



# Woolley Moor Nurseries Limited

Supply of Street Planting and  
Services – Operations Statement &  
Risk Assessment

Joe Mansfield

WOOLLEY MOOR NURSERIES LIMITED

# Quality Starts at the Root!

Meeting high expectations for your parks, gardens and public spaces while getting value for money is a challenge. Woolley Moor Nurseries, a local and flexible grower, is pleased to be able to offer you a wide range of quality products and services.

As a new client, we are looking forward to hearing from you about the high standards and quality of our products and services. We are committed to working in harmony with you to achieve the best working relationship at all times. You are welcome to visit the nurseries at any time, to inspect your products and fine tune your requirements.

## Wholesale Prices

- Buying direct from us, you can realise the direct financial savings of our wholesale prices and benefit from standard VAT rates.

## Quality and Service

- We are experienced in providing quality produce and services on demand to hotels, garden centres, local authorities and parish councils; you can work with us to choose the best options to meet your needs and budget. We meet the planting requirements for a number of District Councils, and provide street planting services and products to a number of Derbyshire Parish Councils along with Grounds Maintenance of specialist sports pitches, footpaths and cemetery. We are happy to provide references from our current Local Authority partners.
- Our plants are always supplied pest and disease free and will meet all characteristics specified in form, growth and colour. All plants, hanging baskets and containers will be planted and grown undercover in dedicated greenhouses, with staff only access. All plants will be appropriately "hardened off" prior to delivery. Any plants requiring staking will be supported with bamboo canes or similar and secured to avoid restricting the natural growth and habit of the plant.
- Woolley Moor Nurseries Limited is licensed to use agricultural and horticultural substances and is managed and regulated by both DEFRA and MAFF.

## Team Work

- We will work closely with you to blend the services to meet your requirements and build trusted and flexible working relationships with everyone in the team. We encourage you to visit us throughout the season and we're flexible enough to adapt to changes.

## Grow to order

- You will be dealing direct with us as your grower, cutting out the middle man. We will grow to your specific needs and timescales; you choose the colours and varieties of plants for the season. As a professional horticultural nurseries, we're big enough to be flexible to your needs and small enough to care.

## Installation and Maintenance

- Not only can we grow to your specific requirements we can provide delivery, installation and maintenance services for your finished planted products. Including watering and maintenance throughout the season and over winter storage of your containers at the nursery.

## **Growing Mediums and the Environment**

Our plants can be grown for you in either peat or peat free mediums. We use of peat free growing mediums, coir compost with controlled release fertiliser 16-18-12

Our basket and planter mix includes Hortiwet Wetting Agent 100ml/8ltrs of water

We make every effort to reduce our carbon footprint by:

- Minimising waste and re-cycling all plastic plant containers
- using energy efficient heating systems
- preventing pollution to land, air and water
- identifying and managing environmental risks and hazards
- Reducing water and energy use and providing suitable information to our staff to deal with their specific areas of environmental control
- Improving the environmental efficiency of our transport and travel

## **Customer Service Policy**

We have a reputation for growing high quality plants and for providing high standards of customer service.

Many of our retail customers come back to enjoy the rural location and to view the nurseries throughout the seasons, for hints and tips and general advice, and for the warm welcome they always receive. Our wholesale customers enjoy personally selecting products that enhance their business opportunities.

All members of staff are trained to deal with customers in an attentive, helpful, courteous and friendly manner. Every effort is made to ensure that our work, products and services are of such a high standard that there is no need for complaint. However, from time to time, our customers may feel that there is room for improvement and this process demonstrates that we are willing to listen and as far as is reasonably practicable, to take their feedback on board. With this feedback we continue to grow and our services are subjected to continuous improvement.

We treat all our customers fairly and respectfully and listen carefully to their point of view. In return we expect to be spoken to in a civilised manner; conversation where customers are unnecessarily abusive or hostile will be ended.

All members of Woolley Moor Nurseries Limited staff are empowered to take action or to make recommendations on feedback that they receive, however members of staff can choose to escalate a complaint to the Director who is responsible for collating, monitoring and managing any complaints received, ensuring that complaints are dealt with promptly, fairly, openly and honestly.

## **Plant Products for Retail and Wholesale Customers**

We are proud of the quality of our plants and every care is taken to ensure that all products leave the nursery in the best possible health and condition. These products will flourish throughout the intended growing season as long as they are cared for once they have left the premises.

