



Our ideas and cultures grow,
our values remain constant



Flora-tec Corporate Horticulture

Flora-tec has become one of the UK's leading corporate horticultural companies providing a total interior and exterior design, supply and maintenance service. Our environment is vital and we all now acknowledge it as a key resource, whether it be our immediate everyday surroundings, our homes themselves or the place where many of us spend most of our time... 'our working environment'.

Employers and employees all know the value of the working environment, yet these points of view, whilst sometimes contradictory, need not be.

Flora-tec is all about our working environments. Be it interior plant design and management for spacious high rise city blocks or a single office reception requiring floral displays, short term hire for that Corporate function or festive decoration at Christmas.

Exterior design and build projects, grounds maintenance for a hotel chain; landscaping and design for local authorities and utilities; the same principles of client care, service and competitiveness apply.





What do our clients want?

All our clients have different needs of course, no two circumstances are the same. On any one day we might be cutting grass and maintaining the extensive grounds of a large brewery site in Edinburgh, planning office space layouts and plants for the 23rd floor of an international bank in London and maintaining the grounds, car parking area and recreational guest areas of a hotel chain in Lancashire.

We love our job. After all we get to spend loads of time outdoors being creative and helping to keep things beautiful as well as seeing the interiors of some fabulous buildings and on top of that we get to meet lots of interesting people... you for instance!

Our reputation precedes us and our clients often recommend us. Word of mouth is a major source of new business for Flora-tec.

Business constantly changes, that's a certainty and monitoring trends in design, maintenance techniques and client care is integral to our continued success with both existing clients and those we've yet to meet. All these qualities are backed by attention to detail, ongoing internal staff training and a commitment to the latest equipment and systems.





What we can do for you?

Corporate horticulture and maintenance of new and existing sites both outdoor and indoor. Here are a few examples of interior and exterior design and maintenance.





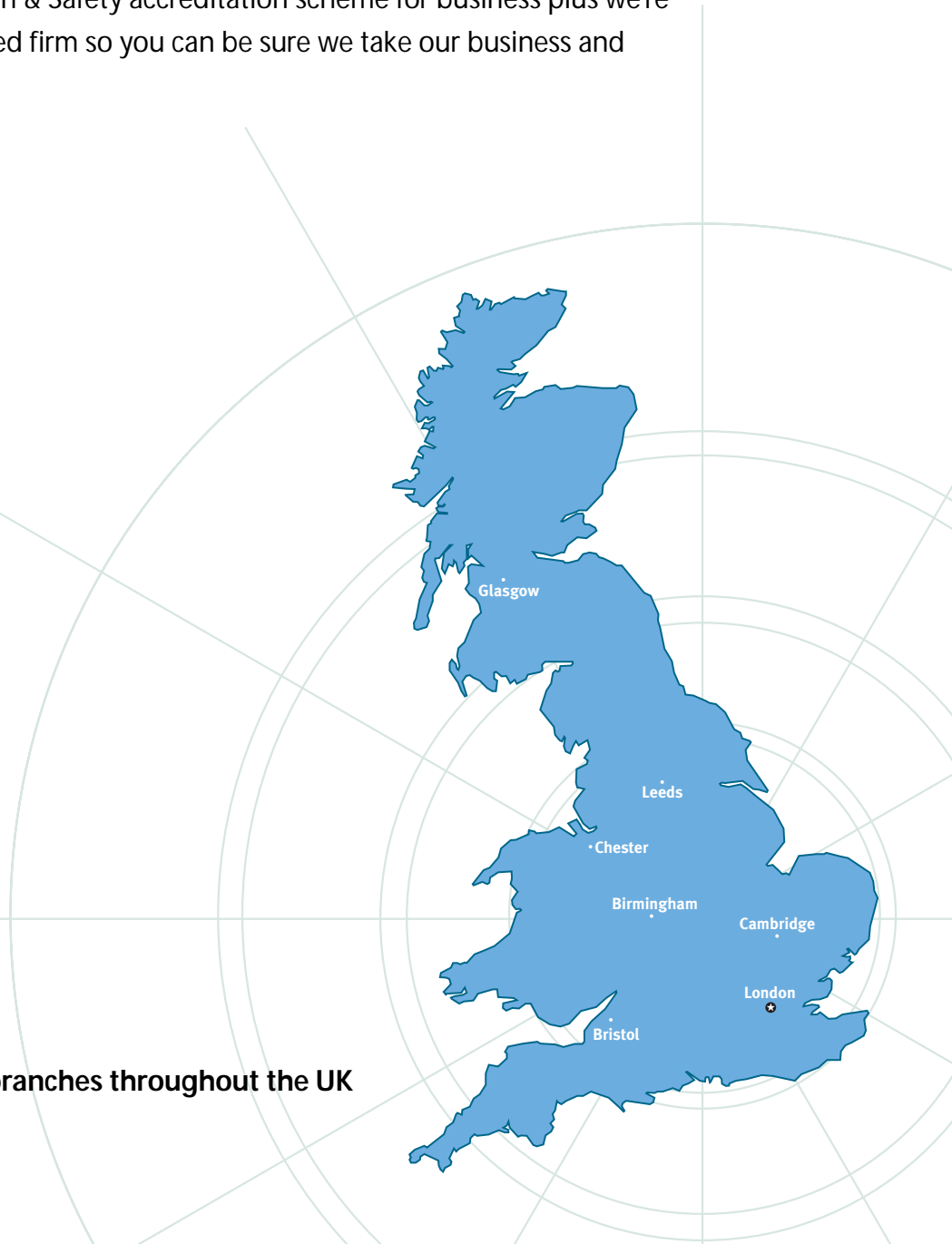
Our Credentials

We're a member of BALI; The British Association of Landscapers and E-Fig ; The European Federation of Interiorscape Groups. We also belong to Safe Contractor; the Health & Safety accreditation scheme for business plus we're an ISO 9001 registered firm so you can be sure we take our business and yours, very seriously.



