for any new highways or other locations that have been adopted or added since the previous winter maintenance period.

The Education and Engagement Team will work with the Boroughs to provide information and publicity support for the Winter Maintenance Services. The Boroughs Twitter accounts will be maintained during the winter period to inform residents on the winter maintenance activities.

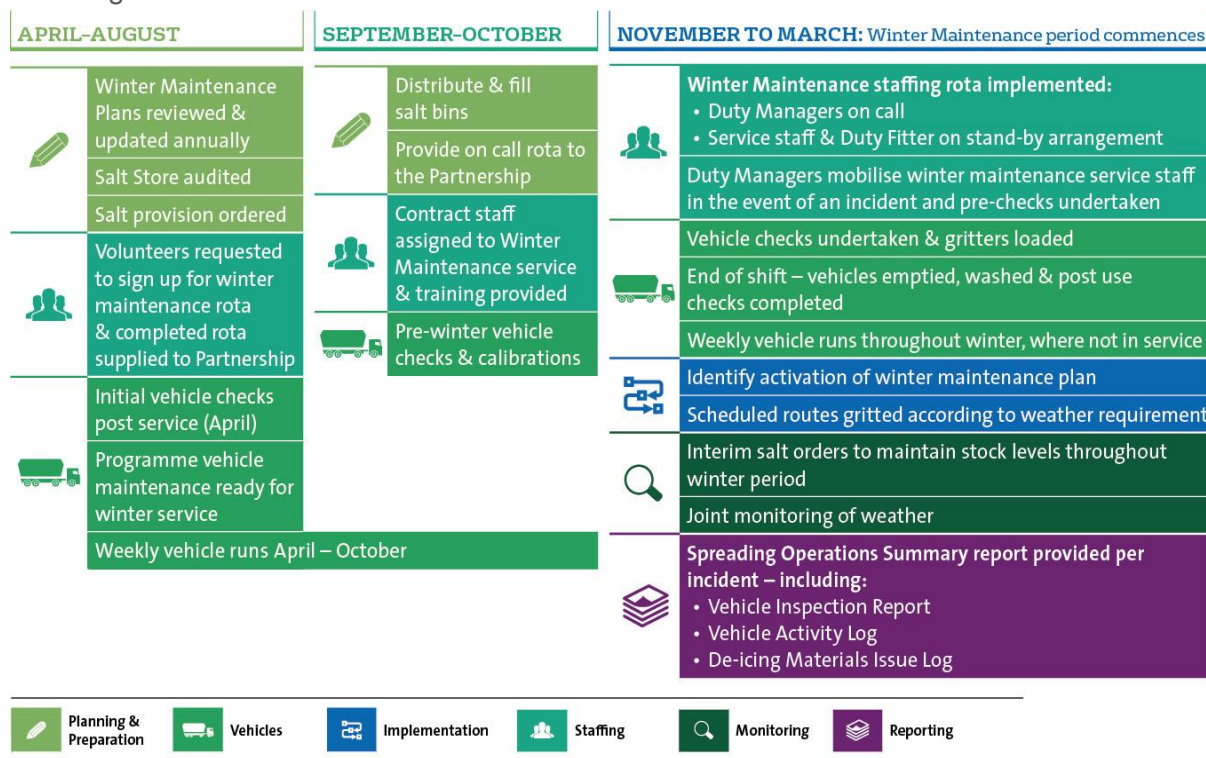


During the winter season Veolia will ensure that in the event of anticipated or actual snow fall and/or icy conditions, the Partnerships streets and other agreed locations are treated and cleared of snow and/or ice in accordance with the requirements of the Winter Services Plans for each Borough. A winter log will be used to record all aspects of the winter maintenance activities to ensure that the correct information is collected to enable the Partnerships reporting requirements to be met. Veolia will work closely with the Authorised Officer providing information and data that enables the Boroughs to confirm the requirements of stand down in line with the documented procedure in 12.10.2

At the end of each winter maintenance period all vehicles, plant and equipment will be thoroughly cleaned and inspected, to ensure that any repairs or maintenance that may be required are identified and planned in accordance with the programmed maintenance of the vehicles, plant and equipment. The condition of salt bins will also be checked and where relevant salt bins will be retrieved to the depot location. A lessons' learnt log will be completed to identify any issues or risks that have occurred during the period that can be taken into account for the review of the Winter Services Plan for discussion at the end of winter review between Veolia & the Partnership. Maps of the gritting routes are included in Appendix 1.4a.



