

# 3. Quality Standards

## 3.1 Plant Maintenance

Our plant care specialists are all trained horticulturists, who carry out their duties in a polite and courteous manner. The same team would visit the Evergreen, Evergreen House premises every two weeks to carry out the maintenance of all plants. They carry photograph ID cards and wear the Plantforce uniform enabling them to be easily identified whilst working on site.

At the beginning of each visit they report to reception, depending upon which site's maintenance is being carried out. At the **end of each** visit they complete the handheld device stating the date and time in and out and work carried out and any further work which may need doing. A Evergreen representative is asked to counter sign the report which also has space for comments by the Evergreen representative. A copy of the reports is sent electronically to Evergreen each month.

In addition to the regular maintenance visits, the Contract Manager and Interior/Exterior manager will visit the site at agreed intervals to carry out a full inspection of all plants, providing you with a copy of his report.

### Maintenance Schedule

To attend the Evergreen premises the minimum number of times specified to carry out the maintenance of internal and external plants. Our plant care team will carry all necessary equipment and will only require water. In circumstances where water is not available, our mobile water tanks will be used.

To observe all regulations regarding security, work permits, access and health and safety applicable at Evergreen's premises.

### The interior maintenance service of your plants includes: -

Dust, clean and polish each plant display and soil looks neat and presentable. Plants are cleaned/polished with a natural organic leaf shine. Remove all yellow and dead/dying leaves, prune and trim plants when necessary and when requested ensure all plants are pest and disease free. If a plant is diseased or has a pest it is removed and replaced or if possible, we use organic natural products and biological control methods.

Water and feed plants as necessary. In the event of plants needing replacing, plants of equal size and characteristics are used during the replacement of plants every effort is taken to ensure there is no disruption to Method's business and the area is left clean and tidy. Our plant care specialists carry dust sheets and a dustpan and brush. In some circumstances plants are changed off site to ensure minimum disruption. As part of our regular maintenance service all soil levels are topped as and when needed to ensure the healthy growth of every plant display.

Any specific or individual request of a client can be incorporated into this schedule

### 3.2 Proposed Maintenance Schedule

#### Interior plant maintenance

Bi-weekly maintenance visits to be carried out throughout the year to tend to all plants at the Evergreen, Evergreen House premises. \*\* Currently being carried out \*\*

#### The exterior maintenance would include: -

- 🌿 Maintenance will be carried out a minimum of **24** visits per annum; **3** visits **Winter** - November, December, January; **5** visits **Spring** - February, March, April, May; **13** visits **Summer** - June, July, August, **3** visits **Autumn** - September, October.
- 🌿 Ensuring irrigation system is working properly and set to correct settings.
- 🌿 Checking the wellbeing and aesthetics of all plants and trees.
- 🌿 Water and feeding of all plants / trees is necessary.
- 🌿 Each maintenance visit consists of weeding, dead heading, watering and feeding. Clearing the site of any dead leaves and disposing of any organic matter is included. Inspection for pests and diseases is included and treatment undertaken if necessary.
- 🌿 Non-organic matter/rubbish or needles will not be removed due to Health and Safety issues but we will inform the client if found.
- 🌿 Exterior manager Michael Jeffrey-Weir will perform quarterly Quality Monitoring visits to check the overall standard of work and report back to the Account Manager Lloyd Barnett.

### 3.3 Auditing of Standards

We currently use handheld devices; this device allows greater communication with the client and a stronger support system for our staff. We send monthly reports to clients highlighting any problems that we have arisen.

In addition, we provide “quality audit reports”. Quality Audits are carried out a minimum of four times per year or as deemed necessary by Evergreen and by the Exterior Manager. The quality audit focuses on the following:-

- The quality of on-going maintenance of the plants
- The appearance of individual plants and containers
- Soil levels
- Plant schedule
- Environmental issues
- Health and safety issues
- Innovations and improvements

A copy of the Quality Audit report is left with Evergreen for their records. Any issues which require further investigation/completion are carried out and completed within an agreed time scale.

Spontaneous review meetings can be called by Evergreen with the Account Manager Lloyd Barnett and the Exterior Manager Michael Jeffrey Weir to ensure effective delivery of the plant maintenance service is being achieved.

