

# CGM GROUP



*Celebrating our 35th year*

# About CGM Group

CGM Group was founded in 1985 by Tim Glover. Now with his wife Julie and expert management team, including their family, they continue to support and drive the business forward.

The company has maintained its original family values of excelling in providing a quality service and attention to detail matched by competitive pricing, all tailored to match our customers requirements. In October 2018 Marcus Glover, our Head of Operations (Grounds) won the prestigious national Pro Landscaper '30Under30' award, which recognises rising stars under the age of 30 working in the horticulture and landscaping Industry. In February 2019 we were also honoured to win the Pro Landscaper National Apprenticeship Scheme Award.

Today CGM employs over 220 staff. Our Head Office is in Downham Market (Norfolk) and we have depots in Peterborough, Norwich and Colchester. The company serves customers throughout the East of England and East Midlands and offers a full range of services including commercial grounds maintenance, winter services, arboriculture, environmental services, facility management and landscape construction.

## Contents



# Why Choose CGM Group?

### Free Site Visits & Quotes

We always prefer to visit a site so we can fully understand the work that is required and provide an accurate quote.

### Investment in Machinery

CGM Group purchase rather than hire the latest machinery so that we can deliver a quality service. Recently we have purchased an advanced GPS line marking system for quality and accurate line marking. We have also invested in commercial Ion battery powered hedge trimmers. These models are low noise and assist in reducing our environmental foot print. Our in-house engineering workshop maintain all our equipment and ensure it is always fully operational.

### Experienced and Qualified Operatives

Our operatives are experienced and will have the necessary training and qualifications for their tasks and the machinery they are operating. All our teams are fully employed and managed directly by the company. The welfare of our staff is always at the forefront of our minds.

### Safeguarding

Our operatives are fully DBS checked, if working at a site where safeguarding is of high importance. They are also present in full uniform and all carry clear identification badges.

### Accreditations & Memberships

Our accreditations include: Arboricultural Association Approved Contractor, Safecontractor, Constructionline Gold Member and National Highway Sector Schemes approved. Our memberships include Royal Society of Prevention of Accidents (RoSPA), Institute of Groundsmanship (IOG), Railway Industry Supplier Qualification Scheme (RISQS) National Pest Technicians Association (NPTA) and the British Association of Landscape Industries (BALI). We also hold full ISO certification ISO9001, ISO4001, ISO18001.

### Putting Health and Safety First

We are committed to working safely and carry out detailed risk assessments and method statements for every project we undertake. We can supply copies of our Liability Insurances if required, and our Health and Safety Policy Statement.

### Reporting & Monitoring

We will provide a schedule of the agreed works and reports showing when the work has been completed. We supply full pre and post photographs of the work, and arrange regular meetings to keep you fully informed. We regularly audit all sites to ensure our high levels of workmanship are maintained and that full compliance is achieved.



# Commercial Grounds Maintenance



Having well maintained and cared for grounds creates a lasting impression of your organisation. A well presented landscape is pleasing to employees, visitors and local residents. It also looks professional to potential customers and promotes well-being. A well-kept exterior can also add value to your company and can help showcase your brand image.

We have provided full commercial grounds maintenance to both Public and Private Sectors for over 30 years. Whether you need regular maintenance or one off works we are happy to provide a service to fully meet your requirements.

### Grass Cutting

CGM Group have a range of mowers to suit different terrains. If we collect the cuttings, we dispose of them in a composting facility. If agreed, we can leave the grass cuttings on the ground to decompose and provide nutrients. If there are moveable objects, we will lift them, set them aside & put them back in their original place.

### Hedge Trimming

Most hedges will require pruning at least once a year. Our teams know the best time to prune & where to cut your hedge to ensure it promotes future growth. We are careful to check for birds nests during the nesting season.



### Weed Control

Out of control weeds can spoil the look of your site. Generally, we spray with an approved herbicide, two or three times a year on paths, pavements and streets. For large open areas we use a herbicide that will only work on the weeds and not adversely affect other plants or grass.