The diagram below summarises the winter maintenance activities described above:



3. Management of resources and responding to ad-hoc requests

3.1 Out of Operational Hours Staff Rota

In September the Operations Managers will invite drivers to apply for places on the winter call-out rota from Street Cleaning, Commercial Waste and Waste and Recycling operations. Veolia will ensure all drivers selected for the rota have the licences required to drive the vehicles and have undergone vehicle familiarisation training on the use of the gritting vehicles; this will be recorded on their employee training matrix. Further information on training is provided at section 3.5 below.

Drivers will be paid a standby rate and a call out rate when winter maintenance provision is required out of hours. The rota will work on a two week rota basis: week 1 and week 2 with cover staff available to cover for sickness or holiday. This system is currently used to cover winter gritting in Kingston. The rota allows for an additional driver to be available each week for each Borough to support services in the event of snow.

The rota will be provided to the Partnership in September each year along with contact telephone numbers for staff. This will be updated as changes occur during the winter maintenance period, and will be shared on the Sharepoint site so that it is available and current at all times. The table below illustrates the anticipated number of staff required on the rota to cover the winter maintenance for the Partnership throughout the winter maintenance period

		Merton	Kingston	Sutton
Week 1	Winter Gritter Drivers () for precautionary routes	3	5	2
	Winter Gritter Drivers / extra in case of snow	1	1	1
	Weighbridge Operator/Shovel Driver	1	1	1
	Cover Staff	6		
Week 2	Winter Gritter Drivers for precautionary routes	3	5	2
	Winter Gritter Drivers / extra in case of snow	1	1	1
	Weighbridge Operator/Shovel Driver	1	1	1
	Cover Staff	6		
Duty Fitter (1 st on call and 2 nd on call)		2		
Duty Environmental Manager (1 st on call and 2 nd on call)		2		

The following table outlines the standby payments for the winter period:

Payment per week per employee for Standby	Week 1	Week 2
Drivers	£100	£20
Weighbridge Operation/Shovel Drivers	£100	£20
Fitters	£80	
Environmental Manager	£120	

3.2 Winter Maintenance Activities during Operational Hours

Veolia and the Authorised Officer will determine a priority suspension of core contractual Services where winter maintenance activities are required during operational hours. Where severe weather prevents the completion of core contractual Services then all contract resources will be made available to assist in winter maintenance activities during standard operational hours to include mechanical gritting and manual treatment including spread of salt and snow/ice removal.



In addition, Veolia will carry out gritting on pavement areas in line with the SLWP Winter Service Plan to minimise the risk of accidents to members of the public, in areas such as tube stations, schools and hospitals etc

3.3 Roles and Responsibilities

The first on-call Environmental Manager will receive the forecast information on a daily basis and will liaise with the Authorised Officer and the Operations Manager in relation to commencement of Winter Maintenance Services.

The Duty Environmental Manager is responsible for:

- Contacting drivers and/or loaders, shovel drivers, weighbridge operators and duty fitters, on the standby rota that are required to meet the requirements for the winter maintenance activities identified from the forecast information
- Allocating rounds to drivers and coordinating the winter maintenance response
- Ensuring the crews have all the right information and equipment to complete the work required
- Organising for the gritters to be re-fuelled after use at the appropriate depots
- Ensuring all relevant forms are completed and filed
- Ensuring all vehicles are returned to the correct depots, emptied and washed out and then parked correctly at the end of each call out mobilisation
- The Supervisor is responsible for making appropriate arrangements with the weighbridge operator/shovel driver to make the correct keys available for the vehicles at the commencement of the call out and that they are returned at the end of the call out
- Making appropriate arrangements to ensure the weighbridge operator/shovel drivers lock the offices and gates after the operation
- Liaising with the Partnership Duty Officers throughout the operation.
- Ensure accurate records of salt usage are kept
- Completing the Spreading Operations Summary Sheet and forwarding to the Duty Authorised Officer. Gritting operatives will record roads that are gritted against their Winter Maintenance schedules, ticking off as roads are completed. This information will be input into the Summary Sheet.

