

DESCRIPTION OF SERVICES:

Below is a general guide to the process of working with Oxalis Studio to design, supply, install and maintain an interior landscaping project. Depending on the nature and size of the individual project, we are well versed in working in collaboration with specialist design-led and/or construction contractors.

OXALIS STUDIO DELIVERABLES:

PREDESIGN PHASE: PROJECT INCEPTION & INITIATION

Initial Consultation - Before we provide any Design services, we find it beneficial to have an initial telephone call with The Client to discuss the scope of the project. We will then initiate a first visit to your space for a preliminary survey where we can discuss your thoughts, ideas, and the potential for your indoor planting scheme. Depending on the site's location and length of time needed to get a full understanding of the scope, usually, there will be a fee, based on a standard rate of £37.50 + VAT per hour charged for the initial site visit.

After the initial site visit, we will prepare an Outline Brief with supporting mood boards for the planting scheme together with a rough Proposal/Quotation for our fees, for The Client to formally accept via email before work can progress on the conceptual and design stages.

Concept consultation - Before commencing the design phase, we ask that we meet all the decision-makers for the project (where possible). It is important for us to understand our client's tastes and the different demands of the space. We will discuss the aspirations for your indoor planting scheme and the needs and challenges it provides. This meeting often takes approximately 1 hour and will form the basis of our Design Brief.

After the meeting, we will prepare the Design Brief. The brief describes both the functional needs and the scope of the work to be carried out and must be approved by The Client (after any necessary amendments) before any further work is carried out. This is the foundation upon which all subsequent design work will rest and must clearly meet all The Client's requirements. The design fees reflect the necessary stages, along with a payment schedule to be sent to The Client/s for review. The Proposal/Quotation will be based on the condition of your garden at the time of our Initial Consultation(s) and valid for 30 days.

DESIGN DEVELOPMENT PHASE:

Site Survey and Appraisal: We will visit the space to carry out a site survey before we produce any drawings. The appraisal will log relevant dimensions, and detail strengths, weaknesses, opportunities for improvement, lighting conditions, possible problems, and other relevant factors.

During the survey, we will take photographs, assess natural lighting, and spend time getting a good feel for the site and its surroundings. As part of this visit, we can have a follow-up meeting with you to finalize the brief and clarify anything arising from the survey or site analysis.

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Stage 1:

The initial design step will be supported with a first stage draft drawing in sketch form, to be produced for discussion and development of The Client brief. Any required additions or amendments will be noted. The Client Brief, Site Survey and Site Appraisal form the platform for a schematic drawing (or drawings) to communicate to The Client. It does not go into granular details but helps form areas to be laid out in the space and helps clarify and refine the design at an early stage. This stage will be supported by mood boards of example imagery to support our creative thinking.

These will be sent to The Client via email (occasionally a face-to-face meeting at this stage is necessary) for feedback.

Stage 2:

Once the concept has been refined through client feedback, we draft the layout drawing in 2D CAD and begin the process of drafting the Master Plan to give The Client an understanding of the overall aesthetic. The drawings will be produced for discussion, with any previous amendments having been actioned. Mood board imagery will further develop during this stage.

The draft will be subject to up to 2 rounds of reiterations, sent to The Client for review and feedback via email. In the final round, we will present the Master Plan / 2D Plan of your space and discuss the design providing colour plans, sections, and material palettes with a notation about materials, colours, heights and more. This will often come with samples of materials (where possible) and mood boards. It may be necessary at this point to engage specialists for certain elements of the design to ensure best implementation and we will discuss this at this meeting.

Concept Drawings. Where the budget and time allow concept drawings, often computer-rendered 3D views of the space, can be provided at this stage to understand better what a top-down 2D plan drawing may not.

Stage 3:

CAD drawing of the overall masterplan detailing the general design, including all interior landscaping materials, plants, positions of planters, and other elements such as art, sculpture, and water features.

This will be presented in a face-to-face meeting, either in-person or via Zoom, ideally with all stakeholders (including the relevant contractors). All materials and construction methods will be discussed, and any final amendments noted, to avoid significant revisions during the detailing phase. We will seek your written approval at this stage before proceeding to finalise visuals in 2D & 3D (if scoped).

