

Arboricultural Association

APPROVED CONTRACTOR (AC) STANDARDS 2024



Arboricultural
ASSOCIATION
trees.org.uk

The home of tree care

Version 1 - February 2024

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STANDARDS

The AC standards are broken down into four modules:

| | |
|-----------------|--|
| Module 1 | Worksite Safety Inspection |
| Module 2 | Work Quality Inspections and Arboricultural Knowledge |
| Module 3 | Customer Care and Office Procedures |
| Module 4 | Health, Safety, Environmental Management and Workplace Inspection |

Note: Module 1 and Module 2 are assessed by an Association assessor visiting the contractors' sites, yard and workshop. Specific requirements for Modules 1 and 2 may vary depending on Business Size.

Note: Module 3 and Module 4 (except Workplace Inspection) are assessed by the Association remotely (once the contractor has submitted the relevant evidence).

These standards should be read in conjunction with the Arboricultural Association Approved Contractor Handbook.

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Version 1 – February 2024

Arboricultural Association Ltd. A company registered in England at The Malthouse, Stroud Green, Standish, Stonehouse, Gloucestershire GL10 3DL, UK. Company number 4070377. The Arboricultural Association is a registered charity no. 1083845.

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INTRODUCTION

As the leading voice on all matters arboricultural in the UK, the **Arboricultural Association (the Association)** provides a home and membership for all those employed within the sector. The Association's vision is **inspiring, supporting and promoting the tree care community for a society that better appreciates and cares for trees**. The Strategic Plan can be downloaded from the Association's website at www.trees.org.uk.

The Association provides the standards, training, support and recognition that put our members, in the UK and overseas, at the peak of their profession. We work in partnership with other organisations and stakeholders to achieve successful results for our membership and the wider profession. In addition to being a professional membership organisation and industry standards body, the Association is also a registered charity.

The Association administers the Approved Contractor (AC) Accreditation Scheme. The purpose of the AC Scheme is to raise standards in arboricultural practice across the profession by encouraging contractors to meet robust requirements that relate to the quality of tree work, health and safety, professional standards, and good business and customer care practices. The accreditation is applied to a business and not an individual arborist. The AC Scheme and its management processes are ISO 9001 (2015) certified.

The key values of the Scheme are:

- **High-quality tree care.**
- **High-quality customer care.**
- **Compliance with current health and safety legislation.**
- **Compliance with the law.**
- **Good business practice.**

The requirements of the AC Scheme can be simply defined as high-quality tree work, undertaken safely and legally, combined with high-quality customer care.

This document sets out the AC Scheme Standards – the standard against which an AC Applicant is assessed or reassessed. The Standards are reviewed annually and updated as required.

This document should be considered in conjunction with the Association's AC Handbook, available here:

www.trees.org.uk/Become-an-AC



WORKSITE SAFETY INSPECTION

| Business Size (staff nos.) | Minimum number of active worksites to be presented |
|-------------------------------|---|
| Micro (1-5) | One |
| Small (6-9) | One |
| Medium (10-19) | Two |
| Large (≥20) | Two |

Specification – Assessment

The active worksite presented during initial assessment must include rigging operations (the process by which trees or parts of trees are removed in sections, controlled using ropes, pulleys and friction devices). A MEWP and/or rope and harness can be used at assessment.

Specification – Reassessment

The active worksite presented during reassessment must include aerial tree work operations that could include pruning or dismantling which is carried out from a MEWP and/or via rope and harness.

