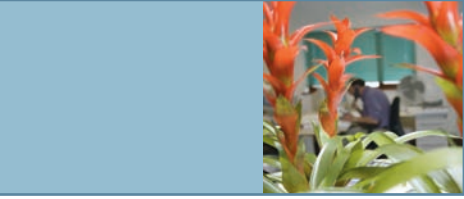




Our ideas and cultures grow,
our values remain constant

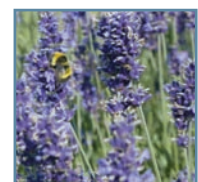


Flora-tec Corporate Horticulture

Flora-tec is one of the UK's leading corporate horticulture companies, providing a total interior and exterior design, supply and maintenance service. Caring for our environment is vital, whether it be the world we live in or, in a smaller way, our own homes or places of work. We spend much of our time at work, and employers and employees alike know the value of a healthy working environment.

Flora-tec is all about improving and enhancing working environments. From interior plant design and management for spacious high rise city blocks to a single office reception requiring floral displays, Flora-tec takes care of it.

We believe that whether we're undertaking an exterior design and build project for a hotel chain or landscaping and design for a local authority, the same principles of client care, service and competitiveness should always apply.





What do our clients want?

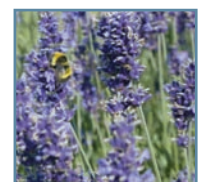
All our clients have different needs, and no two circumstances

are the same. On any one day we might be maintaining the extensive grounds of a large exclusive country hotel, planning office space layouts and plants for the flagship London offices of a huge international manufacturer, or installing bat boxes and promoting wildlife habitats in the grounds of an environmentally-conscious UK organisation.

We always provide a service that is attuned and unique to each client's requirements.

We love our job, which is why our reputation precedes us and our clients often recommend us. Word of mouth is a major source of new business for Flora-tec.

The business world is constantly changing, 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.





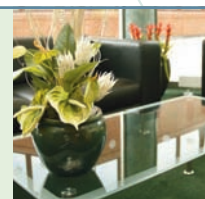
Our Credentials

We're a member of The British Association of Landscapers (BALI) and The European Federation of Interior Landscaping Groups (eFig). We also belong to Safe Contractor, the Health & Safety accreditation scheme, and we're an ISO 9001 registered firm - so you can be sure of quality service and professionalism. Always striving to improve our service to our customers, we are currently working towards the ISO 14001 environmental accreditation.



Double award
winner 2004

We have branches throughout the UK





Our Mission Statement and our Key Managers

Key Management

Mission Statement and Principles

Flora-tec always aims 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. Andy is responsible for the overall management of the company and its strategic development.

Nina R. Lockyer: Operations Director Interiors

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, ensuring quality control objectives are met.

Steven Phillips: Exteriors Director

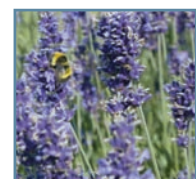
With over 30 years' experience within the maintenance and landscape industry, Steven expertly manages Flora-tec's exterior contracts. Having grown up in a family of horticulturalists, he studied Nursery Practices and Arboriculture after school and has worked on landscape projects in the Middle East and at such UK locations as the Royal Household and Chelsea and Hampton Courts.

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.

Amanda Smith: Marketing

Amanda holds a degree in Horticulture from Writtle College and has over 15 years' experience in varied horticultural roles, including product development, technical writing and (most recently, for Flora-tec) marketing co-ordination and supply chain management.



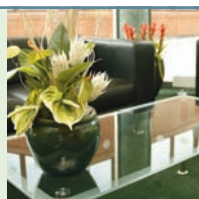


Day to Day Management (*Interior*)

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





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





Our Guiding Principles

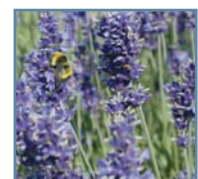
At Flora-tec, the customer is at the centre of our guiding ethos as a company. Our customers are our life blood, and providing the services we offer to the highest standards must be the core element of our customer charter. We provide each client with their own bespoke service on a local or national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





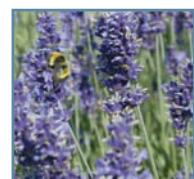
Health and Safety

Health and Safety is a priority in any business, and Flora-tec 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 to supplying product data, risk assessments and C.O.S.H.H. sheets if required. This way we ensure the confidence of our customers, the wellbeing of our employees and our continued success as a growing business.

Our proactive 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 staff training to meet the ever-changing legislation and utilises the expertise of professional Health & Safety consultants in all aspects of its business activities.





Environmental

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

We are constantly seeking ways to improve our service and clients are increasingly looking for a greener approach, involving measures such as using only natural predators or organic methods of pest control on-site.

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. 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

Where we are and how to contact us:

Head Office

Flora-tec Corporate Horticulture
Unit 1, Unwins Farms
Cottenham Road
Histon, Cambs.
CB4 9ES

London Office

Widbury Hill Nursery,
Widbury Hill
Ware
Herts SG12 7QE

Tel: 0845 345 7494

Email: info@flora-tec.co.uk

Web: www.flora-tec.co.uk

Branches also at:

Glasgow, Birmingham, Bristol, Chester & Leeds