In response to the requirement for mobilising the Winter Services Plan out of hours the Duty Environmental Manager will contact the on call drivers and other staff to make arrangements for the winter maintenance response. In the event that the first call driver/fitters etc. are unavailable, and to ensure winter service operations can always be completed the cover on call drivers will be contacted in turn until sufficient staff have been guaranteed. Veolia will have in place a backup call out rota to ensure that in the event of prolonged winter maintenance services additional resources will be available to ensure appropriate breaks and driving hours requirements are met across the Partnership.



The weighbridge operator/shovel driver will be responsible for loading the gritters with the required quantity of grit to complete the determined route with the required g/m² of spread of salt and maintaining the records of the salt issued via the Salt Issue Report. They will weigh vehicles prior to loading, and once loaded to ensure the correct tonnage of salt is provided and the vehicles will be weighed on return to the depot, prior to being washed out, to ensure the correct amount of salt has been distributed. The utilisation of salt by route will be

recorded in the spreading summary report and our winter log. They will remain at the depot location, in communication with the Duty Environmental Manager to ensure a localised response should the need arise to support the Supervision of the Services.

Drivers will be responsible for completing appropriate vehicle defect checks at the beginning and end of their session. They will navigate the route and deposit the salt at the appropriate spread rate completing a log of their shift including confirmation that the gritting route has been completed, the vehicle has been washed out and re-fuelled at the end of the session and recording any re-loading that has occurred during the session, any breakdown or other issues which have occurred on the Spreading Record Sheet.



Duty fitters will be responsible for ensuring the winter maintenance vehicles and equipment remain in service throughout the session. They will record any breakdowns and the time vehicles/equipment has been out of service for report on the Spreading Operations Summary Sheet.

3.4 Managing Ad hoc Requests

Veolia will also support the Boroughs for ad hoc events, for example Sutton “Free Grit” initiative. Veolia will distribute bagged grit to Sutton residents on two occasions over a weekend period in December from three locations. If requested, Veolia will expand this service offering to the other Boroughs in the Partnership.

3.5 Training

All operatives engaged in winter maintenance activities will receive training as part of pre-season preparations. In the first year of the Contract this will form part of the induction training given to all staff transferring under TUPE who have previously been engaged in or who express an interest in being involved in winter maintenance operations.

Training for gritter drivers will cover:

- The SLWP Winter Service Plan (It's importance and requirements)
- Standby arrangements and the call out procedure
- Gritter operation, loading and spread rates including spreading of salt and other de-icing materials, altering the width and rate of spread and the use of the spot/blast function as well as unloading and washing of gritters after use
- Familiarisation with routes and priorities
- Route Risk Assessments
- The Supatrack vehicle tracking equipment
- ECHO OnBoard system utilisation during winter operations
- Salt storage and loading
- Record-keeping (completion of the Spreading Record Sheet)
- Any other health and safety issues

All trainers will be qualified through the City and Guilds 6159 (Winter Service Operations) to comply with the Well Maintained Highways – Code of Practice. All drivers will be required to pass a practical test and also a theory test to ensure that all the training was fully understood. Part of the City and Guilds training presentation is included in Appendix 1.4 b as an example of the Veolia training. All training will be recorded in the employees training matrix.