### Planting and Watering

A key part to having well-presented grounds is carefully considering the initial planting design. Our designers can help you realise your objectives whilst working to your budget and colour schemes. We offer a fully planned watering and maintenance service to ensure your plants are always in tip top condition.

### Domestic Services

In addition to serving the commercial sector, CGM Group can also provide a full range of services to domestic customers.

### Award Winning Grounds Maintenance Service

CGM Group have been awarded the prestigious national landscape awards, endorsed by the British Association of Landscape Industries (BALI) for grounds maintenance contracts that we maintain.

- Grass Cutting
- Shrub Bed Maintenance
- Planting & Watering
- Weed Control
- Litter & Fly Tipping Clearance
- Leaf Clearance
- Hanging Baskets
- Grave Digging
- Site Inspections / Play Area Inspections
- Sports Pitch Maintenance

‘Outstanding service, highly responsive. CGM have always maintained our site in excellent condition.’





We have an experienced team of specialists who can help keep your sports pitch in optimum condition throughout a playing season. We are full members of the Institute of Groundsmanship (IOG).

#### Verti Draining - solid tine aeration

The verti drain machinery punches holes into the ground up to a depth of 12 inches. It aerates the soil beneath the surface, improves drainage and encourages better grass root development.

#### Slitting - deep tine aeration

A slitter machine is mounted on a tractor, and each reel has three prongs that penetrate the soil. This helps reduce thatch build up, improves drainage & aerates the soil.

#### Quadra Play

A tractor pulls a Quadra Play over a pitch in four different directions. Finger tines scarify the surface, then it is brushed and rolled. It removes thatch and moss allowing the grass to breathe.

#### Weed Control

We use a Frazier Aggribuggy with a 12-meter boom to spray weed inhibitor on the pitch.

#### Over Seeding

We can seed the whole pitch or only the worn areas. We use a disc seeding machine that cuts a groove in the ground, is rolled over and presses the seed in.

#### Mowing

We use a Trimax, a ride-on tractor mounted mower, or a cylinder mower. We suggest mowing the pitches weekly or fortnightly from March to October.

#### Rolling

We have a range of different rollers that we use on cricket pitches. Rolling creates a hard and even surface necessary for a quality cricket wicket.

#### Line Marking

We use a Fleet Line MAQA line marking machine which uses a GPS system. The GPS line marker is more accurate and cost effective than traditional methods.

#### Fertilising

Using a Frazier Aggribuggy, we apply liquid feed fertiliser to encourage grass growth and root development.

CGM Group have our own large team of highly qualified tree surgeons that operate throughout the East of England. They are trusted by numerous councils, schools, housing associations, hospitals and commercial businesses to maintain trees on their sites.

#### Arb Approved Contractor

We're proud to be an Arboriculture Association Approved Contractor, the only accreditation scheme for tree surgeons in the UK. We are regularly audited by the Association, so our customers can be totally reassured that they are receiving a consistent high-quality service. We work to the British Standard 3998:2010 for tree works, so our tree surgeons are fully qualified to work on trees without causing damage.

#### Removal of Trees

We have a range of equipment and machinery that allows us to work in confined or difficult to reach places. Sometimes we gain access through using mobile elevated work platform and mobile cranes.

#### Tree Stumps & Stump Grinders

We can remove tree stumps using one of our high powered stump grinding machines.

#### Emergency Response

We provide a 24/7 emergency response service to attend to fallen or storm damaged trees to make them safe or remove them completely.

#### Veteran Trees

The Forestry Commission and Natural England updated their guidance on ancient and veteran trees in November 2018. We work with planners and developers to discuss the impact that development can have on veteran trees and provide measures to protect these trees for the future.

#### Controlling the Traffic When Working on Trees

We can provide full traffic management plans and services for works adjacent to, or affecting, the road network. We also hold the National Highways Sector Scheme 18 certification, so are fully qualified to complete these works.