## Example of monthly report

### Job Export - C9-73

#### LSE - Bankside House

Bankside House, 24 Sumner  
Street  
London  
SE1 9JA

<b>Job Status</b>	Completed
<b>Contact Name</b>	LSE - Bankside House
<b>Contact Number</b>	02075382141
<b>Contact Number 2</b>	07738735159
<b>Satisfaction</b>	★★★★★
<b>Mobile User</b>	AlbaA
<b>Job Timeslot</b>	08-06-2015 06:00
<b>Created by</b>	WebAPI
<b>Created at</b>	05-06-2015 10:36
<b>Arrived at</b>	08-06-2015 11:48
<b>Completed at</b>	08-06-2015 12:04

#### Job Data

**Special Instructions:** Location: All on the ground floor (Yucca in ground floor reception)

**Customer signature:** troy 

## Post Job

Question	Result
Are all the plants in good condition?	✓
Did you take photos of any current issues (if no issues, please mark with a "YES")?	✓
Are all the surface dressings topped up and cleaned to the required Plantforce standard?	✓
Please mark with a "NO" if there's anything to be highlighted to the office (as this will flag it up).	✓
Has enough time been spent for this visit and have all tasks (watering, feeding, pruning, top dressing, pest control and cleaning) been undertaken to the required Plantforce standard?	✓
Is the plant schedule correct?	✓
Please mark with a "NO" if any P/R is required.	✓
Please mark with a "NO" if an extra visit is required, until the next scheduled one	✓
Please mark with a "NO" if the client has reported any problems/issues to you.	✓
Did you manage to get access to all the areas to maintain all the plants?	✓
Is all the soil/compost levels topped up fully to the required Plantforce standard?	✓

## Example of quality audit reports

Client name				Contact Name		
Address				Contact Telephone		
				Contact Email		
				Inspection Date		By
				Maintained by		Round:
Conditions of plants, evidence of:-				Comments:-		
Watering				Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Cleaning				Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Leafshine used				Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Pruning required				Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Pests/Diseases apparent				Yes <input type="checkbox"/>	No <input type="checkbox"/>	



P/R required	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Dead leaves and debris is present	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Compost level sufficient	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Containers – clean outside/rim/behind	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Health and Safety: Are there any H&S hazards or risks which require attention?		Yes <input type="checkbox"/>	
.....		No <input type="checkbox"/>	
General Rams <input type="checkbox"/> Site Specific Rams <input type="checkbox"/>		No <input type="checkbox"/>	
Environmental Audit – Any adverse minus		Yes <input type="checkbox"/>	
.....		No <input type="checkbox"/>	
.....			
General appearance:			
Action required:			
Overall comments:			
Inspector's signature and name:		Maintenance technician's signature and name:	

## 3.4 Handheld Devices

Plantforce is focused on introducing and implementing new technology within its work force to help improve and develop the overall process and quality of service that we ultimately aim to offer our clients. Having introduced this technology last year, in June 2014, we have seen a decrease on the overall workload that was usually undertaken when using paper slips instead; moving all of our technicians tasks (jobs) to the handheld devices has, at the same time, reduced the amount of work usually spent on transferring this information off the paper slips on to our system by the office personnel. This new device has helped us reduce the amount of paper we use in the office and is in line with our Environmental Policy.

Not only reducing the amount of workload in the office, it has greatly improved our ability to monitor our technicians and has given us the possibility to closely supervise what the condition of the plants are at each individual client. By giving us the option to track (live) where our technicians are, how long they spend undertaking the maintenance at each site and how well the tasks are being done (via the check list form which shows up at the end of each job – please see screenshot attached below), we have increased the productivity of our staff overall, but have also shown an improvement to the services our clients are receiving.

Each technician has the possibility to flag up any problems that might exist at each individual site, giving us the option to take measures before our clients even spot the problems. With the implementation of this technology, they are now able to take photos of current issues and inform the office maintenance team in real time, greatly reducing the timespan it used to take to report and take action whenever an issue was raised by them. We believe in embracing the technological advances to better improve our service and our clients overall satisfaction.