All manual sweepers will receive training as part of pre-season preparations. The training will take place locally by their local management team with refresher sessions and/or updates throughout the winter as toolbox talks. The training will cover the following:

- The SLWP Winter Service Plan (It's importance and requirements)
- Overview of the Call-out procedure
- Familiarisation with priority locations in cleansing routes
- Carrying of salt and location of salt bins
- Manual salting techniques (and use of other de-icing agents such as Urea, where required)
- Public awareness and perceptions
- Risk Assessments
- Record-keeping
- Any other health and safety issues

Training for managers and other operatives, including waste and recycling operatives will take place on site. The training will cover:

- The SLWP Winter Service Plan (It's importance and requirements)
- Call-out procedure
- Familiarisation with priority locations in cleansing routes
- Manual salting techniques (and use of other de-icing agents such as Urea, where required)
- Public awareness and perceptions
- Risk Assessments
- Record-keeping
- Any other health and safety issues

Working in Winter Weather Conditions

All Veolia employees engaged on snow and ice removal, or other duties associated with severe winter weather will:

- Adhere to any Partnership Safe Working Procedures for Snow Removal



VEOLIA LIVE GRITTER ASSESSMENT

	YES	NO
Candidate has FULL HSE?	<input type="checkbox"/>	<input type="checkbox"/>
Conducts normal Pre - Start check?	<input type="checkbox"/>	<input type="checkbox"/>
Conducts Specific gritter check?	<input type="checkbox"/>	<input type="checkbox"/>
Conforms to loading procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Cleans vehicle prior to leaving depot?	<input type="checkbox"/>	<input type="checkbox"/>
Collects paperwork/instructions from manager?	<input type="checkbox"/>	<input type="checkbox"/>
Weights vehicle out?	<input type="checkbox"/>	<input type="checkbox"/>
Safe driving procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Correct method of actual gritting?	<input type="checkbox"/>	<input type="checkbox"/>
Weights vehicle back in?	<input type="checkbox"/>	<input type="checkbox"/>
Discharge procedure?	<input type="checkbox"/>	<input type="checkbox"/>
Refuelling and cleaning down?	<input type="checkbox"/>	<input type="checkbox"/>
De - Briefing and paperwork?	<input type="checkbox"/>	<input type="checkbox"/>
Question 1?	<input type="checkbox"/>	<input type="checkbox"/>

Driver Signature _____ Print Name _____
 Date _____ Trip Reference _____

Comments:

- Prepare, and adhere to Veolia's Risk Assessments for Severe Winter Weather Conditions
- Ensure that all surfaces on identified routes/other areas issued to them to complete are kept free of snow or ice or are treated with salt as necessary

Staff will:

- Be suitably clothed and equipped for cold weather work before deployment.
- Safety boots, gloves, cold weather jackets and reflective clothing will be issued and worn at all times
- Be checked to ensure that they are not suffering from the effects of excessive cold including checking to ensure they are wearing appropriate PPE and thermal protection.
- Work in pairs and update their supervisor when they change location

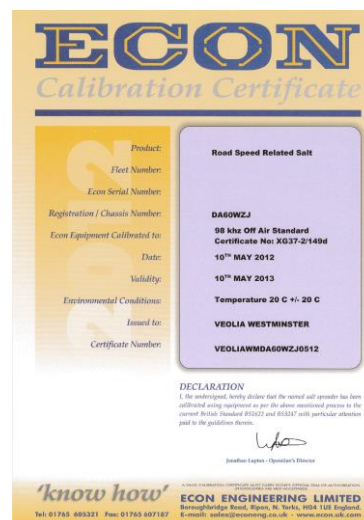
Environmental Managers will ensure that:

- During extreme conditions staff are given 15 minute breaks in shelter and encourage to take hot food or drink at two hourly intervals
- Staff working outside to take a hot meal or snack after 4 hours of working with hot drinks provided at this time
- Manual salt spreading is carried out with due regard to the safety of the public and property. Salt will be spread by hand (flicking off shovel) and not thrown by shovel except in open areas where no danger exists to public or property
- During spreading salt is not spread or allowed to accumulate in or adjacent to gardens areas, planters, the bases of trees etc. where it may cause harm
- At the end of the winter mobilisation all remaining salt is collected and returned to the appropriate salt store and that all equipment and vehicles used to spread salt is cleaned

3.6 Vehicle and Equipment Maintenance

Prior to commencement of the winter season all vehicles, plant and equipment will be prepared for the winter maintenance period. A condition survey will be undertaken and any remedial maintenance required completed. The pre-winter check will include calibrations of the spreading equipment and ensuring the set-up of the spread to 6m width carriageway to accommodate both lanes of a single carriage way and both lanes of a dual carriageway will be covered by the spreading action.

