

OPERATIONS PROCESS

Clause 7.1.5.1, 6.1.3, 8.1,8.1.2, 8.1.3, 8.2, 8.2 (EMS & OH&S), 8.5, 8.6, 9.1.2

PLANNING PROCESS

The following are used in the work planning process:

- Enquiries
- Tender Submissions
- Survey Help Sheets
- Maps/Drawings
- Specifications
- Quotation Sheets
- Diary
- Weekly Plan
- Programme of Works
- Job Sheets
- Customer Purchase Orders
- Risk Assessments & Method Statements (RAMS)
- COSHH Assessments.

Work is planned and scheduled to an agreed programme to meet customer requirements and to ensure that contracts/jobs are completed on time and within budget.

The day-to-day sales related leads are initially managed by the Managing Director.

Any design-related activities or requirements are primarily managed by the Managing Director.

Planning is aided by the utilisation of the relevant processes and procedures within the business.

The Daily Briefing Meetings take place at which any significant issues are discussed, and appropriate action is agreed and implemented, as necessary. Notes may be added to the Job Files for future reference.

If required, a site visit may be conducted to determine planning and other requirements relating to the project/job. This is typically undertaken by the Managing Director.

A formal review of all information provided by the customer and the acceptance criteria is carried out at appropriate stages and in conjunction with the customer when necessary.

Ground maintenance operative(s) and sub-contractors (Labour only) are allocated to a project/job based on qualifications, skills required, workloads and their availability.

Minimum stocks of common materials and products are maintained, and any shortfalls are addressed by the application of the Organisation's purchasing procedures.

Risk Assessments and Method Statements (RAMS) are prepared and issued as part of the project/job, including any sub-contractor Risk Assessments and Method Statements (RAMS).

Whenever it is considered that specialist skills or materials are required for contracts, an approved sub-contractor or supplier may be selected in accordance with the Organisation's purchasing procedures.

The Managing Director ensures that adequate human resources are available that are suitably qualified to conduct work activities in accordance with specific customer requirements and any applicable legislative or regulatory requirements.

Holidays and absence are planned, taking into consideration the need to maintain continuity of service to customers.

REQUIREMENTS FOR PRODUCTS AND SERVICES

The Organisation receives/obtains enquires in respect of the following business activities/services:

'The provision of grounds maintenance, tree surgery and associated services for the commercial, residential and the public sector.'

Enquiries are received or acquired by the following means:

- Telephone
- Email
- Social media, e.g. Facebook, etc.
- Tenders
- Established customers
- Established industry contacts
- Recommendations
- Other marketing initiatives, e.g. trade shows, etc.

The enquiry is then initially reviewed by the Managing Director with particular attention to the following aspects of the potential project/job:

- Carefully reading any relevant supplied documents
- Value of the project/job
- Location
- Nature and type of work
- The size and scale of the project/job
- The attractiveness of the project/job to the business
- Resources and capacity to undertake the project/job
- Project/job risks
- Timescales

- Any other special requirements.

If required, a site visit is conducted to determine planning and other requirements relating to the job/project. This is typically undertaken by the Managing Director.

If the Organisation does not wish to proceed with the enquiry, the customer may be notified by telephone and/or by email. This may be typically undertaken by the Managing Director.

If the Organisation wishes to proceed with the enquiry, the customer may be notified by telephone followed up by an email. This may be typically undertaken by the Managing Director.

The next step in the process is to prepare a formal Quotation which is allocated a unique Quotation number. This is typically undertaken by the Managing Director.

The Quotation is then sent to the customer for review.

If the Organisation is successful, confirmation of acceptance of the Quotation is typically confirmed by means of one of the following methods, as appropriate:

- Email confirmation
- Formal Customer Purchase Order
- SMS Message (Text).

A written confirmation or a signed contract/formal Purchase Order is required from the customer before any work can proceed. No work is commenced until a written instruction is received from the customer.

