2025

Plant Health Policy

majestic trees

Majestic Trees

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Steve McCurdy – managing director

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Carlos Guinand – nursery director

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Eliot Barden – operations director

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Maria Bengtsson – pruning & stock control director

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Pest risk analysis

Please see appendix.

Supply chain management

Practically all supplied trees are inspected and chosen in the grower's field by an experienced member of Majestic Trees and attached with a numbered security tag which remains on the tree until its final inspection after arrival.

Choosing the trees in person makes it possible to observe and question the growers on their biosecurity standards and discuss which pest and disease threats they're experiencing in their area. This provides a better understanding of their work ethics and whether they genuinely care about developing a healthy product.

Moreover, the business takes great pride in building long-lasting relationships where the supplier becomes a colleague and business isn't just a set of transactions but an exchange of views and local intelligence. In this environment, trust and friendship creates a transparency which greatly aids and simplifies our biosecurity management.

Any stock which forgoes in person selection is only sourced from trustworthy suppliers where the relationship is strong and well-established.

Several suppliers also regularly, some annually, travel to Majestic Trees to inspect their stock. This gesture instills confidence and assurance, as well as providing additional opportunity for interaction concerning production standards and quality.

Further to this, each supplier is requested to fill out a survey where they can demonstrate and provide evidence of their plant health practices. Returned forms are logged and stored on the local company hard drive.

Together, these methods offer a sound knowledge basis and aid in the process of supplier selection.

Plant health hygiene and housekeeping

Growing media and soil

Compost is delivered by walking-floor artic trailer direct to the purpose built, covered compost bay. The bay is constructed of solid sides which prevent contamination into or out from the bay. The bay has a solid concrete floor and has been constructed on a gradient with a regularly cleaned out drain at the entrance to prevent rainfall from entering the bay from the top yard. The area is kept weed free and free from plant material in general.

The full material standards can be found in the file titled 'ICL Raw Material Standards' located in the appendix.

Weed management

Strict weed management is carried out across the side by various means. Hand weeding, grass cutting, strimming and chemical application by knapsack and boom sprayer are the primary methods, always adhering to an integrated weed management system. Residual, selective and broad-spectrum herbicides are used at optimal times during the growing season to maximise effectiveness while keeping chemical usage as low as possible. New products, equipment and cost-effective methods, are continuously trialled to find more ecological alternatives to weed control as part of the integrate management system. As an example, incorporating mulching has reduced the use of herbicides by 50%. Please see chemical records for further detail.

Water usage

To maximise plant health, water quality is regularly checked and adjusted. Prior to entering the irrigation system, the water is both sand and micro filtered. Acid and chlorine are injected for optimal pH to plants and ensure the water is clean from microorganisms. Fertigation occurs 3 times per week throughout the growing season via a dosatron. The nursery team also performs regular checks of the water condition throughout the year, testing pH with litmus kits and conductivity per an EC meter.

ICL water testing results plus water quality reports by John Adlam at Dove Bugs/Dove Associates are available at request.

Cleaning and sterilisation

The yard is swept clean of mud and debris by machine 2-3 times a week depending on weather conditions. The surrounding plated roads across the site are similarly swept clean as required.

Machinery is fully cleaned on a weekly basis using a heated pressure washer including tyres and attachments. If a potentially diseased tree is being moved or destroyed the forks will be thoroughly disinfected immediately. Please see machinery maintenance records.

Delivery vehicles with loads which enter the nursery grounds may, depending on consignment type, weather and general conditions, be subject to cleaning procedures. This includes debris removal and sweeping of lorry beds. Tyres can also be cleaned by heated pressure washer if required.

Plant treatment tanks are thoroughly cleaned and sanitised, externally and internally, after each chemical use.

Waste soil skips and compost skips are colour coordinated to avoid cross contamination.

The nursery tearoom, rest room and locker room are cleaned and sanitised every morning by nursery staff.

The team carries out regular tool maintenance to pruning equipment using chemical sterilant (Hortisept and Propellar) to mitigate bacterial, fungal and viral inoculation between stock. If diseased material is to be pruned, specific sterilisation is made between each cut.

Waste treatment and disposal

Majestic Trees operate a Waste-To-Water machine which collects all surface runoff from hard standing surfaces in front of machine and truck washing area and treats this with microbes which remove contaminants before pumping clean water to the reservoir to be used as irrigation water. Please see Waste-To-Water records.

Majestic Trees incorporates various waste management systems including the removal of green waste by skip, recycling waste by bin and general waste by skip. Any diseased material is destroyed via incineration at designated on-site location. Muck away is stored and kept away from the yard in a designated bay adjacent to the incineration site.

General waste and recycling are collected by Cawleys Waste & Resource Management with the green waste managed by Green Skips Limited. Muck away, collected from customers during planting jobs, soil waste from sweeping and root balls are taken to landfill by contractor J F Hoare as required.

Visitors

Visitors who wish to walk the nursery are offered clean Hunter wellies to borrow throughout their stay. Upon return to reception, boot washers are readily available to clean off any mud, dirt and debris.