CRITERIA

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| 1.1 | The contractor shall provide evidence of 'paperwork' (documentation) specific to the active worksite that includes: <ol style="list-style-type: none"> a. Job sheet/work specification. b. Site-specific risk assessment including, e.g., emergency contingencies/rescue planning, welfare, environmental considerations etc. c. Site-specific method statement (as applicable). d. If applicable, tree protection consent. |
| 1.2 | Evidence to be provided that operators on site have access to information and guidance that includes: <ol style="list-style-type: none"> a. Generic risk assessments. b. Industry good practice – AFAG, FISA, Association Technical Guides (TGs). c. Relevant COSHH assessments. d. Accident, incident and near miss reporting procedures. e. Any other relevant information to implement risk assessment control measures e.g. Biosecurity guidance, Environmental Protected Species guidance. |
| 1.3 | On-site personnel are suitably proficient/operationally skilled for tasks undertaken , including following good customer care practices as defined by the contractor. |
| 1.4 | Correct PPE is worn and used as detailed within current industry good practice and the contractors' own risk management system. |
| 1.5 | First aid provision is suitable and sufficient, including: <ol style="list-style-type: none"> a. Team first aid provision. b. Personal first aid provision in accordance with industry good practice. c. Number of first aiders available. |
| 1.6 | Fire-fighting equipment is available, secure (when within vehicles), serviceable and subject to periodic inspection. |
| 1.7 | Work equipment available for use on site when inspected by the assessor(s) meets legislative and good practice requirements. |

| | |
|--------------------|---|
| <p>1.8</p> | <p>The organisation of the work is appropriate to the location and type of work being carried out and has considered:</p> <ul style="list-style-type: none"> a. The effects of the contractors' work on anyone else using the shared workspace or anyone who may be affected by their work activities. b. Suitable and sufficient signing and guarding of the worksite. c. Operator roles and responsibilities are understood. d. Clear and unambiguous communication is in place across the operational team. e. Aerial rescue planning. f. Fuelling locations. g. Welfare arrangements for operators. |
| <p>1.9</p> | <p>Operational activities are carried out in accordance with industry good practice and meet the requirements of any applicable legislation.</p> <p>Operations are carried out to a proficient standard under supervision by a nominated competent person.</p> <p>Ground-based operations:</p> <ul style="list-style-type: none"> a. Good manual handling techniques used, e.g. AFAG, FISA, Association TGs. b. Handling of arisings appropriate to the layout of the worksite. c. Machinery and tools used in accordance with good practice, e.g. FISA. d. Equipment used in accordance with manufacturers' guidance and suitable for the intended task. <p>Aerial tree work operations:</p> <ul style="list-style-type: none"> a. Tasks completed in accordance with current industry good practice, e.g. Association Technical Guides (TGs). b. Tools and equipment used safely, including correct configuration and use. c. Additional requirements for compliance addressed when applicable, e.g. lift plans, rigging plan. |
| <p>1.10</p> | <p>Vehicles shall be inspected to ensure they appear legal and roadworthy:</p> <ul style="list-style-type: none"> a. Correct use of logos. b. Correct internal signage. c. Emergency equipment, e.g. first aid, spill and fire. d. Hand cleansing facilities. |

WORK QUALITY INSPECTIONS AND ARBORICULTURAL KNOWLEDGE

Specification – Assessment

| Business Size | Minimum number of completed works to be presented | | | Other works |
|----------------|---|---------------|-----------------|-------------|
| | Tree planting | Crown lifting | Crown reduction | |
| Micro (1-5) | One | One | One | Three |
| Small (6-9) | One | One | One | Three |
| Medium (10-19) | One | One | Two | Four |
| Large (≥20) | Two | Two | Two | Six |

- a. Tree planting, crown lifting, and crown reduction are **all mandatory** completed works that must be presented as agreed with the Assessor. Crown reduction works are to be a minimum of 16m in height once pruning works have been finished.
- b. In addition to the mandatory completed works, the contractor must be able to provide examples of various arboricultural pruning works they have completed within the 6 months immediately prior to date of assessment. The AC scheme does not specify the kinds of pruning work the contractor should present. However, the contractor’s choices should provide evidence that they can carry out works in accordance with good arboricultural practices (BS3998).
- c. Planted trees are to be a minimum of 8-10cm girth.
- d. Completed works are to be presented as finished works.
- e. Each example of completed works is to be supported with paperwork produced by the contractor for those works, e.g. quotation.