#### Domestic Services

In addition to serving the commercial sector, CGM Group can also provide a full range of services to domestic customers.

- Felling
- Sectioned Dismantling
- Site Clearance
- Stump Removal
- Crown Reduction / Thinning / Lifting
- Deadwood Removal
- Veteran Tree Works
- Air Spading
- Biochar Injections
- 24/7 Emergency Response
- Forestry Services
- Arboriculture Consultancy
- Fuelwood

‘Delighted with the skill and workmanship shown when completing challenging tree surgery.’

## Arboriculture Consultancy



Trees in urban and rural environments present many different challenges for tree owners and at CGM Group we offer independent and impartial advice and consultancy to our customers on a variety of arboricultural and planning issues.

### Tree Health and Risk Management

Understanding and managing the health of trees is vital to maintaining a viable and healthy tree stock. Our qualified consultants ensure they maintain their knowledge and understanding of tree health issues, including new pests and diseases, through a structured development plan.

From a basic ground level inspection, through to a full tree survey and the plotting of tree locations on OS maps and tree management plans, our consultants can tailor our packages to your requirements.

Following identification of tree pests, wood decay fungi and tree health conditions we can suggest the appropriate management. Utilising modern equipment we can also carry out detailed decay detection analysis to provide an informed decision on the condition of your tree stock.

Working in partnership with our Arboricultural Operations team our consultants can provide reports to supplement applications for tree works where Tree Preservation Orders (TPO) are present.

### Planning and Development

Our qualified consultants carry out tree surveys to BS 5737:2012 to inform and assist planning applications for development. This includes preparation of Tree Constraints Plans, Tree Protection Plans and Arboricultural Method Statement to select trees worthy of retention and ensure they are adequately protected throughout the development.

Working with our operational teams, our consultants can carry out root zone investigations to identify and where necessary, prune back roots or allow for the safe installation of services without damaging tree roots. Our innovative air spade equipment can also be used to carry out decay analysis of structural roots.

### Subsidence and Mortgage Reports

Our consultants can provide subsidence and mortgage reports for individuals & businesses at competitive rates.



CGM Group's Forestry team have an excellent reputation for woodland and estate management.

#### Forestry Management

We are engaged in forestry services by leisure companies, utility companies, farms, woodlands and mixed use estates. We work with customers to understand the specific objectives for their forest.

CGM Group can assist with forest thinning, replanting and clear felling/harvesting.

#### Timber Sales

We can assist customers regarding selling the timber. Our team have knowledge on the pricing and how to gain the maximum value for the product.

#### Woodland Design

CGM Group have specialist designers who can work with customers to create a woodland either from scratch or extending an existing area. We carefully consider the long-term aim of the site when developing our ideas.



#### Hedgerows and Woodland Shrub

Hedgerows comprise of boundary and screening planting whilst woodland shrubs frame spaces and hedges provide accentuation. CGM Group can assist with planting, trimming and reducing.

#### Woodland Ornamentals and Focal Points

We can install features like wooden sculptures & signage. We carry out bulb planting to create a focal area.

#### Waterway and Lake Management

If you have lakes, streams or ponds in the forest we can assist with erosion control. CGM Group can help with planting for lakes, weed removal and creating a jetty.

#### Roads and footpaths

CGM group can install temporary or permanent roads and footpaths to aid the creation of woodlands for visitors.

#### Timber Structures

We can assist with installing handrails, benches, landscape protection fencing, trim trails, play areas, boundary fences and trip rails.

CGM Group provide many solutions to recycle and reuse timber from our forestry and arboricultural operations as well as processing client timber stocks.

#### Biomass Woodchip

Our fleet of wheeled and tracked woodchippers process branches from felled and pruned trees into woodchip arisings. This is then taken to green recycling stations through East Anglia or stockpiled at our main depot location before being transported in bulk to local biomass fuelled power stations.