In response to a winter service mobilisation all vehicles and manual gritting equipment will be checked and prepared for services. For a call out during operational hours the Hi-ab, small mechanical sweeper and gully machines will return to the depot to exchange bodies and prepare for winter maintenance requirements. Where a mobilisation out of hours



is foreseeable then the above vehicles will have gritting bodies in preparedness for a call out situation. Details of the equipment specifications are illustrated in section 4 below.

A duty fitter will be available throughout the winter services operations with a second fitter available should the need arise to ensure completion of the winter maintenance operations, they will respond to pre-use, post use and in-use defects ensuring vehicles and equipment are returned to service as soon as possible and reporting on the defect and the duration of the vehicle/equipment unavailability to be included within the Spreading Operations Summary Report.

3.7 Salt/Grit

The Boroughs will ensure that the levels of minimum stock of 3,000 tonnes is provided at the commencement of the winter maintenance service period. The salt meeting the requirements of BS3247:2011– fine grade rock salt (6.3mm) salt for spreading on highways for winter maintenance, will be provided at the provided salt barns and storage locations. Veolia will inform the Partnership on salt used for each winter maintenance mobilisation and recommend re-ordering as appropriate and within the required Minimum Storage Requirements set by the Partnership. The table below considers the information provided by the partnership and considers storage requirements based on average usage. In Section 4, the amount of salt usage based on spread rates and road lengths provided.



	Croydon	Merton	Kingston	Sutton
Storage Capacity (Source WMP's)	Not provided	2400	1200	700
Total Usage in last 3 years (source - clarifications)	Not provided	2419	1670	2585
Average Annual Usage	Not provided	806	556	862
Peak Usage (2012/13)	Not provided	1332	872	c. 1423
Usage Occasions in last 3 years (source clarifications)	Not provided	98	91	235
Average Tonnage per occasion	Not provided	25	18	11
Minimum Storage Requirements (2 treatments for 10 days) 12.12.8 of contract	Not provided	494	367	220
Minimum Storage based on 2 treatments for 12 days	Not provided	592	440	264
Minimum Storage based on 4 treatments for 12 days (Pre-Season Stocks)	Not provided	1184	880	528

Each Borough will provide a designated salt store for the provision of the Winter Maintenance activities.

Following a review of the accommodation at Garth Road future efficiencies could be achieved through the harmonisation of the Boroughs Winter Maintenance Plans and greater utilisation of depots.

	Merton/Kingston	Sutton
Storage Capacity (Source WMP's)	2,400	700
Total Usage in last 3 years (source - clarifications)	4,088	2,585
Average Annual Usage	1,100	862
Peak Usage (2012/13)	2,204	1,423
Usage Occasions in last 3 years (source clarifications)	189	235
Average Tonnage per occasion	43	11
Minimum Storage Requirements (2 treatments for 10 days) 12.12.8 of contract	861	220
Minimum Storage based on 2 treatments for 12 days (Pre Season Stocks)	1,033	264
Minimum Storage based on 4 treatments for 12 days	2,066	528

A small stock pile of salt will be kept at the operational depots for use during precautionary salting where necessary in accordance with 12.12.10.

Following discussion and agreement at Dialogue 6, in the event that Veolia can source the salt at a more competitive price than the Partnership, we will source and supply sufficient supplies to satisfy the obligations under Service Category 5 recharged through the Bills of Quantity in accordance with the requirements of paragraph 12.12.11.