At the point of sale with retail customers, all staff should:

- check stock to ensure good health, plants that are damaged or show signs of pests should be withdrawn from sale
- provide recommendations on plant care and maintenance and growing position to customers. Staff who do not have the necessary information about plant care should not attempt to advise customers, but should always seek the knowledge and experience of a grower
- assist in carrying plants to customers vehicles

At the point of delivery or collection for wholesale customers, all staff should:

- check stock to ensure good health, plants that are damaged or show signs of pests should be withdrawn and replaced
- double check the quantity and variety against the order with the customer
- manage loading/unloading the order

## Off Site Working - Customer Service Charter

Some services are completed at customer sites. As an official representative of the nursery, at all times staff should:

- ensure that they have the equipment and products to complete the work to the specification required by the customer before leaving the nurseries for the customer site and ensure that products are checked to ensure that they meet quality standards

When on-site:

- conduct themselves in a professional, friendly and courteous manner without the use of inappropriate language or behaviour
- carry appropriate identification
- not play loud music if asked, provide a name and contact number for Woolley Moor Nurseries to make a complaint
- complete the work within the agreed parameters
- complete all tasks within a safe systems of work
- park vehicles and machinery without hindrance or hazard to members of the public
- check the site before leaving to ensure the quality of the finished work and to ensure that the site is left in a tidy and safe way, removing all debris and equipment

## Off Site Services - Feedback Process

As part of the contract for Grounds Maintenance Services, feedback from the authority about this work should be directed to Russ Mansfield by phone or in writing as soon as possible. A formal feedback cycle will be established as part of the quality plan. It is important that we hear about any:

- failure to provide a service at the level, standard or timeframe expected
- failure to follow policies or procedures
- unprofessional conduct of one of our members of staff

We will expect that any information provided will be honest and that further information is supplied if we ask for it as part of our investigation. All complaints will be graded according to seriousness and likelihood of a repeat occurrence. This grading will determine the time that is made available for and method of investigation.

## Quality Policy

Each of our members of staff are encouraged to develop personal standards of performance and to work together as a team to maintain and improve Woolley Moor Nurseries credibility, reputation and business profile.

As some of our work is completed at or near public buildings or private residential homes, or in the grounds of cemeteries, it is important that our staff work with the minimum disruption to our customers and that we are accountable and ready to deal with any concerns in relation to performance, quality of work and standards of behaviour and dress. Our staff wear company polo shirts/sweatshirts and carry company identification when working away from the nurseries.

Woolley Moor Nurseries is committed to maintaining and developing its products and services. We aim to achieve this by:

- Reviewing and developing our staff and our portfolio of services
- Ensuring that our method of working is healthy, safe and environmentally sustainable
- Having a high standard of knowledge and by sharing and making the best use of knowledge resources within the team
- Working to provide the right quality of products and services the first time
- Developing a thorough understanding of our customers needs and expectations
- Developing a culture of continuous service improvement by asking for and listening to feedback from each other, from customers and the public

- Implementing a Quality Plan and a communications plan with each contract to ensure that controls are in place for reviewing requirements and standards to be sure that our customers are fully satisfied with our service delivery. This will include the frequency of updates, named contacts, preferred method of updates and frequency of on site reviews with a representative of Dales Housing.

## **Environmental Policy**

As a horticultural specialist situated in a rural area, the environment is very important to us. We aspire to integrate environmental considerations into our business decisions and ways of working and adopt greener alternatives wherever possible.

All plant waste products are re-composted at the nurseries for use in the management and maintenance of the nursery grounds.

Customers are encouraged to return and recycle plastic plant containers and where possible, containers and baskets are selected for their re-cyclable materials and where preferable made of natural products like rattan.

We are able to use and provide peat free growing mediums and use man made moss. Where reasonably practicable, we try to minimise the use of substances in the control of pests and weeds. We aspire to:

- Prevent pollution to land, air and water, identify and manage environmental risks and hazards
- Reduce water and energy use
- Minimise waste and increase recycling
- Provide suitable information to our staff to deal with their specific areas of environmental control
- Improve the environmental efficiency of our transport and travel
- Establish targets to measure the continuous improvement in our environmental performance
- Comply with all relevant legal requirements, codes of practice and regulations

## **Equality & Diversity Statement**

Woolley Moor Nurseries is committed to providing an environment free from discrimination irrespective of gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and social class; through our recruitment process and during every day. Every member of staff is entitled to a working environment which promotes dignity and respect to all. All members of staff, whether volunteers, part time, full time or seasonal, will be treated fairly and equally and no form of intimidation, bullying or harassment will be tolerated. This extends to all of our interactions with our customers both on site at the nurseries and off site at customer locations. Any breaches to this will be considered as misconduct and could lead to disciplinary proceedings.