#### Woodchip for shrub beds

Our stockpile of woodchip mulch is also used by our Grounds Maintenance and Landscaping teams when installing and maintaining new and existing shrub beds.

#### Green Waste

All green waste from our operations is composted into a soil improver ensuring that we recycle or reuse virtually all arisings from our operations.



#### Firewood Logs

The CGM Group also processes seasoned firewood logs which are available at Downham Home and Garden Store.

#### Processing woodchip & Timber

Our Heizohack HM14-800 Biomass Woodchipper processes timber trunks from site clearance and forestry operations into woodchip. This machine can also process customer supplied timber to produce a G30 or G50 size woodchip for biomass boilers. The machine can process timber with a diameter up to 600mm and produce up to 40m<sup>3</sup> of woodchip per hour.

#### Natural Play Obstacles

We can also provide trunks for play equipment and landscaping projects.

Enhancing your environment...

...exceeding your expectations



# Winter Services



24/7 Coverage

Full Monitoring & Reporting

Bespoke Winter Services Plan

Reactive & Proactive Services

Responsive & Reliable

Full Range of Winter Vehicles

‘Thanks to CGM,  
our distribution  
centre kept  
fully operational  
throughout the bad  
winter months.’

CGM Group are experienced at helping organisations keep operational during bad winter weather.

### Accurate Weather Forecasting Service

Having an accurate, reliable weather forecast is key to making the right decisions on gritting and snow clearance. We can advise you on which weather forecasting provider would suit your preferences, all managed directly by CGM Group.

### Gritting Services

CGM Group offers different gritting service options:

**Proactive Gritting Service** - the customer agrees a set temperature for when the gritting activity occurs. When the set temperature is forecast CGM Group will automatically grit the site.

**Pay as You Go Gritting Service** - the customer analyses the temperature and makes the decision when to request for their site to be gritted. We recommend that gritting should be carried out when the expected road surface temperature (RST) will be 0 degrees centigrade.

### Snow Clearing Services

CGM Group have invested in a range of snow clearing equipment and vehicles. Our vehicles have GPS tracking so customers can have real-time reports to show which areas are being cleared.

CGM Group offers two snow clearance options:

**Proactive Snow Clearance** - the customer sets the depth of snow, and when that snowfall is predicted to fall CGM Group will automatically clear the snow from their site.

**Pay as You Go Snow Clearance** - the customer makes the decision when to request for their site to be cleared.

All cleared snow will be left so that it does not obstruct entrances or exits.

### Salt, Salt Bins and De-icers

We can supply salt, salt bins and de-icers. Generally, we use brown grit or rock salt, or white (marine salt) which is purer and leaves less residual colouring.



# Landscape Construction



Landscape Design and Implementation

Turfing

Wildflower Turfing

Fencing and Gates

Patios and Decking

Paving and Brick Weave

Tarmac Pathways

Play Area Construction

Planting Schemes

**‘Impeccable attention to details, flawless management, allowing our project to finish in budget and on time.’**

CGM Group provide hard and soft landscaping services to a range of commercial customers including property developers, local authorities, schools & housing associations as well as domestic customers too.

We service either as a main contractor or work in partnership as a sub-contractor for the main contractor. We are used to working closely with other trades on construction sites and adhere to the strict health and safety regulations. We can assist whether you need a quote against a landscape architects’ bill of material or would like some ideas on how to transform your landscape within a budget.

### Fencing, Gates and Site Hoardings

We can install any type of fence or gate regardless of material or size. We are frequently requested to install security fencing, site hoardings, signage, timber fencing and steel fencing. We are careful to cause minimum disturbance to others working on the same site.

### Hard Landscaping

CGM Group carries out a variety of hard landscaping projects every year across the UK. Our Landscape Construction team is experienced in acting either as principal contractor or as a sub-contractor for main contractors.

We can deliver all external works projects, utilising our subject matter expertise, which has been developed over many years.