4. Winter Maintenance Vehicles

Veolia has specified a range of ECON gritters (18t and 7.5t) and quick change bodies for gully, hiab and small mechanical sweeper vehicles for the winter maintenance operations. For the quick change bodies (QCB) guide rails ease the bodies onto the chassis with a pivot pin securing the body at the rear and a spigot securing the body at the front. High tensile lightweight legs are used to store bodies off the vehicles. Veolia currently use these QCB's in the London Boroughs of Lambeth and Brent.



Appendix 1.4c is the Winter Maintenance Resource Model used by Veolia to calculate the required number of gritting vehicles and grit requirements to meet the obligations set out in

the Winter Maintenance Plans from each of the four Boroughs. The Table below shows the type, number and capacity of each Vehicle that will be used for SLWP.

Vehicle Type	Number	Capacity
18T Gritters	7	6 m ³
QCB on Gully	4	6 m ³
QCB on Hiab	1	6 m ³
QCB on Hook lift	0	6 m ³
7.5T Gritters	2	2m ³
QCB on small mechanical sweeper	1	1m ³

4.1 Salt Spreading

The British Standard for salt spreaders and their calibration is BS1622, all winter maintenance vehicles will be serviced and calibrated ahead of the winter maintenance period. The consistency of spread on a particular setting within the gritter will only remain correct if grading and moisture content of the source salt remains constant. If the grading of the rock salt is not correct or within the specified tolerances and with a constant moisture content the rate of spread of the salt from the spreader will alter even though the spreader settings and speed are the same.

The salt spreading requirements vary depending on the road surface conditions, the weather forecasts and the road temperatures along with any moisture present on the roads. The quality of the salt available can also be a determinant factor. Getting the application rate correct is important as too little salt and the freezing point will not be raised enough to be effected and too much and the excess salt may cause adverse effects on the environment.

Gritters will be calibrated as part of the pre-season maintenance to ensure they are set up to spread to the required spread rates depending on the circumstances according to the table below which summarises the general content within the Boroughs Winter Service Plans (WMP) provided:-

Treatment	Amalgamated Target Spread Rate	Croydon (WMOP 2014/15)	Merton WMP (2006)	Kingston WMP (2015/16)	Sutton WMP (2015/16)
Precautionary Salting ahead of ice on dry roads (temperature dependant)	10g-15g/m2	10g/m2*	10g-15g/m2	10g/m2	Not Specified
Precautionary Salting ahead of ice on wet roads (temperature dependant)	20-40g/m2	Not specified*	Not Specified	20-40g/m2	Not Specified
Prior to Snow Fall depending on anticipated severity	20-40g/m2	Not specified*	20-40g/m2	20-40g/m2	Not Specified
For Priority Footpaths	40g/m2	Not specified	Not Specified	40g/m2	Not Specified
After Snow Fall	Ploughing and 40g/m2	20-30gm/ m2 – Light Snow*	Ploughing and up to 40g/m2	Ploughing and 20-40g/m2	Not Specified

Hard packed snow and ice	Successive salting at 20-40g/m2	40g/m2*	Successive salting at 20-40g/m2	Successive salting at 20-40g/m2	Not Specified
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*These elements are not included within the SLWP Lot 1 Specification

All winter maintenance vehicles will be capable of being fitted with snow ploughs to facilitate ploughing in the event of snow fall.

Additional equipment for completion of winter maintenance activities will include:

- All street cleansing vehicles – for footpath salting or snow/ice removal
- Appropriate shovels, snow shovels and other equipment for snow ice removal
- Manual push salt spreaders – for footpath salting
- Front loading shovels – for loading of salt into winter gritters

Gritters will be fitted with ECHO on-board terminals and radio equipment to ensure communications and monitoring throughout the gritting activities. ICT provision will be supported by provision of paper copies of gritting routes to cover for any disruption to the ICT provision during the winter maintenance event.

