

1. Business Practice

We understand that our customer service is vital to the continuation of good relationships with our clients. To achieve this, we have introduced this Code of Conduct and Good Practice. These will ensure the smooth and efficient and common behaviour at Kings Landscapes.

- Kings Landscape will work closely with trusted suppliers to procure the best value goods and services in order to pass savings on to our clients.
- We will only purchase from professional, ethical and sustainable sources to ensure that our materials and supply chain reflects the high standards to which kings aspires.
- Our policy is to work alongside our clients through all phases of the works. An open channel of communication will be maintained between our management team, Key stakeholders and clients to the benefit of all parties.
- We ensure our Managers inspect their sites monthly, as a minimum.
- We will guarantee all our work, including those undertaken by sub-contract labour.
- Wherever possible, Kings will resolve any anomalies that may arise from our works within 5 working days where possible and dependent on deliveries.
- Through our association with BALI, we will seek regular industry specific updates on a broad spectrum of issues including health and safety, employment law, working practices and environmental issues.
- Flexibility within our management team allows us the ability to adapt to a rapidly changing industry and its regulations.
- We will continuously work to enhance our reputation within the industry through everything we do.
- We actively encourage customer feedback and take immediate action where necessary.
- Kings Code is created to ensure we achieve the highest standards of ethical business practices.
- Our offices are manned from 08.30 to 17.30 and out of hour's contact numbers are given to all clients.
- We endeavour to promote and ensure equal opportunities for all thought-out the organisation and our supply chain.

2. Health and Safety

Kings Landscapes are committed to providing the safest possible environment for all its employees and others that may be affected. This is achieved through the support and involvement by everyone at Kings.

a) Conduct on Clients sites

- Kings employees will ensure when onsite they only sign for themselves and will abide by all rules specified by the client and/or principle contractor.
- All Kings operatives will complete a full induction prior to starting work on any sites as appropriate and report any unsafe situation or near misses to the appropriate authority.
- Kings Staff will abide by all safe systems of work created and required by the client.

b) Cards and Identification:

- All Kings employee's carry valid CSCS card and will be fully vetted to ensure they are appropriate based on work status and level of competency.

c) PPE:

- Kings staff and those working for Kings will comply with all PPE requirements set down by the Client as a minimum and will use any additional PPE identified through our risk assessments.
- Kings will follow all PPE rules while on site.

d) Housekeeping: Kings will,

- When on site keep all emergency exits clear of materials and building waste.
- Regularly clear their work area to reduce the risk of slips, trips and falls and always remove rubbish and clear the area at the end of each day.

- Make sure that when storing and stacking materials it is done in safe and sensible manner. There must be enough room to walk around and must not block pedestrian or traffic routes. All stacked material must be stable and no higher than 1.2m metres.

e) **Equipment:**

- Equipment will not be left lying around the site.
- Work Safely and respectfully of others.
- Make other aware of hazards relating to your activities.
- Keep tools and equipment secure when not in use
- Only use equipment you are authorised to use through qualifications or training.

Kings Employees: Personal Values and Conduct

- Reputation with Respect,
- Appearance, Punctuality.
- Community, Team,
- Protect each other and Protect the Environment.
- Values, Ethics, Honesty and Integrity.
- Skilled, Qualified and Professional.
- Quality, The Highest Standards of work
- Take personal reasonable care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions.
- Co-operate with the employer by complying with their safety requirements.
- Not to interfere with or misuse anything provided for safety, health or welfare.
- To use machinery, equipment, substances, transport and safety devices as instructed.
- To inform your employer of any serious and immediate danger and of any shortcomings in safety arrangements that affect him/her personally – providing that he/she has not previously reported them.

3. Environmental Practice

As a company, Kings Landscapes has identified the following areas in which our work impacts on the environment and subsequently the public. We have introduced the following measures to minimize our 'carbon footprint' and do our part in protecting the fauna, flora and the environment as a whole.

- Removal of green waste (grass clippings and pruning arisings)
- Where feasible we will set up composting areas on site

Where this is not possible:

- All arisings i.e. grass clippings from box mowers; pruning arisings and fallen leaves will be collected and bagged up in bulk bags.
- All site employees will transport green waste to Kings Landscapes depot in Milton Keynes.
- Green waste will be temporarily stored in a designated area.
- Bulk waste is shredded at the yard which reduces the volume by 5:1.
- Green waste will be collected from our yard by a licensed green waste operator and disposed of according to current legislation.

a) **Noise reduction**

- All machinery to be checked prior to operation to ensure full and correct fitment of all guards and mufflers. Non-serviceable equipment will not be used until fully repaired.
- Hours of work shall be 07.30 to 19.30 Monday to Saturday to ensure compliance with current legislation governing noise, and after 08.00 for domestic homes.

- All operatives will work in a professional and considerate manner so as to cause minimum disturbance to residents.
- All works will be allocated to ensure that the use of motorised equipment is minimal for the task in hand.
- Battery operated machinery will be considered when buying new machinery.

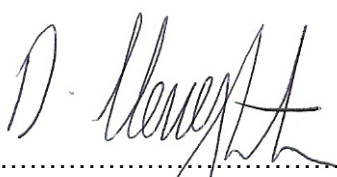
b) Control of fuel emissions and safe use of liquid substances.

- All machinery is maintained as per manufacturers' recommendations to ensure the most efficient performance possible.
- All machinery is assessed on an annual basis and is replaced on a five-year cycle to attain maximum engine economy and reduce emissions and noise level.
- Electrical machinery will be utilised as a preferred alternative wherever practical.
- Larger increased engine output machinery will not be used in confined spaces i.e. alleyways.
- All works will be carried out in a professional and efficient manner in order to ensure that operations are completed in the minimum possible time.
- Controlled use of herbicides.
- Only operators trained and certified in pesticide application will undertake this operation.
- All COSHH regulations will be adhered to.
- Prior to commencement of the works an assessment will be carried out by the Foreperson to ensure there is no risk present to the general public.
- All application of herbicides will cease during wet and/or windy conditions.

- Oil stored will be within bunded lockups
- Fuel spill kits are available within the yard and company vehicles
- Chemical spill kits are available within the yard

c) Machinery

- Where possible use mowers that cut and drop as much as possible in order to minimise the amount of waste produced which also provides a cost saving for the client.
- Use of diesel operated machinery to minimise the risk of fire.
- 90L spill kits must be available on site at all times.
- Identify ways to minimise or remove energy consumption
- Look for sustainable alternatives to current methods and equipment.

Signed.....

David Houghton
Managing Director

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