Once formal written confirmation has been received from the customer, the Organisation can proceed to make arrangements to carry out the project/job.

Tenders

Where Tenders are involved, the Tender documents are reviewed by the Managing Director.

If the Organisation wishes to proceed with the Tender, a Tender Submission is made by email or through the relevant Tender Portal, after securing the required quotations from the relevant suppliers and sub-contractors, as appropriate.

If the Organisation's Tender Submission is successful, notification by the customer is typically by means of one or more of the following mechanisms:

- Formal Letter
- Email
- Confirmation through the relevant Tender Portal.

Where required, a Programme of Works is prepared by the Managing Director and sent to the customer.

PRODUCTION & SERVICE PROVISION

Planning and Preparation

The project/job is then booked into the Diary by the Managing Director.

The next steps in the process are to make arrangements internally to discuss and manage the following items:

- Project/job requirements
- Health & Safety requirements
- Any issues around the Scope of Work
- Resources (Labour)
- Materials
- Plant and equipment
- Any other project/job-related items.

A Job Sheet is then raised by the Managing Director.

Any required Risk Assessments & Method Statements (RAMS) and COSHH Assessments are created by the Managing Director and sent to the customer for review.

Where applicable, the customer may provide a 'Permit to Work' for the Organisation to review, sign and return back to the customer before the project/job can commence.

The ground maintenance operative(s) and sub-contractor(s) are notified of project work or jobs by means of the following, as appropriate:

- Telephone
- Email
- By means of the Daily Briefing Meetings.

Any required material is procured by the Managing Director and if required, delivered directly to the site.

Site Operations

Where applicable, on the first day of the new project/job, ground maintenance operative(s) and/or sub-contractor(s) are taken through the details and requirements of the project/job by the Managing Director or the appointed Team Leader on the project/job.

Also, on day one of the project/job, a Site-Specific Risk Assessment is conducted by the Managing Director or the appointed Team Leader on the project/job.

Where required, the ground maintenance operative(s) and/or sub-contractor(s) are taken through the relevant Risk Assessments & Method Statements (RAMS).

The ground maintenance operative(s) and/or sub-contractor(s) start and conduct work in accordance with the following documentation:

- Job Sheet
- Weekly Plan

- Programme of Works
- Maps/Drawings (where supplied)
- Specifications (where supplied)
- Risk Assessments & Method Statements (RAMS)
- COSHH Assessments
- Any other relevant information/documentation.

The Managing Director or the appointed Team Leader on the project/job is responsible for the day-to-day management of the site activities and the supervision of the ground maintenance operative(s) and/or sub-contractor(s). The Managing Director or the appointed Team Leader on the project/job is also responsible for ensuring the safety of all company personnel on-site.

The Managing Director or the appointed Team Leader on the project/job is also responsible for the safe receipt of any materials, plant and equipment on-site.

Where appropriate, Daily Briefing Meetings are held to manage and control the progress of the project/job on-site and where required with the customers or their representatives.

At each key stages of the project/job, work is inspected by the relevant ground maintenance operative(s) and/or sub-contractor(s), the Managing Director or the appointed Team Leader on the project/job and the customer, as appropriate.

Any required rectification work in respect of the project/job is appropriately documented.

The ground maintenance operative(s) and/or sub-contractor(s) are made aware to complete any required rectification work. When the work has been satisfactorily completed, the work is re-inspected by the Managing Director or the appointed Team Leader on the project/job, as appropriate and where required by the customer or their representatives.

Upon satisfactory inspection and completion of the project/job, the Job Sheet is completed by the following personnel, as required:

- Ground Maintenance Operative
- Sub-contractor
- Managing Director
- The appointed Team Leader on the project/job
- The customer (if required).

On satisfactory completion of the project/job, the signed off Job Sheet is returned to the office.

An Invoice is raised and sent to the customer to secure payment. Each Invoice has a unique Invoice reference.