Areas and/or trees which are unsafe, due to potential hazardous plant health conditions or harmful pest management regimes, are visibly and verbally communicated upon arrival as well as clearly identified via barriers.

For transparency and clarity, trees with minor health deficiencies, such as crown gall, which do not impair vitality and can be sold but may impact the future planting area, bear an additional bright blue label.

Trees which are unfit for sale, due to poor roots or other unsatisfactory development, are indicated with bright green labels, and those with aggressive weeds, such as horsetail, with bright orange. Both groups are removed from active stock until cleared by the production team.

Plant health controls

Goods in

All inbound consignments are recorded in the horticultural software system (Passfield), documenting arrival date, supplier, tree species/cultivar, whether root ball, bare root or container, quantity and size. Each entry receives a unique order number with linked batch numbers for corresponding trees. Trees which arrive in a shared consignments from multiple suppliers are divided and logged separately according to nursery origin.

Upon arrival, each shipment of trees is thoroughly inspected by trained nursery staff during the offloading process. At this time, each batch of trees is also labelled by stock control with an identification tag, displaying batch number, tree name, form, quantity, arrival date and corresponding order number. Should anything questionable be discovered, such trees are

immediately marked, documented and quarantined for further investigation and may not be moved.

Investigation of quarantined stock is conducted by directors, primarily Carlos and Eliot, where initial analysis consists of observation and sampling if needed. Any samples are analysed by either APHA or John Adlam (Dove Bugs/Dove Associates).

If a non-notifiable disease is concluded, and the tree still commercially viable, an appropriate action plan is drawn up to mitigate and treat the issue; otherwise, the tree will be rejected and destroyed via incineration. Throughout the process, suppliers are notified, and relevant staff can view and stay informed of the tree's status via the software system.

Should analysis result a notifiable disease, or if investigations are inconclusive, APHA are immediately notified who will dispatch plant health inspectors to assess the situation.

Further to this, to safeguard the nursery from outside contamination, all arriving pallets are subject to inspection to ensure they are properly stamped in accordance with the ISPM 15 guidelines. Suppliers are informed that any plants/shipments which arrive on unstamped pallets will be immediately rejected.

Traceability

Majestic Trees manages its operations through the horticultural software system Passfield where all processes, from purchase orders and stock management to sales, deliveries and invoices, are directly linked to the tree's batch number.

Created during the purchase order process for each arriving consignment (as explained in Goods in), the batch number is a unique 6-digit code which correlates to a vast amount of data surrounding the tree's identity, history, handling and status.

This includes, but isn't limited to:

- Species/cultivar
- Supplier data
- Date of arrival
- Cost
- Size
- Form
- Price
- Container
- Location
- Growth
- Reserved/Sold/Delivered/Invoiced status
- Relevant customer data
- Plant management
- Quarantine status
- Wastage

Treatment and mitigation

Plant treatments (spraying and drenching) are manually logged and kept on file, either as excel documents or as physical records, stored and controlled by the nursery manager Carlos Guinand.

Majestic Trees has invested heavily in pest control solutions ranging from mist blowers to industry leading, tractor mounted electrostatic application that not only provides near total control, but also minimises drift, wasted chemical and dramatically reduces environmental impact.

Dispatch

During the packing process, where root ball and crown are prepared for dispatch, each tree is thoroughly checked prior to loading by the yard team. This involves:

- Overview of general health and vitality
- Root ball integrity inspection
- Pruning out deadwood

To certify the tree's health, and as part of the legislative requirement, plant passports are produced and accompany the load to its destination where presented to the customer or left attached to the tree.

If the tree is found to be of questionable quality, depending on the issue, the relevant sales advisor + various staff and/or managers are alerted:

- Aesthetics – Pruning trained member of staff
- Structural integrity – Maria, Eliot or Carlos
- Pest or disease – Carlos or Eliot
- Root ball integrity – Carlos or Eliot

Trees which fail dispatch inspection are either put back on the nursery or placed in quarantine with an appropriate treatment plan or wasted (incinerated) if commercially unviable. Should a notifiable pest be discovered, APHA are immediately notified.

Complaints, issues and returns

The procedure for managing plant health related complaints differs depending on the customer's choice of warranty.

As standard, Majestic Trees offers a supply warranty which guarantees the tree is structurally sound, has a good root system, is in good health, and true-to-type. Should Majestic Trees plant the tree, then a one-year establishment warranty is added. The customer can also opt for a comprehensive 'Aftercare' warranty, which, in addition to providing regular care visits, extends the establishment warranty to two years.

Outside Aftercare, complaints, issues and returns are handled by the customer's sales advisor who logs all events within the order in Passfield. This directly updates the relevant batch, where further amendments, such as availability status or wastage can be made by stock control.

Aftercare clients and surrounding services are managed via an external app overseen by the operations director Eliot Barden. Customers are registered under a unique account where all relevant information is kept, including detailed logs for every service call.