Specification – Reassessment

- a. Works to be shown at the contractor’s reassessment are to include examples of various arboricultural pruning works they have completed within the 6 months immediately prior to the date of reassessment. The AC scheme does not specify the kinds of pruning work the contractor should present. However, the contractor’s choices should provide evidence that they can carry out works in accordance with good arboricultural practices (BS3998).

| Business Size | Minimum number of completed works to be presented |
|----------------|---|
| Micro (1-5) | Three |
| Small (6-9) | Three |
| Medium (10-19) | Four |
| Large (≥20) | Six |

CRITERIA

| | |
|------|--|
| 2.1 | Tree planting of appropriate species, planted correctly. Typical aftercare programmes, soil additives, mulching methods, support systems and irrigation etc. to be discussed. |
| 2.2 | Crown lifting example(s) with no major stem or limb wounds present, not exceeding one-third of the diameter of parent stem and remaining live crown making up at least two-thirds of the final height of the tree. |
| 2.3 | Crown reduction , a specific BS3998 compliant crown reduction operation is observed, i.e. typically 1–2m height and radial reduction, with the ‘rule of thirds’ applied. Note: Crown reduction back to previous pruning points will not be accepted. Note: At least one tree presented that demonstrates crown reduction completed on a maiden (not previously worked) crown. |
| 2.4 | Crown thinning operations no more than 30% but not less than 15%, with work mainly at periphery of tree crown. |
| 2.5 | Deadwood removal and retention that demonstrate a ‘risk based’ approach to deadwood removal operations and, where appropriate, complete removal of deadwood to be observed. |
| 2.6 | Pollard/Repollard: development of a ‘knuckle’ to be evident and pruning on a cyclical basis. |
| 2.7 | Formative pruning which generally involves early years pruning of a younger tree to encourage good form and structure at maturity. However, this may also include targeted pruning to facilitate adjacent infrastructure, e.g. clearance from street furniture. |
| 2.8 | Other arboricultural pruning operations such as veteran works or storm damage mitigation carried out in accordance with accepted industry standards. |
| 2.9 | The named managers competence will be assessed across a range of relevant topic areas where adequate working knowledge is to be demonstrated to ensure clients receive correct and appropriate advice. a. Tree identification. b. Tree biology and biomechanics (including how the tree works as a system). c. Tree pruning practices (to include CODIT, natural target pruning and BS3998). d. Other tree management operations which may include veteran tree work, bracing and propping, fruit tree pruning and soil decompaction. e. Tree pests and diseases/fungi (including identification and significance of common species), biosecurity risks/controls associated with tree work operations. f. Tree protections/exceptions (TPOs, Conservation Areas, planning conditions and development, Felling Licences). g. Trees and common law (overhanging branches, right to light, duty of care etc.). h. Wildlife/ecological issues (including bats, nesting birds, SSSIs/red data book species). |
| 2.10 | The contractor is to be able to evidence that a range of reference material is available to both named manager(s) and operators. a. British Standards. b. Industry good practice guidance. c. Planning practice guidance. d. Trade journals, magazines and publications. e. Relevant literature – pests and diseases, fungi, tree identification. |

