



Horticulture



*The route to a complete  
Horticulture solution*

## Market-leading support services tailored to *your* marketplace

At OCS, as one of the UK's leading providers of property support services, our broad range of expertise and wholly-owned resources enable us to provide a diverse portfolio of services, from catering, cleaning and security, through to hygiene and horticulture.

Decades of experience in delivering specific support within a number of key business sectors has enabled us to combine our services into industry-specific packages that provide greater efficiencies and even better value for our customers.

So whether you choose one specific service, or a fully-integrated suite of support, with OCS you can be assured of the highest levels of service delivered by people who truly understand your marketplace.



Chris Cracknell  
Chief Executive



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## OCS Horticulture - developing partnerships that deliver excellence

**Beautifully landscaped gardens and immaculate outside spaces speak volumes about the towns, cities, buildings and businesses they adorn. However keeping your greenery green and public areas clean takes experience, careful planning and technical skill.**

For more than 30 years OCS Horticulture has been providing professional horticultural services to a range of businesses and organisations including local authorities, Government agencies and blue chip companies. Over this time we've grown to become one of the leading names in landscaping and grounds maintenance. Today, as part of the OCS group, the UK's largest privately owned support services company, we provide a wide range of specialist services which can enhance the natural environment and, more importantly, reflect positively on your organisation's image.

Our unique approach to business leads to the high levels of customer satisfaction and the long-term relationships we enjoy. Our business is built on successful partnerships and our ethos of working closely with our customers to achieve the right results every time. We listen to our customers' needs and tailor our services accordingly. We establish and maintain a clear, open and honest dialogue with our customers where we agree the goals and find the most effective way to ensure they are achieved.

With a clear understanding of your exact needs, and using tried and tested practises combined with the latest technology, we deliver tailor-made solutions that meet your specific requirements.



## Core and specialist services

**At OCS Horticulture we offer a truly comprehensive range of services designed to meet every possible requirement.**

Our comprehensive range of services includes:

[Grounds Maintenance](#)

[Landscape Design and Build](#)

[Interior Landscaping](#)

[Arboriculture](#)

[Street Cleansing](#)

Our core skills lie in exterior grounds maintenance, from single-sites to multiple locations nationwide. Using either permanent on-site staff or mobile teams, our grounds maintenance service provides much more than just grass cutting and can extend to a multitude of ancillary services including airfield maintenance, sports pitches, green waste programmes and environmental consultancy.

Through the regeneration of outside space, we can create innovative and imaginative landscape design solutions using our in-house landscape architecture service. CAD technology is used to produce technical specification drawings, 3D virtual 'walk-throughs' and photographic visualizations for both exterior and interior environments.

In addition to our design service we also provide plant displays to brighten reception areas and create welcoming office environments.

Whichever of our services you choose, you can be assured that each will be delivered to the exacting standards that have become our trademark. And, as part of the OCS Group, our offering can be integrated with all OCS services to provide 'one complete solution' in the fullest sense. For example, many of our contracts combine cleaning and catering with horticulture to provide a totally integrated solution.





## Proactive partnering

**At OCS, we understand the value of close working relationships and the success that can be achieved when true partnership is put into practise.**

A clear understanding of our customers' specific requirements and aspirations is the first vital step to enable a productive partnership to really blossom. Together we will agree a programme of works and ensure resources are in place to turn your vision into reality.

As part of our partnership, we encourage regular performance reviews in order to measure achievement at predetermined stages of the contract, demonstrating our confidence that when we promise you something, we will always deliver.

Our commitment to open-book accounting and our 'cost plus' approach to pricing means that you benefit from complete transparency from day one. Providing a clear picture of costs and margins at the outset ensures visibility for the life of the contract.

Experienced in the role of partnering contractor we can be responsible for wider projects if required, liaising with sub contractors and suppliers and ensuring the result you want is delivered on time to the standard you expect.

By nurturing a strong working relationship built on trust and openness, together we can create an environment in which your expectations are met and indeed exceeded.