## **Staff Training**

We are committed to ensuring that our staff are not only competent at completing the tasks that they have been employed to do, but to also gain transferable skills that can give them a firm foundation to grow from and provide a platform for staff members who have a lifetime of experience from all walks of life to share.

## **New Starters**

All new members of staff will participate in an induction programme over the first two weeks of their employment. This will cover:

- Working at Woolley Moor Nurseries – about the business, what we expect from you, getting to know your team mates
- Health & Safety Awareness Training
- Customer Service Awareness Training

## **Machinery and Equipment**

Members of staff will receive training from a suitably experienced member of the team before using any item of machinery or equipment, this will cover the safe use and handling of any equipment and the relevant personal protective equipment.

## **Health & Safety at Work Statement**

Woolley Moor Nurseries Limited holds Public & Employers Liability Insurance with the National Farmers Union (Farmers Select Insurance Policy Number 080X2796659/N02).

The Director of Woolley Moor Nurseries is responsible for the Health & Safety at Work of Woolley Moor Nursery staff and for the health & safety of normal daily operations, this includes duties completed on site at the Nurseries and off site at client locations. All staff are expected to contribute to a healthy and safe work environment and to take proactive action to improve the standards of the working environment.

Woolley Moor Nurseries Health & Safety Procedures are available to staff off site from the Health & Safety folder located in the Woolley Moor Nurseries vehicle. This includes all emergency contact details, Manufacturers Data Sheets, Machinery Handbooks and an accident recording book. A section is available for issues to be recorded and reassessed in the review process. A section is available to record issues that need to be reported to the local authority.

Appropriate signage is displayed and tape used to cordon off any work areas to prevent public access while staff are working.

Staff will carry appropriate identification when working off site and wear Woolley Moor Nurseries polo shirts or sweatshirts.

### **Our statement of general policy is:**

- to provide adequate control of the health and safety risks arising from our work activities
- to consult with our members of staff on matters affecting their health and safety
- to provide and maintain safe plant and equipment
- to ensure safe handling and use of substances
- to provide information, instruction and supervision for members of staff
- to ensure all members of staff are competent to do their tasks, and to give them adequate training
- to prevent accidents and cases of work-related ill health
- to maintain safe and healthy working conditions
- review and revise this policy as necessary at regular intervals

All members of staff have to:

- co-operate with supervisors and managers on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety
- report all health and safety concerns to the Director
- participate in safety reviews and assessments

## **Risk Assessments**

Risk assessments are completed by the Director and reviewed annually, should the work activity change a new assessment will be completed as soon as practicable.

All new contract worksites are visited and assessed before work on the contract starts and members of staff are briefed accordingly.

## **Equipment and Machinery**

All Woolley Moor Nurseries Limited machinery and equipment is licensed as necessary and maintained to a high standard and fitted with the recommended safeguards. Any faults should be reported to the Director and under no circumstances, should faulty equipment be used to complete a task.

Staff have suitable experience in the use of the appropriate machinery for the tasks they will undertake.

## **Personal Protective Equipment**

Staff are provided with all the necessary personal protective equipment for the tasks they are involved with. Each member of staff is responsible for checking the condition of the personal protective equipment before use and for obtaining a replacement from stock for any item that is defective in any way. Staff are also responsible for checking that they have all necessary personal protective equipment before leaving the Nurseries for off site work.

- Staff will wear all appropriate personal protective equipment as per manufacturer's recommendation, including those to meet the Noise at Work regulations
- To minimise injury to staff or members of the public near mowing/strimming areas, the area will be checked for stones, broken glass etc prior to starting

## **Control of Substances**

Prevention of exposure to hazardous substances is our main aim and where prevention is not reasonably practicable, we achieve adequate control. Woolley Moor Nurseries Limited is licensed to use agricultural and horticultural substances and is managed and regulated by both DEFRA and MAFF. In managing grounds, Woolley Moor Nurseries staff may use substances to control weeds.

- All substances will be kept locked in the vehicle when not in use
- Staff will wear all required personal protective equipment
- Substances will be used and stored in accordance with the Manufacturers Material Safety Data Sheet which details the composition of the substance, hazards, first aid measures, fire fighting measures, etc
- Substances will be used in accordance within the recommended dosages and with regard to the prevailing weather conditions.
- In the likelihood that any mixed solutions are not completely used, these will be taken back to the nursery premises and stored in appropriately labelled containers for later use
- Woolley Moor Nurseries follows the "Green Code: Code of Practice for the Safe Use of Pesticides on Farms and Holdings" promoting the safe use of pesticides, a copy is available at:  
[http://www.pesticides.gov.uk/uploadedfiles/Web\\_Assets/PSD/Green\\_Code.pdf](http://www.pesticides.gov.uk/uploadedfiles/Web_Assets/PSD/Green_Code.pdf)

## **Biological Hazards**

Infection can arise from rat's urine, putrefying solids or contact with material which has been used by drug abusers. Diseases including Tetanus, Leptospirosis, Hepatitis A and Aids

- Staff will maintain high standards of observation, good hygiene and the correct use of Personal Protective Equipment, keeping cuts/broken skin covered with waterproof dressings and wash before eating, drinking or smoking.
- Staff will check the work area for discarded equipment used in drug abuse.