We deliver the required works using our in-house teams, with the occasional support of approved specialist sub-contractors. By having a bank of skills and experience to draw upon we are able to deliver all external works and landscaping projects. Our Hard Landscaping Team are qualified and experienced in their field of operation and are CSCS (Construction Skills Certification Scheme) card holders. Our Team Leaders are all Site Supervisor Safety Training Scheme Certified and our Managers hold a variety of qualifications including either IOSH or NEBOSH training.

### Planting

We can source a variety of plants and trees to help transform your space including: trees, groundcover, hedges, bedding plants, bulbs, borders, hanging baskets, planters and shrubs. We can provide a fully maintained watering service if required.

### Turfing & Wildflower Turfing

CGM Group are experienced at sourcing and laying turf including amenity grass lawn and grass mound turf. We aim to lay the turf with minimum delay after lifting. We lay turf in appropriate weather conditions and will water thoroughly after laying to ensure it has penetrated the soil below.

### Installing Playground Equipment

We can supply, install and maintain playground equipment.



# Facility Services



### Commercial Contract Cleaning

CGM Group have an extensive network of reliable, experienced and professional cleaners who provide commercial contract cleaning services to numerous schools, colleges, holiday parks and offices.

### Builder Cleans

CGM Group is relied upon by many property developers to clean their building plots and marketing suites. We can provide weekly and monthly cleans including all sinks, sanitaryware, tiling, window ledges, skirting boards, furniture, fixtures and fittings, floors, light switches and light fittings, blinds, internal and external window cleaning.

### End of Tenancy Cleans

We often carry out end of tenancy cleans for housing associations and property agents. We ensure any rubbish is removed and disposed of appropriately. We work with our customers to ensure a fast turnaround for new tenant occupations.

### Carpet Cleaning

We have invested in commercial carpet cleaners that can revive your carpets. We always carry out a test section of carpet first, to check for shrinkage and overwetting. We can use deodorisers to banish any lingering smells to increase the lifespan of the carpet.



### Office, Industrial and Warehouse Cleaning

Regular cleaning of offices, industrial and warehouse units is required to prevent the build-up of dust and dirt. We work with customers to agree a schedule of when the premises should be cleaned and the output specification that is required.

More and more customers are moving away from using chemical based cleaners, so we now supply Innu Science products. These are industry leading enzyme-based cleaners that are chemical free and non-toxic but still highly effective. We also have specialist cleaning equipment that allows us to safely work at height.

### Window Cleaning

We use an environmentally friendly pure water cleaning system that draws away chemicals and dirt from the surface without the need to use detergents. We operate a reach and wash pole system which minimises the risks associated with working at height.

### Patio & Decking Cleaning

We can restore your patio or decking by removing dirt & moss by pressure washing without using detergents.

### Domestic Services

In addition to serving the commercial sector, CGM Group can also provide a full range of services to domestic customers.

Contract Cleaning

Office Cleaning

Builder Cleans

Warehouse Cleaning

Window Cleaning

Gutter Cleaning

Patio and Decking Cleaning

Graffiti Removal

End of Tenancy Cleans

Bio-fogging (Infection Control)

Carpet Cleaning

**'Very hard-working, always polite and are a pleasure to have on site.'**



# Environmental Services



Flailing

Highway Verge Maintenance

Embankment Works

In-Channel Weed Removal

Wildflower Seeding

In-Channel Tree Maintenance

Dredging

Invasive Plant Control

‘Very impressed with the skilled workmanship and specialist machinery that was used to complete the job.’

CGM Group has vast experience of providing an extensive range of environmental services to help protect the environment, for a number of local government authorities and drainage boards.

### Reducing the Risk of Flooding

In the East of England maintaining the waterways has been a high priority as the government has a duty to manage the risk of flooding.

CGM Group has been engaged in different vegetation and in-channel management services for many years. We have a range of specialised vehicles and boats including Truxsor Weed Cutting Boats and excavators.