## Our people

**People are the most important asset of any business and at OCS we recognise that the quality of our personnel has a direct impact on our growth and continued success.**

*We are proud to be part of a group that has achieved Investor in People status.*

Whilst many of our staff are employed for their horticultural experience, all staff undergo appropriate and continuous training to meet our high standards and legislative requirements. This continuous process includes specific training in Health and Safety and personal protective equipment to ensure that each member of the team has the knowledge to minimise risk to themselves, their colleagues and those within the communities in which we operate.

We are highly experienced in the transfer of existing personnel through TUPE and, over the years, we have developed our own structure in line with best practice to make the transition as smooth as possible for both the employee and employer. All staff who choose to transfer undergo our standard induction and training to ensure that they deliver the high standards that we expect from each of our employees.

Throughout their career, our staff are encouraged to improve their skills and, in turn, are given opportunities to progress through the company. Many of our senior management started on the bottom rung of the ladder and through hard work, commitment and the personal development programmes we operate, they have climbed to the highest levels of our organisation. We recognise those who demonstrate exceptional commitment and achievement through our 'ABCD awards' (Above and Beyond the Call of Duty) and long-service awards presented for reaching career milestones.





## Innovation & environmental management

**Whilst age old skills and 'green fingers' are as important today as they always have been, the tools of our trade now extend beyond traditional horticulture. At OCS we recognise that new technology can bring increased efficiencies and reduce environmental impact.**

We use the latest GIS (Geographical Information Systems) mapping equipment to carry out accurate grounds surveys, ensuring that every tree, or even shrub, is included. The topographical data we collect also enables us to account for contours in the landscape and our landscape architects use this information to create interesting and effective designs.

As well as using the latest equipment to help us carry out tasks more efficiently, we have also introduced more advanced means of monitoring quality and performance in real time. Operatives are equipped with PDAs (Personal Digital Assistants) with which they can record and relay data from each site, enabling us to compile accurate management information faster than ever before. By giving our customers access to this data via a secure portal, they can monitor our performance at the touch of a button. Such high levels of transparency benefit both parties, enabling any issues to be identified and resolved quickly and efficiently.

Our paperless approach also has beneficial environmental repercussions and, as you would expect from a company that works closely

with nature, we have gone the extra mile to ensure our environmental approach is not only innovative but effective.

Each year we recycle approximately 1,800 tonnes of leaf fall and dead wood which goes back into our projects as wood chippings and any mulched green waste is reused in our landscaping projects. We operate a 'closed-loop' recycling policy where possible on many sites throughout the UK and we work with local businesses to set up joint environmental initiatives. One such example is the partnership we have with Bio-Mass power station where we supply surplus wood chips, free of charge, which are used as a fuel for energy production. To further reduce our carbon footprint, the vehicles we use are chosen for their low emissions and a proportion of the fleet has already been converted to run on LPG.

At OCS we pride ourselves on our effective management of SSSI's (Sites of Specific Scientific Interest), this is evident through our ongoing work on several sensitive government sites where we have initiated both short and long term environmental policy agreements.

We're proud to be a part of a group that has achieved the environmental standard, ISO14001, and it is steps such as these that have helped us to earn this important accreditation.

## Industry Associations

British Association of Landscape Industries  
 Institute of Leisure and Amenity Management  
 Institute of Groundsmanship  
 European Federation of Interior Landscapes Group  
 Arbicultural Association  
 Landscape Training Group  
 The Landscape Institute  
 Business Services Association  
 City and Guilds of London Institute  
 Health Facilities Management Association  
 Association of Healthcare Cleaning Professionals  
 Cleaning and Support Services Association  
 British Institute of Cleaning Science  
 Confederation of British Industry  
 Royal Society for the Prevention of Accidents  
 British Hospitality Association  
 Hospital Caterers Association  
 Association of Catering Excellence  
 British Institute of Facilities Management  
 Institute of Hospitality  
 National Association of Care Caterers



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