Stage 4:

Final layout drawings and detailing – including working drawings and technical details for each section of the indoor planting scheme to be signed off by The Client before going into the implementation phase.

If any additional works, such as extra site visits, meetings, discussions, or drawing stages, are required beyond the initially agreed scope, these will be considered out of scope and subject to additional charges.

On certain projects, a higher level of Construction Drawings & Documents may be necessary. This may include...



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- Setting-out plan: a master plan of all construction detailing showing positions of construction features on site: interior planting beds, indoor water features, high-level plant suspension points
- Construction Drawings: Drawings to detail construction methods and materials for each component of the install. These drawings help control the quality, suitability for purpose and compliance with regulations of the finished product and ensure consistency if/when contractor tendering takes place.
- Specification Document: The written specification accompanies the construction drawings and details in written form all aspects of the construction to be undertaken, specifying such things as material finishes, irrigation, soil and compost mixes etc.

THE PLANTING & INSTALLATION PHASE:

This is a separate phase, priced separately in the Proposal/Quotation and is undertaken after the Interior Landscape Design has been approved by The Client.

Oxalis Studio's role during implementation: Whilst many interior plant schemes can be managed and produced by us, in-house, certain projects may need The Clients contractor's to complete specific works.

Planting & Planter Plan: We can provide detailed plans for your indoor space, showing the species, quantities, and spacing of all plants and planters.

Materials schedule: A spreadsheet detailing plant species (and possible substitutes), quantities, pot sizes, furniture and materials to facilitate easy cost calculation and sourcing.

Project Management & Installation: Oxalis Studio, when managing the implementation of the project within our in-house team, covers all areas of the installation process – from sourcing and supplying plants, materials, fixtures and fittings, to arranging transportation, installation, placement, and potting up of the plants.

Planting aftercare: A detailed maintenance schedule and seasonal site visits are not included in our standard services, but if requested, can be provided at an additional cost.

Given the scale of the project or the volume of planting involved, we typically recommend seeking professional assistance to ensure optimal plant health. Indoor plants, being outside their native habitats and often originating from tropical or sub-tropical regions, are more delicate and vulnerable to various issues, relying solely on human intervention for their survival.

We can provide or suggest local expert maintenance teams to support you in the ongoing maintenance of your indoor planting scheme. Furthermore, we have rate cards available to offer 1-2-1 guidance and aid in monitoring the progress of the plants, as well as exploring potential adaptations to the indoor space as it evolves over time. Regular site visits can be arranged to ensure the plants are thriving as expected and to discuss any future adjustments to enhance your indoor environment.



THE IMPLEMENTATION PHASE - CONTRACTOR COLLABORATION:

If the implementation of the indoor planting scheme requires collaboration with another design-led team, such as an interior architect, florist, art curator, or any specialist construction company, The Client will need to negotiate and agree on a separate contract with the chosen Contractor/s. We can provide assistance upon request, including recommending Contractors we have worked with before. However, it is important to note that while we make recommendations in good faith, we cannot be held responsible for any defects in the Contractor's work or supplied goods, nor can we be held liable in the event of a dispute between the Client and the Contractor.

Depending on the level of service required, The Client may request we manage the project all the way through to delivery, which can include full site supervision or several inspections and approval of the construction progress, payments, and variations. If requested, we can make agreed site visits during the implementation phase, liaise between The Client and the contractor, and help ensure the project is progressing in accordance with the design. We will notify The Client of any discrepancies between the design and the actual works being carried out so that The Client may take steps to rectify such changes as they see fit. The number of anticipated visits will be agreed upon and charged as per the agreed cost per site visit.

Liaising with the Contractor and The Client also presents opportunities as the project takes shape, to see if, subject to The Clients approval, there may be small adjustments or variations that could be made to enhance the final result and is a valuable fine-tuning element of the construction.

Throughout the collaboration, Oxalis Studio will maintain coordination and integration with the collaborating parties. The specific details and terms of collaboration with external professionals should be further discussed and documented in separate agreements or contracts between the involved parties.