IDENTIFICATION AND TRACEABILITY

Unique identification is achieved through the use of (but not limited to):

- Customer name
- Tender Submission
- Job Sheet

- Survey Help Sheet
- Quotation number
- Supplier's Delivery Notes
- Purchase Order Invoices
- Sales Invoice number.

The current status of work can be determined by reference to (but not limited to):

- Email System
- Weekly Plan
- Programme of Works
- Diary
- Daily Briefing Meetings
- Sales Invoices
- The Organisation's staff.

PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS

Where received, any customer property is clearly identified and subsequently processed in accordance with goods received procedures.

Data and information provided by customers are treated as confidential in accordance with the requirements of the Data Protection Act 2018 and are protected using suitable physical and electronic protection methods.

Customers are notified of any loss, corruption, or other damage to their data, information or property. This includes any damage or other issues to work sites where work-related services are being provided.

PRESERVATION

Identification

All documents and data are identified.

All documents and data are identified by the application of the relevant procedures established and documented under this Integrated Management System.

Identification and traceability with respect to jobs, products, materials and equipment are identified in accordance with the procedures detailed in this Operations Process under the Section 'Identification and Traceability'.

Any equipment and products/materials are identified by the manufacturer's labelling and/or can be visually identified by personnel.

Risk Assessments are carried out and documented.

Protection

Electronic data, products, materials, equipment and hard copy documentation are protected through the implementation of the relevant processes established in this Management System.

All data stored on the Organisation's computer system is suitably protected such that only authorised employees have access to the relevant levels of the system.

Products, materials and equipment are retained within the manufacturer's protective packaging when provided until required.

Stock and materials are retained in the manufacturer's protective packaging and/or held in secure designated areas on-site until it is required for processing or use.

All work is carried out with due regard to the relevant Health & Safety and subsequent Risk Assessments & Method Statements (RAMS) in operation at the time.

All ground maintenance operative(s) and/or sub-contractor(s) are issued with appropriate Personal Protective Equipment (PPE) for work activities undertaken, as required.

Handling

Handling and operation of items and plant/equipment/tools within the Organisation are by recognised safe methods with appropriately trained and competent operators.

Appropriate lifting equipment is in place to manage any required site operations.

Full consideration is given to the potential dangers of using any materials labelled as hazardous, which may include Material Safety Data (MSD) Sheets and COSHH Assessments.

Storage

Appropriate retention of documentation and data is provided through the implementation of the relevant procedures established in this Management System.

Information and data provided by the customer are stored in the relevant Job Files on the Organisation's system, e.g. Microsoft Office 365, etc.

All materials and products are stored in accordance with the manufacturer's recommendations.

Any plant/equipment/tools are stored in designated secure areas or on-site to prevent damage, theft or deterioration.

Any hazardous materials or products such as chemicals are stored in safe and secure areas and in accordance with any legislative or regulatory requirements in place.

Adequate and appropriate storage areas on-site are identified and allocated at the planning stage of each project/job.

POST DELIVERY ACTIVITIES

The Organisation is aware of its responsibilities for the services it provides. If it is found that any of its services have failed to meet the contractual requirements, then immediate steps are taken to remedy the situation and to fulfil the Organisation's obligations.

As applicable, the Organisation conducts the following activities that are considered "post-delivery activities":

- Services provided by the Organisation are delivered in accordance with any applicable statutory and regulatory requirements in place
- The Organisation ensures that appropriate liability insurance is maintained should there be any issue in relation to any statutory and/or regulatory requirements in conjunction with its business activities
- Maintenance service contracts

- Regular reviews of feedback from the relevant clients are undertaken to ensure contractual obligations are maintained
- The Organisation manages any complaints from customers or their representatives and following investigations into the matter ensures that the issue is satisfactorily resolved.

CONTROL OF CHANGES

A formal change control process is in place to ensure the proper evaluation and approval of all proposed significant changes to service provision.

The formal change process is used by the Organisation when changes are considered significant. Minor changes may be made without formal control.