4.2 Vehicle Parking

The vehicles will be based as illustrated in the table below (including spares):

Vehicle Type	Merton (Garth Road)	Sutton (Croydon)	Kingston (Villiers Road)
18T Gritters	2	2	3
QCB on Gully	2	1	1
QCB on Hiab			1
QCB on Hook lift		0	
7.5T Gritters			2
QCB on small mechanical sweeper			1

4.3 Salt Barns

The salt barns are located:

Croydon	Merton	Sutton	Kingston
Highways Depot, Factory Lane, Croydon, CR0 3RL	Garth Road Depot 63-69 Amenity Way, off Garth Road Morden SM4 4AX	Kimpton Park Reuse and Recycling Centre Kimpton Park Way (off Oldfields Road) Sutton SM3 9QH	Currently at Mill Road Esher assumed to be transferring to Villiers Road Depot, Chapel Mill Road Kingston upon Thames KT1 3GZ

Kingston gritting could operate from Garth Road as a contingency location. The distance to Garth Road is the equivalent distance from Villiers Road to that of the Mill Road depot at Esher:-

Vehicle Type	Merton/Kingston (Garth Road)	Sutton (Stubbs Mead)
18T Gritters	5	2
QCB on Gully	3	1
QCB on Hiab	1	
QCB on Hook lift		0
7.5T Gritters	2	
QCB on small mechanical sweeper	1	

5. Data Systems

The gritting vehicles will be equipped with GPS tracking and ECHO OnBoard mobile communication and service monitoring devices, alongside radio communications. The gritting routes will be uploaded onto the ECHO OnBoard units and the drivers will be required to confirm completion of the gritting routes throughout the shift, this information will be provided to the Partnership in real time. The use of tracking will enable the start and finish times of each route to be reviewed as well as the existing positions of vehicles during the winter gritting operation to be monitored.

A Winter Log will be used to record relevant information, with the information summarised for each event in the Spreading Summary Report provided to the Partnership as required:

- Weather reports received each day during the winter maintenance period
- Incidents of winter maintenance mobilisation
- Time of commencement and completion for each gritting route and resources utilised
- Salt usage for each gritting route from Spreading Summary Report and Salt Issue Reports
- Any issues/exceptions that occurred during the winter maintenance response including vehicle breakdowns and timing for returning to service and fuel used by route
- Any diversion of contract resources to winter maintenance activities during core contract service provision
- All manual routes gritted and amount of salt issued and used by each crew
- Issues of bagged salt (schools/residents/distributions sites)
- Salt used to replenish salt bins

6. Deployment of other contract resources to service the Winter Maintenance requirement

In the event of severe weather conditions preventing the completion of core contractual Services, all Contract resources will be made available to assist in winter maintenance activities during standard operational hours to include mechanical gritting and manual

treatment including spread of salt and snow/ice removal. As detailed above, Veolia will ensure all drivers selected for the rota have the licences required to drive the vehicles and have undergone vehicle familiarisation training on the use of the gritting vehicles; this will be recorded on their employee training matrix. Further information on training is provided at section 3.5.

Where winter maintenance activities are required during operational hours and in the event that complete cessation of core Services is not required Veolia and the Partnership will determine a priority suspension of the core contractual Services to provide the required manpower for in-hours winter maintenance activities.

7. Adherence with the relevant Borough Winter Maintenance Plans

Veolia will adhere to the relevant Borough Winter Maintenance Plans. Whilst recognising the statutory responsibility for providing Winter Maintenance Plans, we would propose a combined Winter Maintenance Plan across Merton/Sutton and Kingston to reflect the combined service provision from the Partnership and to standardise where possible the requirements of the planning. This combined winter maintenance planning through the Partnership will ensure that all lessons learned throughout each winter maintenance period are appropriately shared and accommodated in the following years Winter Maintenance Plan.