1. Collaboration and Coordination: If the implementation of the indoor planting scheme necessitates collaboration with the design-led team and/or construction company, Oxalis Studio shall work closely with the said party to ensure seamless coordination and integration of the various aspects of the project.
2. Design Integration: Oxalis Studio acknowledges the importance of harmonizing the indoor planting scheme with a multi-layered project's overall design vision and objectives. Therefore, collaboration with other design professionals involved, such as interior architects, florists, or art curators, shall be facilitated to ensure a cohesive and unified outcome.
3. Regular Communication and Meetings: To facilitate effective collaboration, Oxalis Studio shall maintain regular communication with the design-led team and/or construction company. This may include in-person meetings, video conferences, or written correspondence, as necessary, to discuss design integration, project timelines, and any potential challenges or modifications.
4. Sharing of Relevant Information: Both Oxalis Studio and the collaborating parties shall share pertinent information related to the project, including design plans, specifications, schedules, and any changes or updates. Open and transparent communication shall be encouraged to foster a collaborative working environment.
5. Cooperation and Flexibility: Oxalis Studio understands the importance of flexibility and cooperation when collaborating with external professionals. This includes accommodating design revisions,

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considering alternative approaches, and finding mutually agreeable solutions that align with the overall project goals.

6. **Roles and Responsibilities:** While the specific roles and responsibilities of each party involved may vary, Oxalis Studio shall strive to ensure that the delineation of tasks and responsibilities is clearly defined and agreed upon by all collaborating parties. This shall be outlined in separate agreements or contracts as applicable.
7. **Client's Approval:** Any design changes, modifications, or additions proposed by the collaborating parties shall be subject to the client's approval. Oxalis Studio will present its proposals to the client for consideration.
8. **Dispute Resolution:** In the event of any disagreements or disputes that may arise between Oxalis Studio and the collaborating parties, all reasonable efforts shall be made to resolve them amicably and in a timely manner. Mediation or alternative dispute resolution methods may be employed if necessary.

Tender Documentation: As an additional service, we can send out an Invitation to Tender, meet contractors on-site, assess the merits of the tenders received, produce a Tender Report if required, and send out letters of Acceptance of Tender and letters declining tender to the appropriate contractors. We will also provide you with a standard letter to sign and send out to your chosen contractor, confirming your intention to engage them.

After The Client has appointed a contractor, any changes to the design requested by The Client during the implementation stage may affect your contract with the contractor, and all resulting cost implications and extensions of time (if any) will need to be agreed upon between The Client and the contractor before The Client requests a change in the design by us.

Construction Budget: Some Clients are happy to proceed with a design that incorporates all the features they would like without the constraints of a fixed implementation budget. Other Clients may have a specific budget, in which case, every effort is made to design an indoor planting scheme that reflects this figure. However, it is not always possible to accurately estimate the final cost of a design until it is presented to a contractor for pricing. Once costed, if savings need to be made, there are usually ways of doing this, such as adjusting materials or phasing parts of the project.

The implementation often includes the following phases:

- **Preparations:** Clearing the space, preparing the area for indoor planting, and ensuring all necessary services are installed, such as irrigation or lighting.
- **Construction:** Building any necessary structures, such as planters, trellises, or seating areas
- **Planting:** Installing the selected plants according to the approved planting plan.
- **Finishing Touches:** Adding final fixtures, fittings, or decorative elements, to enhance the overall aesthetic.
- **Snagging and Completion:** Identifying and resolving any issues or problems that may arise during the implementation process. Final inspections and signoffs are conducted to ensure the project is completed to the client's satisfaction.



GENERAL MATTERS

The Survey:

An accurate survey of your space may be required to produce the design. With larger or more complex projects or the complexity of the site, it may be necessary to engage a specialist surveyor to carry out the survey. If you do not know a surveyor whom you wish to appoint, we can recommend one.

Party Walls/Structural Work: If detailed structural work is involved, such as retaining walls, foundations and buildings including matters covered by the Party Walls Act it is recommended that The Client seek professional advice from a building surveyor and/or structural engineer in addition to your appointed Contractor. We accept no responsibility and cannot be held liable if The Client does not seek appropriate advice before and during the construction works.

Lighting, Irrigation and Water Features: Depending on the specific requirements for the indoor planting scheme, it may be necessary to engage specialists for the design, technical specification, and installation of these elements. If requested, we can recommend suitable specialists whom The Client can directly appoint for these aspects of the project.