A record of significant changes including details of the methodology and those responsible for authorising the change is recorded.

Changes to service processes instructed by the customer follow the control procedure detailed above with a record of all changes compiled.

Changes to service process specifications are reviewed by the Organisation and clarified with the customer where considered necessary. Significant changes may result in new documents being prepared and issued as detailed above or the record of the change compiled.

RELEASE OF PRODUCTS AND SERVICES

The Organisation conducts such interim checks as are commensurate with the complexities of the job or project, and, in accordance with agreements with clients, appropriate records are maintained.

The following in-process and final inspections are conducted at all stages to ensure consistent quality and delivery of the required service:

Incoming Goods

Supplier's Delivery Notes – signed and dated to confirm satisfactory goods receiving inspection, including any hired plant/equipment.

Site Operations and Invoicing

On satisfactory completion of the project/job, the signed off Job Sheet is returned to the office.

An Invoice is raised and sent to the customer to secure payment. Each Invoice has a unique Invoice reference.

EVALUATION OF COMPLIANCE OBLIGATIONS

The Organisation ensures that a review of its compliance obligations is carried out and appropriate records are maintained.

IMS Management Review activities include a review of all significant findings identified during such compliance reviews and determination of any appropriate actions which need to be taken, including any additional, or amendments to, identified risks and opportunities.

ELIMINATING HAZARDS AND REDUCING OH&S RISKS

The Organisation has implemented and documented a process to eliminate hazards and reduce OH&S risks, using the following:

- Risk Assessments

- Method Statements
- Accidents/Incidents and Near Miss data
- Safe working practices
- Work instructions
- Safe systems of work
- Monitoring of H&S Performance
- Workplace inspections.

The process follows the Health & Safety hierarchy of controls relating to the elimination of hazards and reduction of OH&S Risks.

MANAGEMENT OF CHANGE

A formal change control process is in place to ensure the proper evaluation and approval of all proposed significant changes.

Formal changes to processes and related documentation will be used by the Organisation when changes are considered significant. Minor changes may be made without formal control. However, the decision on what constitutes a significant or minor change must be agreed upon by those involved in the change.

A record of such significant changes including details of the methodology and those responsible for authorising the change may be kept on a Change Request Log/Change Implementation Plan/Change Request Form or equivalent record.

Additionally, comprehensive e-mail records and computer system notes are recorded of any changes identified by either the Organisation or customer.

EMERGENCY PREPAREDNESS AND RESPONSE

The potential for and response to accidents and emergency situations across all processes are identified during the preparation of the Environmental Aspects Register and supporting Environmental Assessments and Risk Assessments (or other documents) undertaken as a component of the Integrated Management System.

In addition, the Organisation maintains and retains documented information on the processes and plans for responding to potential emergency situations.

Prior to or at the start of every contract, any additional contract-specific potential accident and/or emergency situations are also identified.

As far as is practicable, accident and emergency response procedures are periodically tested in order to ensure that the required prevention or mitigation of any adverse impact is achieved. A record of the testing is maintained.

The Organisation has in place procedures for the following:

- Fire arrangements
- First aid arrangements
- Spill control measures
- Accident/incident reporting.

The Organisation provides relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including all persons working under its control.

Existing procedures are reviewed and revised following an unexpected incident having a significant impact.

EVALUATION OF COMPLIANCE

The following are analysed and evaluated in order to identify risks, trends and opportunities for corrective and/or improvement actions:

- Customer Satisfaction Monitoring Records
- Product and/or Service Conformity Records
- Compliance obligations – including environmental and legal requirements
- Product and/or service trends
- Results of IMS Internal Audits as a measurement of the effectiveness of the Integrated Management System
- Non-conformance Records.

The analysed information is presented as a critical input into the Integrated Management Review process.

Amendment History

Version	Modified On	Modified By	Comments
1.0	24/02/2021	Ainsley Bird	Document created