CUSTOMER CARE AND OFFICE PROCEDURES

CRITERIA

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|---|---|--------------------------------|---|---|---|-------------------------------------|--|
| 3.1 | The contractor can demonstrate they have a means of recording customer enquiries . | | | | | | |
| 3.2 | A system is in place for making appointments with clients within a reasonable time. | | | | | | |
| 3.3 | Quotations that are sent to clients can be evidenced and include: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">a. Accurate terminology.</td> <td style="width: 50%;">d. Reference to checking tree protection that may be in place (may be incorporated into business terms and conditions).</td> </tr> <tr> <td>b. Arrangements for disposal of arisings.</td> <td></td> </tr> <tr> <td>c. Reference to national standards.</td> <td></td> </tr> </table> | a. Accurate terminology. | d. Reference to checking tree protection that may be in place (may be incorporated into business terms and conditions). | b. Arrangements for disposal of arisings. | | c. Reference to national standards. | |
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| b. Arrangements for disposal of arisings. | | | | | | | |
| c. Reference to national standards. | | | | | | | |
| 3.4 | Evidence is in place to show that contractor-to-client contracts are agreed (acceptance of quotation). | | | | | | |
| 3.5 | Work programming can be demonstrated that is agreed and adhered to. | | | | | | |
| 3.6 | Invoices produced link to contracted works, include relevant contractor and work details, include payment terms and VAT details/number as applicable. | | | | | | |
| 3.7 | Business stationery is produced in accordance with Companies House/Companies Act requirements where relevant. | | | | | | |
| 3.8 | Terms and conditions of business are available, clear, fair and reasonable. | | | | | | |
| 3.9 | A Customer Care policy is to be in place. | | | | | | |
| 3.10 | A documented Complaints procedure is in place. | | | | | | |
| 3.11 | Adequate and appropriate insurance is in place: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">a. Employer's Liability.</td> <td style="width: 50%;">c. Professional Indemnity (if applicable).</td> </tr> <tr> <td>b. Public Liability.</td> <td>d. Motor Vehicle/Fleet/Plant Insurance.</td> </tr> </table> | a. Employer's Liability. | c. Professional Indemnity (if applicable). | b. Public Liability. | d. Motor Vehicle/Fleet/Plant Insurance. | | |
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| b. Public Liability. | d. Motor Vehicle/Fleet/Plant Insurance. | | | | | | |
| 3.12 | Relevant EA Registrations and other Licences etc. are in place: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">a. Waste Carrier Registration.</td> <td style="width: 50%;">c. Waste Transfer Notes.</td> </tr> <tr> <td>b. Waste Exemptions Registrations.</td> <td>d. Operator's Licence.</td> </tr> </table> | a. Waste Carrier Registration. | c. Waste Transfer Notes. | b. Waste Exemptions Registrations. | d. Operator's Licence. | | |
| a. Waste Carrier Registration. | c. Waste Transfer Notes. | | | | | | |
| b. Waste Exemptions Registrations. | d. Operator's Licence. | | | | | | |
| 3.13 | A process is in place to ensure drivers of company vehicles are driving legally: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">a. Copies of licence taken.</td> <td style="width: 50%;">b. A system is in place to review the driver's record.</td> </tr> </table> | a. Copies of licence taken. | b. A system is in place to review the driver's record. | | | | |
| a. Copies of licence taken. | b. A system is in place to review the driver's record. | | | | | | |

HEALTH, SAFETY, ENVIRONMENTAL MANAGEMENT AND WORKPLACE INSPECTION

CRITERIA

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| 4.1 | The contractor is to provide evidence of the Health and Safety competent person whether that role be maintained internally or using support from an external provider. | |
| 4.2 | Documented Employee consultation is in place that includes a system of effective two-way consultation. | |
| 4.3 | Health and Safety Policy is in place. The policy sets out details of the practical arrangements the contractor has in place, showing how they will achieve the policy's aims. | |
| 4.4 | Suitable and sufficient risk control/management system is in place including: | |
| | a. Generic/common-factor risk assessments. | c. Method statements. |
| | b. Site specific risk assessment/point of work. | |
| 4.5 | Work at Height arrangements: | |
| | a. Documented work at height justification as part of work planning. | b. Rescue planning recorded as part of the site-specific risk assessment process. |
| 4.6 | Provision and Use of Work Equipment to include: | |
| | a. Effective pre-use checks carried out by competent operators. | c. Defect and fault reporting procedures in place. |
| | b. Periodic recorded inspections in place. | d. Records of external and in-house servicing of all qualifying equipment are available. |
| 4.7 | Lifting Operations and Lifting Equipment: | |
| | a. Effective pre-use checks carried out by competent operators. | c. Thorough examinations carried out at specified intervals as applicable. |
| | b. Periodic recorded interim inspections in place. | d. Defect and fault reporting procedures in place. |
| 4.8 | Control of Substances Hazardous to Health: | |
| | a. Qualifying substances have been identified which includes biohazards, e.g. tree saps and dusts, oak processionary moth (OPM). | d. Products and substances correctly stored in a way that considers risk of spill and fire. |
| | b. COSHH assessments produced with supporting Material Safety Data Sheets available (as applicable). | e. Pesticide storage is secure and correctly labelled/signed. Stock and application records available upon request. Evidence of operator competency maintained as part of company competency system. |
| | c. Assessments made readily available to the workforce. | |
| 4.9 | Manual Handling Operations | |
| | a. Manual handling risks have been considered as part of arboricultural operations. | c. Worksite audits carried out take into consideration monitoring of manual handling. |
| | b. Adequate manual handling training received by the workforce, including refresher training as appropriate. | |