Plant and materials sourcing: We can assist in sourcing high-quality plants, planters and materials based on the approved design (subject to availability) and in the quantities required for the design. If required, we can order and take delivery of the goods to our business address, and arrange additional transport to the site, or in some instances can be delivered directly to the site ready for installation by the team. Payment for the goods is normally required in advance of delivery. All delivery charges are charged at cost to The Client as charged to us by the stockists or wholesalers.

Plant care: We hope that you will be delighted with the results of our work, however, please bear in mind that plants are living. Indoor planting can be greatly affected by an incorrectly executed plant maintenance regime, and even external factors beyond our control such as extreme temperatures outdoors. We may recommend considering the engagement of a plant care service to assist with the future care of the new planting.

Insurance: We have Public & Products Liability, and Employers Liability up to £5,000,000. Professional Indemnity up to £1,000,000. Covered by Hiscox Insurance Company Limited. Certificates available on request.

Health & Safety: Under the Construction (Design and Management) Regulations 2015 (CDM 2015) a construction phase plan is required for every project involving construction.

The health and safety of operatives during the implementation of a project is critically important and, as such, the designer and client need to be aware of this, not just during the construction phase, but also for the ongoing work that might be carried out by others.

Designers have always had an obligation and duty of care regarding health and safety – producing risk assessments and documenting immediately identifiable problems and potential hazards to contractors, their operatives and sub-contractors.

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The 2015 regulations require that this information is prepared during the design process and compiled as a Health & Safety File to then be passed to the contractor to be developed into their construction phase plan.

After the initial client consultation phase, Oxalis Studio, upon instruction, is to proceed with the design, and must request from The Client any information which might affect or impact on the design and resultant potential risks; then commence with the design and with the Health and Safety Folder.

Once our appointed phases are complete, Oxalis Studio will pass the Health and Safety Folder to any additionally appointed contractors. The Health & Safety File should then be developed into the contractor's Construction Phase Plan, which needs to be reviewed and updated as required – for example, changes to the design, materials and previously unknown items and elements which may arise. During this phase, the designer is not responsible for the upkeep of the file but is likely to be consulted by the contractor and be required to contribute to it.

Upon the completion of the work, the contractor is to hand the file to you, The Client, as a comprehensive Operating and Maintenance Manual. This can be used by future designers and contractors on any later works. Additionally, to the preparation of the Health and Safety Folder, the project may become notifiable to the HSE. The Client has the initial responsibility for this, but the (principal) designer is more than likely to assist and take on this task.

The project becomes notifiable when the construction work lasts longer than 30 days and has more than 20 operatives working simultaneously at any point in the project; or if the construction phase exceeds more than 500 person days. The Client is required to notify the HSE as soon as practically possible.

Completion and Handover: As the project draws to a close, we will schedule a meeting with you, The Client, at the site to conduct a thorough review of the scheme. This meeting will serve as the official handover of the project, signifying that the responsibility for the future care and maintenance of the indoor plants now rests with The Client. During this meeting, we will also provide you with valuable general advice on how to properly care for and maintain the indoor plants. Depending on factors such as the size of the space, level of horticultural knowledge, and the availability of time for plant care, we may suggest considering the engagement of a professional plant maintenance service to assist in the initial or ongoing care of the newly implemented planting scheme.



CLIENT'S RESPONSIBILITIES

- Obtain any necessary permissions or licenses required for the indoor planting scheme and provide details of any relevant restrictions.
- Cover any fines or damages and indemnify Oxalis Studio from any costs, claims, damages, liabilities, and expenses arising from any breach of permissions or licenses.
- Carry out correct and regular maintenance to facilitate the ongoing establishment of the indoor planting scheme.
- Provide necessary facilities, such as water and electricity, and ensure unimpeded access to the space during working hours for the duration of our involvement in the project.

Additionally, The Client agrees to make all necessary arrangements to enable us by arrangement, to visit and view the garden, and to ensure it is safe and that we have unimpeded access to the garden during working hours for the duration of our involvement in the project. To provide any necessary facilities to perform the Design Services including during the installation phase, water, electricity, use of lavatory etc.