Returned trees are always inspected by the nursery or yard team upon arrival. If no major health and/or quality issue is found, the tree is shortly transferred to the appropriate production area. Questionable trees, as with the goods in process, are immediately marked, documented and quarantined for further investigation and may not be moved. Managers are similarly notified and will assess and act as required.

All tree wastage is recorded and categorised as follows:

Reason Code	Reason Text
CUSTOMER RETURN	Customer Return
D.O.A.	Dead on Arrival
DAMAGED ON NURSERY	Damaged on Nursery
EXTREME WEATHER	Failed due to extreme weather
FAILED - OUR FAULT	Failed in Nursery
FAILED - SUPP. FAULT	Warranty - Failed to Establish
FAILED OVER TIME	Failed outside warranty, not our fault
GAVE AWAY	No charge give-away
LANDSCAPE	Used in Landscape
LOST IN NURSERY	Lost in nursery
NEVER ARRIVED	Did not arrive from supplier
NO WASTE	Documentation Only
P+D	Pest and Disease
REJECTED	Insufficent quality on arrival
RETURNED	Returned to supplier
UNSALEABLE	Unsaleable - ugly

Screenshot from Passfield – wastage reasons

Wastage reports are reviewed annually in conjunction with management meetings.

Monitoring and ongoing plant health assessments

Crop walks are carried out weekly by an experienced, qualified horticulturist where spray programmes are comprised to deal with problem pests. Observations are recorded according to area and species. Any unknown pest or disease is sampled, identified, tested and resolved in the appropriate manner according to its severity.

In the growing season, additional crop walks and audits are carried out every sixth week by John Adlam of Dove Associates. These reports are thoroughly studied and integrated, enabling the nursery team to create a finely tuned management programme and achieve excellent pest control results. Dove Associates reports available at request.

Training and recognition

Plant health competencies

To maintain a high standard of competency, the whole team receives regular, annual training. This comprises of in-house sessions led by Eliot Barden and industry leading experts, as well as external courses and seminars. A key example being GrowTrain who equipped the team with pest recognition skills and identification training so that as lorries are unloaded, the team can

inspect nearly every tree when it is handled and relate to the internal pest risk analysis to ensure that anything untoward is identified and dealt with in the appropriate manner.

Records for the below qualifications and training are kept by finance & HR manager Helen Morgan as hard copies and/or stored on company hard drives.

Nursery team

Carlos Guinand – Agronomy and Crop Science diploma, PA1, PA3, PA6, PA9, Nitric Acid

Eliot Barden – Dip.Hort.Kew (Hons), PA1, PA3, PA6, PA9, Nitric Acid

Maria Bengtsson – MHort (RHS)

Bruce Houghton – PA1, PA2, PA3, Nitric Acid

Richard Pavey – MHort (RHS), PA1, PA3, PA6, Nitric Acid

Thomas Smith – NVQ Level 3, CertHE, PA1, PA3, PA6, Nitric Acid

Ellen Underwood – BSc, PA1, PA3, PA6, PA9, Nitric Acid

Iain Heaslip – Capel Manor NVQ2, Nitric Acid

Philip Reeves – Majestic Trees Traineeship Program diploma, Nitric Acid

Emily Attwood – Majestic Trees Apprenticeship Program diploma

Planting team

Fern Snowling – City & Guilds NVQ2

Carl Batchelor – City & Guilds NVQ2, PA1, PA6, PA9

Nick Wild - PA1, PA3, PA6

Edward Coates – PA1, PA6

Legislation and keeping up to date

Majestic Trees remains in strict adherence to Government policies and guidelines for its acquisition, management and provision of trees. Relevant protocols are regularly monitored by Eliot Barden and Steve McCurdy on the Plant Health Portal, the Government's website and through DEFRA's Plant Health and HTA's newsletters, continuously and closely assisted by the company's assigned APHA plant health inspector.

The business also regularly attends plant health related conferences, meetings and webinars, as well as networking with industry colleagues, providing much needed insight into existing or upcoming legislation.

Should any new regulations and/or amendments arise, these are promptly addressed and discussed with directors, followed by a tailormade action plan for companywide implementation.

Information sharing

The above-mentioned action plan allows for vital information to be channelled down from management level and out to all areas of the business, providing the necessary awareness of plant health issues and management. Its purpose is also to test and assess appropriate methods of implementation, where work procedures can be calibrated to remain practical whilst still conforming to legislative requirements.

Each director bears the responsibility of upholding relevant plant health procedures within their department, as well as applying and assessing any existing action plan. Relevant progression and amendment requirements should be reported to Steve, informing other directors as needed.

All members of staff are responsible to the best of their ability and training, to observe and take note of any noticeable or suspected plant health issue. If a sighting can clearly be identified as a common pest, the tree will be marked, batch number and location recorded and reported, by the end of the day, to Carlos and Maria for treatment and possible stock updates. However, if the cause is unclear and/or severe in nature, the staff member who made the observation should mark the tree and immediately inform Carlos or Eliot for further investigation.