Double award
winner 2004

We have branches throughout the UK





Our Mission Statement and our Key Managers

Mission Statement and Principles

To demonstrate the highest standards of professionalism, customer care and service by adopting a focused, friendly approach - achieving a cost effective solution and a visually-pleasing working environment.

Key Management

Andy Bradley: Managing Director.

Founder and general manager designate with 15 years 'hands-on' commercial horticultural and landscaping experience. As Operations Director Andy is responsible for the overall management of the company and its strategic development.

Nina R. Lockyer: Contracts Director

30 years in the industry working with some of the pioneering Interior Landscapers in the UK. Excellent track record in contracts management and customer service.

Former Chairman of the Interior Landscape Group of the British Association of Landscape Industries and current Board member. Responsible for the management of all production and despatch together with all contracts Nationally, ensuring quality control objectives are met. Regular client liaison and feedback.

Simon Blackley: Business Development Manager

A horticulture graduate with further post graduate management diplomas, Simon has worked for some of the most prestigious companies within the industry covering all aspects of interior and exterior horticulture. Simon is responsible for the Sales and Marketing development for the company nationally.



Day to Day Management (*Interior*)

Efficient and prompt communication is central to any service relationship and we make this a core value of our business.

Interior Maintenance Service Agreement comprise key elements:

- Day to day contract management is controlled by team supervisors
- Strategic site management is determined by meetings between the contracts manager and the client
- Each Flora-tec site will receive a documented management inspection every 3 months
- Maintenance issues can arise at any time and we act upon these notifications within 24 hours
- Quality Control is achieved by adhering to the Key Performance Indicators and the Service Agreement principles
- Internal Flora-tec communication to set standards and expectations for each site





Day to Day Management (*Exterior*)

Efficient and prompt communication is central to any service relationship and we make this a core value of our business.

Exterior Grounds Maintenance Service Agreement comprise key elements:

- All sites will have a 'client agreed' schedule for build and maintenance
- All maintenance will be in keeping with good horticultural practice and aesthetic appeal
- Each Flora-tec site will receive a documented management inspection every 3 months
- Maintenance issues can arise at any time and we act upon these notifications within 24 hours
- Quality Control is achieved by adhering to the Key Performance Indicators and the Service Agreement principles
- Internal Flora-tec communication to set standards and expectations for each site





Our Guiding Principles

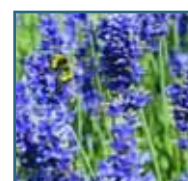
At Flora-tec, the customer is at the centre of our guiding ethos as a company. Our customers are our life blood, as with any business and providing the services we offer to the highest standards must be the core element of our customer charter. We provide each client with their own bespoke service on a local or national level.

Here's an example of our customer charter.

Customer Charter

Our aim is to provide our clients with a high quality service based on regular maintenance visits individually tailored to each site.

- **Interior Plant Displays** - To be supplied in agreed corporate style, against a maintenance schedule. Displays to be kept clean and healthy at all times. Any problems to be acted upon within 48 hours.
- **Exterior Grounds Maintenance** – Sites to be kept neat and well cared for in accordance with good horticultural practice. Each site to have a bespoke maintenance programme backed up by regular visits.
- **Design & Build** – Meeting a specification, creating solutions, artistic, innovative, workable creations designed and installed to high standards of workmanship and management.
- **Hard & Soft Landscaping** – Supplied using quality plants and materials and a high level of workmanship and management.





Health and Safety

Of course in any business Health and Safety is a priority and our business is no exception. 'Best practice' methods and 'safe working practices' are essential to ensure continued success and improvement in a competitive business.

Good health and safety practice may only be achieved by a process of continual consultation.

Adhering to our clients Health & Safety procedures is paramount and can involve anything from on-site registration, or supplying product data, risk assessments and C.O.S.H.H. sheets if required. This way we ensure the confidence of our customers, the well being of our employees and our continued success as a growing business.

Our commitment to a pro-active approach to Health and Safety has led to the achievement of the National Britannia SAFE Contractor Health and Safety accreditation for Grounds Maintenance and Interior Landscaping.

Flora-tec provides regular training to meet the ever changing legislation and utilise the expertise of professional Health & Safety consultants in all aspects of their business activities.





Environmental

The ethics behind Flora-tec's service is environmentally sound.

Research has proven plants in the workplace are not only aesthetically pleasing but more importantly, play a vital role in stabilising the air quality and enhancing the workplace environment.

We are constantly seeking ways to improve our service and increasingly clients are looking for the greener approach. For instance, on site only natural predators or organic methods of pest control are utilised.

Our environmental commitments also extend to managing our own waste and we aim to reduce waste by the recycling of at least 50% of all packaging, paper, plastics and organic materials. We undertake to produce a waste audit and aim to achieve a 65% recycling goal by 2004.

Flora-tec's green waste management is further enhanced by the awarding of a waste transfer management certificate from the Environment Agency.





Our Contact Details

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