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| 4.10 | <p>First Aid</p> <ul style="list-style-type: none"> a. First aid needs of the business have been considered as part of a risk assessment process. b. Adequate and relevant first aid provision in place on active worksites and at other company locations. c. Evidence of relevant first aid qualifications held by the workforce available, including the monitoring of when refresher training is required. |
| 4.11 | <p>Accident and Incident Management</p> <ul style="list-style-type: none"> a. The contractor is able to demonstrate knowledge of RIDDOR and reporting requirements. b. Documented (accident book when applicable) accident and incident (including near miss) reporting procedures are in place. c. The contractor can evidence corrective and preventative actions taken following reports made. d. Mechanisms are in place for the workforce to easily report accidents, incidents and near misses. e. Statistics are readily available upon request to show the number of accident/incident/near miss events per year. f. If applicable, records are maintained to show any actions taken in response to any enforcement action (typically HSE). |
| 4.12 | <p>PPE</p> <ul style="list-style-type: none"> a. Evidence of suitable (accords with good practice, compatible with other items) PPE provided to the workforce. b. Records of PPE issue and periodic inspection available. c. Contractor can demonstrate that those individuals supplied with PPE have been provided with guidance on its use, care, storage and maintenance. |
| 4.13 | <p>Fire</p> <ul style="list-style-type: none"> a. Fire risk assessment documented for all business premises. b. Clear evidence of the control measures from the fire risk assessment implemented, e.g. adequate signage, positioning and signage of extinguishers, marked fire assembly point, correct storage of flammable substances. c. Evidence of documented periodic fire extinguisher inspection. d. Evidence of staff training in fire extinguisher use available where such appliances have been supplied. |
| 4.14 | <p>Noise and Vibration</p> <ul style="list-style-type: none"> a. Noise and vibration risks are considered as part of the company risk management processes. b. Health surveillance in place for staff including the maintenance of adequate records. c. The contractor can demonstrate adequate records that: <ul style="list-style-type: none"> ■ Identify machinery that emits noise and/or vibration. ■ Records noise and vibration outputs. ■ Calculates exposure limits and provides guidance on relevant maximum exposure durations. |

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| <p>4.15</p> | <p>Subcontractors</p> <p>The contractor has in place procedures to ensure the engagement of competent subcontractors (labour only and bona fide).</p> | |
| <p>4.16</p> | <p>Evidence is in place that the contractor has auditable systems (such as periodic checks/work inspections) in place to monitor staff and subcontractors' compliance with operational health and safety along with quality.</p> | |
| <p>4.17</p> | <p>Competency</p> <p>a. The contractor can evidence that staff have received adequate training in the tasks they are required to carry out or machinery that they use.</p> <p>b. Evidence is in place that staff, where required, hold relevant nationally recognised qualifications to undertake their tasks.</p> <p>c. A system is in place for monitoring and implementing refresher training and updates in accordance with good practice.</p> <p>d. The contractor has in place a system for effectively recording and managing training and certification within their business, alongside administrative aspects of employment/engagement such as induction, driving licence checks.</p> | |
| <p>4.18</p> | <p>The individual(s) stated as named manager for the AC scheme is able to:</p> <p>a. Provide evidence of relevant qualifications (where applicable) and work-based experience (CV).</p> <p>b. Demonstrate sufficient and relevant CPD of at least 10 hours per year.</p> | |
| <p>4.19</p> | <p>Environmental</p> <p>The following policies are held by the contractor:</p> <p>a. Biosecurity - How the company will promote and encourage the implementation and understanding of good biosecurity practices to assist in safeguarding the future of our trees from the introduction and spread of harmful organisms.</p> <p>b. Environmental - Identifying those operations undertaken by the company that may create pollution risks and/or waste generation which may have an adverse effect on the environment and state what controls/prevention are in place to minimise any risk identified.</p> <p>c. Statutory Tree Protection - How the company will ensure all relevant statutory tree and woodland protection measures are checked and complied with.</p> <p>d. Wildlife and Ecology - How the company will minimise the impact on wildlife and habitats, in particular European Protected Species (EPS) such as bats, dormice, crested newts etc. and nesting birds.</p> | |