The majority of the details from each Winter Maintenance Plan are detailed throughout the Method Statement specifically from each plan we note the following:-

Kingston

The following table illustrates our calculations for potential salt use based on the Kingston Winter Maintenance Plan, and gritting lengths provided:-

Gritting Required	Routes	Salting Distance (km)	Salt Used at 10g/m ² rate (T)	Salt Used at 15g/m ² rate (T)	Salt Used at 20g/m ² rate (T)	Salt Used at 40g/m ² rate (T)
Precautionary Gritting	PCT route (4)	146.7	8.8	13.2	17.6	35.2
Optional	Education Route (4)	7.24	0.43	0.65	0.87	1.74
Optional	Marginal Routes (2)	36.8	2.21	3.3	4.4	8.83
If Requested by DfT	Resilience Network routes (4)	93.3	5.6	8.4	11.2	22.4
Prolonged Ice or during Snow	Secondary Routes (3)	17.07	1.02	1.53	2.04	4.08
Snow (to allow operations to continue)	Refuse Routes (5)	77.12	4.63	6.94	9.25	18.5
Prolonged severe weather	Footways according to urgency/priority	143.8	1.44	2.16	2.9	5.8
	Total	522	24	36	48	97

Commencement of treatment will be within one hour of commencement of mobilisation, treatment will be completed within 3 hours of commencement. Primary routes will be completed before secondary routes are started which will in turn be completed before AdHoc Routes are commenced within the period November to March.

The provided Winter Maintenance Plan for Kingston requires salt storage of 12 days or 2 runs per day as an in season minimum stock level, as opposed to 10 days 2 runs per day in the Partnership Contract Document. Stock requirements based on resilience network route gritting would be considered for the minimum pre-season stock levels which would, based on road length and salting rate, be between 11.2 and 22.4 T per occasion and lead to a stock requirement of between 540 and 1075 T of salt.

Merton

The following table illustrates our calculations for potential salt use based on the Merton Winter Maintenance Plan, and gritting lengths provided:-

Gritting Required	Routes	Salting Distance (km)	Salt Used at 10g/m ² rate (T)	Salt Used at 15g/m ² rate (T)	Salt Used at 20g/m ² rate (T)	Salt Used at 40g/m ² rate (T)
Precautionary Gritting	Priority Gritting Routes	122.72	7.36	11.05	14.73	29.5
Prolonged Ice or during Snow	Additional Streets	63.78	3.83	5.74	7.65	15.31
	Resilience Routes	93	5.58	8.37	11.16	22.32
	Total	280	16.77	25.16	33.54	67.1

Commencement of treatment will be within one hour of commencement of mobilisation, (2 hours if event occurs in October or April), treatment will be completed within 2 hours at a spread rate of 20g/m² or 3 hours for spread rates above 20g/m² of commencement. Secondary Network will be completed within 3 hours of completion of the primary network spreading this time to be increased by one hour for rates of spread in excess of 20g/m². Incremental increases in times allowed apply over 20g/m² spread rates. Treatment time for snow clearance will be 4 hours.

Sutton

The following table illustrates our calculations for potential salt use based on the Sutton Winter Maintenance Plan, and gritting lengths provided:-

Gritting Required	Routes	Salting Distance (km)	Salt Used at 10g/m ² rate (T)	Salt Used at 15g/m ² rate (T)	Salt Used at 20g/m ² rate (T)	Salt Used at 40g/m ² rate (T)
Precautionary Gritting	Route 1	57.28	3.44	5.2	6.87	13.75
Prolonged Ice or during Snow	Route 2	67.99	4.08	6.2	8.2	16.3
	Total	125.27	7.5	11.3	15.03	30.06

Gritting will commence within two hours of snow or ice being reported and all principal routes will have been gritted within 2 hours of commencement of the work, within the period November to March.

8. Added Value

Veolia is an experienced winter maintenance services provider with services provided in Westminster, Camden, Brent, Lambeth and Kingston. We will bring this experience to provision of services to the Partnership and together we will be well placed to ensure a cohesive, effective winter maintenance response see case study regarding winter maintenance provision for Westminster, Brent and Camden in Appendix 1.4d

Veolia will utilise multi-purpose vehicles with quick change body systems to ensure efficient fleet usage throughout the Contract Period ensuring appropriate value for money for the Partnership.

Veolia is able to provide the option of provision of winter maintenance for Kingston from Garth Road on day one of the contract period alleviating the need to re-site the current salt barn from Mill Road Esher to Villiers Road.