Priority	Job Number	Status	Assigned to	Contact Name	Timeslot	Address	Arrived At	Completed At	Flags
Maintenance	W10A.76	Completed	FrancoD	Evergreen Shipping Agency	10-06-2015 06:00	Evergreen Shipping Agency, Evergreen House, 160 Euston Road, London, NW1 2DT	10-06-2015 07:54	10-06-2015 08:33	
Maintenance	W10A.77	Completed	FrancoD	HT Entertainment	10-06-2015 06:00	HT Entertainment, Maple House, 141-150 Tottenham Court Road, London, W1T 7NF	10-06-2015 08:56	10-06-2015 09:18	
Maintenance	W10A.78	Completed	FrancoD	BT (Just St.)	10-06-2015 06:00	BT (Just St.), 123 Just Street, London, WC1H 1HE	10-06-2015 09:39	10-06-2015 10:05	⚠

Photos 0
Attachments 0
Post Job Checks 11
Activities 0

### Post Job Checks

Question	Answer
Are all the surface dressings topped up and cleaned to the required Plantforce standard?	✓
Please mark with a "NO" if any PIR is required.	✗
Did you manage to get access to all the areas to maintain all the plants?	✓
Are all the plants in good condition?	✗
Please mark with a "NO" if an extra visit is required, until the next scheduled one	✓
Is the plant schedule correct?	✓
Is all the soil/compost levels topped up fully to the required Plantforce standard?	✓
Please mark with a "NO" if there's anything to be highlighted to the office (as this will flag it up)	✓
Did you take photos of any current issues (if no issues, please mark with a "YES")?	✓
Has enough time been spent for this visit and have all tasks (watering, feeding, pruning, top dressing, pest control and cleaning) been undertaken to the required Plantforce standard?	✓
Please mark with a "NO" if the client has reported any problems/issues to you.	✓

## **\*\*NEW FOR AUTUMN 2020\*\***

The move to a handheld device was extremely successful. We saw a reduction in paper usage and an improved data reporting giving more clarity and communication to and from our clients.

However, the current system we use doesn't allow us to send the reports automatically to the clients. We are in the process of designing and developing a new app for our maintenance technicians allowing the maintenance reports to be sent directly to the client after every visit.

## 3.5 ISO

Plantforce currently hold two ISO standards; ISO 9001 Quality Management Systems and ISO 14001 Environmental Management Standards registered by the British Standards Institute.

ISO 9001 Quality Management Systems ensures we adopt an approach that has a more efficient working practice and focuses on the business objectives of our organisation. For our clients they will see an improved quality and service, a stronger focus on customer services and minimising complaints. It enables Plantforce to analysis where we are going wrong and change our working practices to better suit the client.

ISO 14001 Environmental Management sets out the criteria for an environmental management system and can be certified to. It helps us map out a framework that we can follow to set up an effective environmental management system. As a green business we are very passionate about the environment, ISO 14001 helps us reduce waste and consumption and increase recycling. It promotes the fact that we are a future focused and environmentally friendly organisation.





By Royal Charter

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Plantforce Interior Landscaping Limited  
41 Cannon Workshops  
Cannon Drive  
London  
E14 4AS  
United Kingdom

Holds Certificate Number:

FS 559772

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

**The supply, maintenance and rental of tropical and office plant displays, replica plant displays, exterior plant displays, Christmas trees and fresh cut flowers.**

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2010-08-25

Latest Revision Date: 2019-06-11

Effective Date: 2019-08-26

Expiry Date: 2022-08-25

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A Member of the BSI Group of Companies.



# Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

Plantforce Interior Landscaping Limited  
41 Cannon Workshops  
Cannon Drive  
London  
E14 4AS  
United Kingdom


Holds Certificate Number:

EMS 559773

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

**The supply, maintenance and rental of tropical and office plant displays, replica plant displays, exterior plant displays, Christmas trees and fresh cut flowers.**

For and on behalf of BSI:

  
Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2010-09-15

Latest Revision Date: 2019-07-18

Effective Date: 2019-09-16

Expiry Date: 2022-09-15

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