CRITERIA – WORKPLACE INSPECTION (ASSESSOR VISIT)

Office, Stores and Workshop

| | |
|-------------|---|
| 4.20 | <p>Office:</p> <ul style="list-style-type: none"> a. Well organised/appropriately equipped. b. Filing systems effective with an ability to retrieve records efficiently. c. Appropriate signage for 'No Smoking'. d. Company website appropriate/accurate and illustrating good practice. e. Correct use of AC logo. |
| 4.21 | <p>Workshop environment secure and generally tidy and safe to work in:</p> <ul style="list-style-type: none"> a. Equipment has appropriate guards/signs. b. Equipment is serviceable and tested if necessary. c. COSHH information/assessments readily available to the workforce. d. Pesticide storage in line with current legislative requirements. |
| 4.22 | Health and Safety Poster (a statutory notice), current version, displayed and correctly completed. |
| 4.23 | Appropriate signage both internally and externally. |
| 4.24 | Appropriate illumination maintained both internally and externally throughout the workplace. |
| 4.25 | Storage of oils, products and substances complies with relevant legislation and good practice. |
| 4.26 | <p>Emergency provision includes:</p> <ul style="list-style-type: none"> a. Spill control. b. Suitable wall mounted first aid kit. c. Suitable wall mounted eye wash station. d. Fire Extinguisher, method of raising the alarm, muster/assembly point clearly marked. |
| 4.27 | Suitable and sufficient fire risk assessment in place with clear evidence of assessment controls implemented. |
| 4.28 | Suitable staff welfare . |
| 4.29 | Suitable biosecurity provision maintained for workforce to use as appropriate. |
| 4.30 | <p>Vehicle movements and control of pedestrians adequate.</p> <ul style="list-style-type: none"> a. Vehicle movements and control of pedestrians have been considered as part of the workplace risk assessment. b. Vehicle and pedestrian segregation, adequate illumination and appropriate signage to warn/control workplace hazards are maintained. |
| 4.31 | Timber arisings safe, secure and signed as appropriate. |
| 4.32 | Woodchip storage safe, secure and within EA guidelines etc. |



MODULE 1 – CHECKLIST

| | | Yes | No |
|-----|--|--------------------------|--------------------------|
| 1.1 | Evidence of 'paperwork' (documentation) | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.2 | Evidence of operators' on-site access to information and guidance | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.3 | On-site personnel suitably proficient/ operationally skilled for tasks undertaken | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.4 | Correct PPE is worn and used within current industry good practice and contractors' own risk management system | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.5 | First aid provision available | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.6 | Fire-fighting equipment available, secure, serviceable and subject to periodic inspection | <input type="checkbox"/> | <input type="checkbox"/> |

| | | Yes | No |
|------|---|--------------------------|--------------------------|
| 1.7 | Work equipment available for use on site when inspected by the assessor(s) | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.8 | The organisation of the work is appropriate to the location and type of work | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.9 | Operational activities are carried out in accordance with industry good practice and meet the requirements of any applicable legislation. | <input type="checkbox"/> | <input type="checkbox"/> |
| | Operations are carried out to a proficient standard under supervision by a nominated competent person. | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.10 | Vehicles shall be inspected to ensure they appear legal and roadworthy | <input type="checkbox"/> | <input type="checkbox"/> |

