

## Awards Galore for 2009!

Following on from the BALI 2008 achievements, Quadron has had another year of unprecedented success in National Awards, winning three categories in the Horticulture Week's Landscape & Amenity Awards:

### HorticultureWeek Landscape & Amenity Awards 2009

Winner



Quadron team at the Award Ceremony, held at the Grosvenor House Hotel in November 2009.



Apprentice of the Year, Andy Pember (left) with College Lecturer, Mike Hinton.

- **Contractor of the Year**
- **Partnering Award**, with The Royal Borough of Kingston upon Thames
- **Apprentice of the Year** – Andy Pember in Birmingham

An additional seven Green Flag awards were gained for Quadron maintained parks, including the London Borough of Hammersmith & Fulham's first ever awards, and a win for one of Quadron's new contracts, Moonlit & Sunset Park in Birmingham. The London Borough of Southwark won an additional two and both the Royal Borough of Kensington & Chelsea and Hastings Borough Council gained an additional one Green Flag standard park. All previous Green Flag awards were also retained.

Quadron's clients were successful in the In Bloom awards as well with The Royal Borough of Kensington & Chelsea winning Gold and Category Winner, Hammersmith & Fulham gaining its best ever result with Silver Gilt, Southwark retaining its Silver Gilt and Kingston its Silver each for the third successive year.



RBK officer, Rob Waite (centre) with Quadron's Horticultural Development Manager, Andy Kauffman (left) & Contract Manager, Mark Garthwaite.

Moseley in Birmingham gained a Gold in the Heart of England In Bloom awards and thanked Quadron for their "support and efforts and the continuing hard work". The five Mendip towns also had excellent results in the South West in Bloom with Gold for Wells.



Green Flag success for Hammersmith & Fulham.



Fredy, delighted with his Green Flag for Moonlit & Sunset Park.

Have you visited our new website yet? [www.quadronenvironment.co.uk](http://www.quadronenvironment.co.uk)

Do you have any stories or articles to contribute?  
If so, send brief details and photos to  
[jo.daughtry@quadronservices.co.uk](mailto:jo.daughtry@quadronservices.co.uk).

Coming soon... an intranet site for accessing  
all the company's forms and procedures then  
some on-line training modules!

# Developments in Property...

Well, most of you will have heard various rumours about our former property division by now, so to set the record straight, here's the truth:

The Property Services division was formed into a new company "Quadron Property Services Limited" (QPSL) and sold in December 2008 to Renovo Services Group, backed by Sovereign Capital. QPSL went into administration in November 2009 following financial failure.

Quadron Services Limited (our company) agreed to take back some of QPSL contracts to help out our former clients and ensure a seamless service and ongoing employment for former colleagues. The contracts that we now manage are:

- North Somerset Housing Response Maintenance, Voids & Capital Works
- North Somerset Council Municipal Works
- English Heritage: various sites in the West & South.
- Mansells "Pride Project" on behalf of Woking Borough Council

- Weston College: Electrical work and consultancy.

We will run these contracts until the end of their current terms. Quadron's focus as a specialist horticultural & grounds maintenance company has NOT changed as a result of this. Business continues as normal for everyone.

## Welcome return

A welcome back then to certain former colleagues: Ian Carpenter will head up the Property contracts, with Dennis Wood and Mike Harris managing North Somerset Housing, Graeme Sutherland managing the municipal works, Viv Griffiths and Roger Scobie looking after English Heritage and Trevor Worsfold running the Woking gas contract.

Also rejoining us on a permanent basis are Andy Meaden as Senior IT Manager and Elaine Callaghan as Training & Project Manager. We believe the addition of these positions will provide significant extra support to operations. Watch this space!

# Employees of the Month

## June

Mark Imms, Ladywood, "Professional and Dedicated"



## July

Ana Beliak, Kensington & Chelsea, "Quietly just gets on with it"



## August

Adrian Doggett, Bristol, "Excellent output"



## September

Ric Glenn, Dulwich Park, "Excellent leadership and organisational skills"



## October

Jo Pryor from the Compliance team for her work in retaining the ISO9001 status for RBKC and the brilliant suggestion of an Intranet site



# ISO update

Suzanne Burge, our Quality & Systems Manager based in Birmingham, is project managing the introduction of an integrated Business Management System, working closely with John Black and Jo Pryor in the Compliance Department.

Current documentation will be revised to create a system that's ISO9001 (Quality), ISO14001 (Environment) and OHSAS 18001 (Healthy and Safety) ready.

Suzanne said "This new system will improve communication and accessibility. By consolidating our processes we'll save on costs, time and resources. More importantly by gaining company wide accreditations we'll be seen as a progressive company by our customers".



Suzanne Burge, Quality & Systems Manager

# Financial update

Well done everyone, we hit target for the first six months!

But the hard work comes now in the winter months, so please keep focussed and cost-aware! "Every little helps" as they say at Tesco, and you can all do your bit to help to ensure QSL stays healthy and sustainable!

# And finally...

A caption competition.

What did Martyn say to Clive to put this look on his face at the recent Saltex show? £20 prize for the best suggestion! Email entries to [venda.thompson@quadronservices.co.uk](mailto:venda.thompson@quadronservices.co.uk) please.



Please, tell us what you think...

Quadron prides itself on involving and consulting with all stakeholders. One of the most important stakeholder groups is you, our employees.

Without skilled, motivated and enthusiastic staff Quadron will not achieve excellence in customer

service. We welcome your feedback and ideas for service improvements and ways of improving customer satisfaction levels. Please email [staffcomment@quadronservices.co.uk](mailto:staffcomment@quadronservices.co.uk) to pass on your views and suggestions. Alternatively visit our web site and complete the on line feedback form. **Thank you!**