## **Manual Handling**

- Staff have suitable experience in lifting and handling equipment and as reasonably practical, items will be delivered as close as possible to the worksite
- Where appropriate two people will lift and staff will make the appropriate use of ramps and barrows/trolleys
- Pathways will be checked for tripping hazards before moving any equipment

## **Training & Information**

The Health & Safety policy statement is provided to all members of staff at induction and regular training sessions are provided as staff move on to new or different tasks. Work that is considered to be a High Risk is always completed in pairs (or more if required). Part time and young members of staff are assigned an appropriately experienced supervisor, who will mentor them in their duties and train them in tasks that are in the low to medium risk category. The supervisor will assess their competency for each task. Part time and young members of staff are not expected to participate in high risk activities.

## **First Aid**

A suitably stocked first aid kit is located on site in the staff office and in the Woolley Moor Nurseries vehicle and all staff carry mobile phones for emergency communication. Two members of staff will be present for all activities considered to be high risk. Woolley Moor Nurseries emphasis is always on accident prevention.

Any accidents are recorded and if required reported in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

## **Monitoring**

Designated supervisors will monitor the work activities and the Director will complete a number of spot checks including visits to off site locations.

## **Emergency Procedures**

Fire extinguishers are located at the nursery and in the Nursery vehicle. Water hoses are located across the Nursery site and water taps are available in the fields. Fire extinguishers are checked annually and re-stocked after use.

All walkways at the Nursery are to be kept clear to prevent a tripping hazard and all members of staff are expected to clear any obstructions that they see.



## **Structural Testing**

Parish Councils are responsible for obtaining and managing the stress testing of lamppost on an annual basis, providing confirmation of the outcome before Woolley Moor Nurseries will plan the installation schedule.

## Risk assessment for Installation, Care & Maintenance of Street Lamppost Planting

### Roadside Working

Risk	Mitigation
Before commencing work	<p>Before any work commences an assessment will be made of the prevailing weather conditions and to identify any hazards in the work area. To remove all risks, Woolley Moor Nurseries staff will not perform any duties at roadsides during extreme weather conditions</p> <p>The worksite will be inspected before any work commences to identify any hazards.</p> <p>All Councils must provide Written Confirmation of Lamppost Stress Tests before the commencement of any work</p>
Working at Height	A site specific or local risk assessment and the recording of control measures must be carried out when carrying out this operation when transporting, hanging, maintaining and removing hanging baskets. Hard hats will be worn by staff working on the ground. Standby man working on ground to prevent pedestrians walking under the ladder.
Ladders	Ladders maintained in good condition, adequately secured (lashed) and placed on firm surface.
Fertilizers & Dressing	<p>All staff trained in the risks, use and storage of chemicals.</p> <p>Ensure COSHH assessment in place and relevant. Only store minimum material.</p> <p>Remove old materials to approved disposal</p>
Equipment Maintenance	Maintained in accordance with manufacturers guidelines
PPE	<p>Ensure PPE issued and worn by staff Plants with thorns, Eye damage and skin puncture, and scratches from contact with, thorns and spines to employees and others.</p> <p>PPE, including gloves, face and eye protection to avoid irritation</p>
Risk of staff being hit by moving vehicles/Risk of damaging parked vehicles.	<p>Pedestrian and vehicular access will be defined by the use of traffic cones/barriers. High visibility clothing "glow" vest or jacket are worn by staff. If safe access is not possible due to parked vehicles or where a risk of damaging a parked vehicle exists, staff will not start work at that location, but will come back later</p>
Vehicle	To the driver passenger and pedestrians. Flashing beacons on van to be operational, hazard warning lights will be engaged
Protecting the public	<p>Staff will ensure that an adequate walking route for pedestrians, and appropriate access for wheelchairs, prams, mobility scooters is maintained at all times.</p> <p>Hoses will be appropriately stowed at all times. Any excess of water will be brushed into the drainage system</p>
Manual handling	Staff are capable of managing equipment and have been supplied with the recommended information and instruction
Slips, trips and falls	<p>A safe and secure footing is to be established, especially when standing on soil.</p> <p>The area is swept clean at the end of each day</p>