MODULE 2 – CHECKLIST

| | | Yes | No |
|-----|---|--------------------------|--------------------------|
| 2.1 | Tree planting of appropriate species, planted correctly | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.2 | Crown lifting example(s) with no major stem or limb wounds present | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.3 | Crown reduction, a specific BS3998 compliant crown reduction operation is observed | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.4 | Crown thinning operations no more than 30% but not less than 15% | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.5 | Deadwood removal and retention that demonstrates a 'risk based' approach to deadwood removal operations | <input type="checkbox"/> | <input type="checkbox"/> |

| | | Yes | No |
|------|---|--------------------------|--------------------------|
| 2.6 | Pollard/Repollard, development of a 'knuckle' to be evident and pruning on a cyclical basis | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.7 | Formative pruning involving early years pruning of a younger tree | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.8 | Other arboricultural pruning operations such as veteran works, storm damage mitigation | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.9 | The named managers' competence will be assessed across a range of relevant topic areas | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.10 | The contractor is to be able to evidence that a range of reference material is available to both named manager(s) and operators | <input type="checkbox"/> | <input type="checkbox"/> |

MODULE 3 – CHECKLIST

| | | Yes | No |
|-----|--|--------------------------|--------------------------|
| 3.1 | The contractor can demonstrate they have a means of recording customer enquiries | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.2 | A system is in place for making appointments with clients within a reasonable time | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.3 | Quotations can be evidenced that are sent to clients | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.4 | Evidence in place to show that contractor-to-client contracts are agreed | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.5 | Work programming can be demonstrated that is agreed and adhered to | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.6 | Invoices produced link to contracted works, include relevant contractor and work details | <input type="checkbox"/> | <input type="checkbox"/> |

| | | Yes | No |
|------|--|--------------------------|--------------------------|
| 3.7 | Business stationery is produced in accordance with Companies House/ Companies Act requirements | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.8 | Terms and conditions of business are available, clear, fair and reasonable | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.9 | A Customer Care policy is in place | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.10 | A documented Complaints procedure is to be in place | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.11 | Adequate and appropriate insurance is in place | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.12 | Relevant EA Registrations and other Licences etc. are in place | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.13 | A process is in place to ensure drivers of company vehicles are driving legally | <input type="checkbox"/> | <input type="checkbox"/> |

MODULE 4 – CHECKLIST

| | | Yes | No |
|------|--|--------------------------|--------------------------|
| 4.1 | Evidence of the Health and Safety competent person | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.2 | Documented Employee consultation | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.3 | Health and Safety Policy | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.4 | Risk control/management system | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.5 | Work at Height arrangements | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.6 | Provision and Use of Work Equipment | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.7 | Lifting Operations and Lifting Equipment | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.8 | Control of Substances Hazardous to Health | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.9 | Manual Handling Operations | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.10 | First Aid | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.11 | Accident and Incident Management | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.12 | PPE | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.13 | Fire | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.14 | Noise and vibration | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.15 | Subcontractor procedures | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.16 | Evidence of auditable systems | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.17 | Competency | <input type="checkbox"/> | <input type="checkbox"/> |

| | | Yes | No |
|------|---|--------------------------|--------------------------|
| 4.18 | AC scheme named manager knowledge and CPD | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.19 | Environmental policies | <input type="checkbox"/> | <input type="checkbox"/> |

WORKPLACE INSPECTION

| | | | |
|------|---|--------------------------|--------------------------|
| 4.20 | Office environment | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.21 | Workshop environment | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.22 | Health and Safety Poster | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.23 | Appropriate signage | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.24 | Appropriate illumination maintained | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.25 | Storage of oils, products and substances | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.26 | Emergency provision | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.27 | Fire risk assessment | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.28 | Staff welfare | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.29 | Biosecurity provision | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.30 | Vehicle movements and control of pedestrians adequate | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.31 | Timber arisings safe and secure | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.32 | Woodchip storage safe and secure | <input type="checkbox"/> | <input type="checkbox"/> |



Arboricultural Association

The Malthouse, Stroud Green, Standish, Stonehouse, Gloucestershire GL10 3DL

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