### Weed Removal

We have developed a unique expertise in completing weed removal. We have experience of different techniques to efficiently remove weeds either by hand, using boats or using long reach excavators with weed baskets.

### Vegetation Maintenance

Using machines with flail attachments, reform mowers and robot-controlled flail mowers we can carry out vegetation management on steep banks & remote areas.

### Large Scale Vegetation Clearance

We have conducted large scale vegetation site clearance for property developers, estate agents, architects, landowners, government agencies and construction companies. We provide a safe, reliable and cost-effective site clearance service. Our site clearance services include: tree removal, tree stump removal and stump grinding; scrub, hedgerow and bramble removal, removal of invasive species, clearing rubble, metal, litter and weed control.

### Highway Verge Maintenance

Our fleet of vehicles are used extensively in highway verge maintenance ensuring growth is kept clear of the highway verges, culverts & street furniture. We also perform winter hedge operations to maintain rural hedges. In conjunction with our NHSS Sector 18 accreditation when required, we can supply full traffic management to facilitate works on, or adjacent, to the highway and liaise with the necessary local authorities to ensure road space is booked in advance.





Our qualified pest control team regularly help commercial & domestic customers with pest issues. We are members of the National Pest Technicians Association (NPTA).

**Bees, Wasps and Hornets**

We are experienced at controlling and removing bee, wasp and hornet nests. Where possible we always try to re-home the nests.

**Insects**

We provide a fast, effective service to help with pest issues including ants, bed bugs, fleas, carpet beetles, chafer bugs, earwigs, cockroaches etc.

**Removing Rodents**

If you have mice or rats in a property, we can arrange a survey and provide recommendations to treat or remove the rodents.

**Birds**

Bird droppings can deface buildings & vehicles and be a health hazard. We can encourage birds away from a site, whilst complying with the legislation on wild bird population control measures.



**Badger Mitigation**

Badgers and their setts are protected by law. Sometimes the burrowing of the badgers can cause damage so the sett must be moved to prevent further issues. We have been engaged by property developers and national agencies to work with ecology consultants to successfully move badger setts to new locations.

**Fencing Solutions**

CGM Group can install specialist fencing to protect your property and vegetation from animals like rabbits, moles, deer, badgers or otters.

**No Call Out Charge**

Our qualified and experienced pest controllers provide a discrete and efficient service to deal with any pest issues, with no call out charge.

Invasive plants can have a damaging impact on our native biodiversity as well as property. CGM Group have expertise in dealing with and eradicating these difficult to control plants. Landowners have a duty of care to stop invasive plants spreading onto anyone else's property.

**Japanese Knotweed**

Since 2013 sellers have to declare if Japanese Knotweed is present on their property and if a management plan is in place. Japanese Knotweed is difficult to eradicate but CGM Group can assist in creating a management plan and taking the necessary steps to eradicate the plant.

**Floating Pennywort**

This pretty looking green weed sits on top of the water, and can spread by 25cm a day. It forms a mat which can affect oxygen levels in the water and kill native wildlife.

**Giant Hogweed**

This can look similar to other plants like Pignut or Cow Parsley, but generally grows taller and has thicker stems. It is now common by the side of roads and near water. You must be careful when handling the plant.



**Himalayan Balsam**

Himalayan Balsam is usually found near riverbanks, grows up to 2m in diameter and covers nearby plants in shade. It produces pink flowers with seed pods that can explode at a rate of up to 800 seeds a year.

**New Zealand Pigmyweed**

This grows throughout the year but can quickly smother native vegetation. It forms a dense mat over the water's surface and affects the levels of light and oxygen.

**Dealing with Invasive Plants**

For most invasive plants we would use a range of methods including spraying with chemicals, digging the plant out, burying the plant and removing from the site or burning it. For invasive plants that float on water, we would use weed boats or remove them manually.

## **CGM Group**

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