

## QUALITY POLICY

Indoor Garden Design Limited is committed to a policy of “right first time”. We seek to maintain our position as a leading interior landscaping company by continually pursuing quality and productivity improvements throughout the Company.

The Company recognises that positive attitude, a comprehensive employee training programme, safe working conditions and a high quality, flexible service are essential elements in meeting the needs and expectations of our customers on time every time.

To achieve complete customer satisfaction, and to enhance the customers confidence and loyalty, we shall regularly monitor our system and procedures, all of which are implemented to meet the requirements and policies as defined in ISO 9002, 1994.

Signed:



Position: .....FOUNDING DIRECTOR

Date: 7<sup>th</sup> January 2009

## **QUALITY GUIDELINES CARE OF PLANTS DURING TRANSPORTATION**

All planting material and trees are checked at the nursery before despatch to site to ensure:

- Good healthy root systems
- They are free from pests or disease
- Cleanliness
- They are of good quality and overall appearance.

Small plants (< 15cm pot size) are individually packed in protective plastic sleeves and transported in cardboard boxes (between 6-15 plants per box, depending on pot size).

Larger specimen plants (> 15cm pot size) are individually wrapped in heavy duty plastic or paper sleeves. Planting material is not left in packaging for periods of longer than 24 hours.

Large trees (3m plus) have their crowns tied in and protected with a plastic cover. Loading and unloading of trees is supervised by a member of the management team to ensure minimum stress to the trees.

All vehicles transporting plants and trees are fitted with additional heating systems in the event of the external temperature dropping below +12° Celsius.

Once on site, all planting material is checked again and will be rejected if in any way stressed or damaged.

### **TO MAINTENANCE and SUPERVISORY STAFF**

#### **Containers**

All containers to be checked for	1	Leaks before installation
	2	Marks and scratches
	3	Water level indicators working correctly.

#### **Plants**

All plants to be inspected for	1	Good healthy root systems
	2	Disease or pests
	3	Overall quality and good overall appearance.

#### **Soil**

Soil to be checked for	1	Texture and structure
	2	Adequate nutrient content
	3	Suitability for planting material
	4	Drainage.

#### **PLANTING**

To be carried out by trained staff, only after the above checks have been carried out.

#### **INSTALLATION**

To be carried out by trained staff with a Director or Manager present.

Plants to be placed in suitable locations taking into consideration light, space and Health and Safety factors.

Plants to be watered and cleaned before staff leave the site.

Containers to be cleaned before staff leave the site.

Method Statements to be supplied on request.

## **MAINTENANCE and ON-SITE STANDARDS**

Maintenance is to be carried out weekly, fortnightly or three-weekly, in agreement with the Client.

Maintenance is to include all replacements to keep planting schemes to high standards.

Maintenance staff, on all visits, are to check watering, feeding, trimming requirements of plants and to carry out work accordingly.

Log Book is to be supplied to the Client if requested. This will record site visits by Maintenance and supervisory Managerial staff.

All contracts to be checked a minimum of four times per annum by supervisory Managerial staff.

Standards to be met as follows:

- 1 All plants to be of a high standard and watered to the correct regime.
- 2 All plants must be clean and trimmed.
- 3 All plants must be free from pests, disease or to be undergoing necessary treatment.
- 4 Containers to be clean and watertight.
- 5 Plants to be positioned in correct light conditions.
- 6 Soil and stone levels to be up to the rim of the container.
7. All staff to comply with the Health and Safety Policy of the site being visited and to be fully aware of the Fire Evacuation procedure.
- 8 Any problems at the sites to be discussed with the Management Team and to be rectified within 48 hours.