



## Why use Signs Now?

Signs Now has been trading since 1997 and operates 4 sites across the UK. There has been a substantial investment in machinery at the manufacturing facility in Wolverhampton. Signs Now have many of the professional policies and practises that you would find in a blue chip organisation:-

### Employment Policies

- Signs Now Staff Handbook
- Equality & Diversity Policy
- Race Relations Policy

We have always taken great care with our health and safety management system:-

- Health & Safety Policy
- Health & Safety Handbook
- CHAS listing
- Constructionline membership
- Safe Contractor



We recognise the impact of our business on the environment and we aim to take systematic care to reduce and minimise this impact:-

- Environment & Sustainability Policy
- ISO 14001 Certificate
- Waste Carrier License



We have a robust quality system. Our motto is "to do what we say we do". To that end, staff are eligible for a quality bonus which depends on system compliance:-

- ISO 9001 Certificate
- ISA Certificate



Finally, we are proud of the many awards we have won over the years. In particular we are proud to have received the award for Sign Business of the Year.

- Sign Business of the Year



## Insurance

Public and Products Liability	Five Million Pounds (£5,000,000)
Employers Liability	Ten Million Pounds (£10,000,000)
Indemnity Insurance	Two Million Pound (£2,000,000)





## Signs Project of the Year

In 2016 we were proud to be awarded The Sign Project of the Year by the British Sign Association



Bill Dunphy and Carlo Matarazzo, receive the Sign Project of the Year Award from Bill Turnbull, former BBC newsreader and Strictly Come Dancing celebrity.

There are around 10,000 sign makers in the UK so to win Sign Project of the Year is a fantastic accolade.

What does this mean?

### Signs Now will aim to deliver –

- High standards of Service
- Customer Care
- Innovative Solutions
- Expert Advice
- Peace of Mind
- Added Value
- Value for money
- Guaranteed Workmanship





## Installation

Installation is carried out by our in-house installation teams and complies with Health & safety Regulations.

Signs Now will submit full 'Method Statements' and "Risk Assessments" to the customer prior to commencement of any work for approval.

The people at Signs Now are training and qualified to the following –

- Chapter 8 Road Working
- IPAF
- PASMA
- CRB
- CSCS
- Manual Handling
- Sign Making NVQ
- Health & Safety
- Working at Heights
- Risk Assessments
- Method of Works
- Cat & Genny Training





## Guarantee

Our guarantee includes the following –

- Paint
- Finish
- Mechanisms
- Functionality
- Durability
- Resilience
- Abrasion

This runs from the date of delivery or installation and that what is agreed between Signs Now and the customer. Depending on the product or sign each material has a different life expectancy.

However, if not stated the standard guarantee given is 5 years.

High standards of workmanship shall be used from fabrication to installation.

Guarantee does not cover any failure attributed by malicious damage or vandalism.

Colourfastness during the guarantee period on outdoor exposure period on all coloured surfaces can be expected to exhibit at least some degree of change. Signs Now guarantees that any changes in colour will be so small as to pass undetected by the casual observers.





## Health and Safety

### Operating to the highest standards of health and safety



Signs Now has a written health and safety policy statement and a range of policies and procedures to make sure that the policy works properly. A copy of our policy is available upon request.

As a sign maker Signs Now face a number of particular risks in the business that requires the regard of health and safety as a major business priority:-

- Many of the signs installed are at a considerable height above ground. The use of skilled installers and access equipment for this work is required.
- Very often the work surrounds the general public. The need to exercise care in the working environment is essential.
- Signs now make over 95% of the signs in-house which requires operating machinery and requires great care.

For these reasons Signs Now need to take the issue of health and safety very seriously.

Signs Now are proud to declare that since the company was formed in 1997 it has never had an accident that needed to be notified to the HSE. In that time Signs Now have installed signs for over 8,000 customers.

For many years Signs now have operated a consultancy agreement with Duo Solutions Limited – a firm specialising in HR Management and Health & Safety Management.

Duo Solutions have worked closely alongside Signs Now and have developed a detailed knowledge of our business, the people and the way of working.

As regards to health and safety the primary contact has been with Clive Billington. Clive is a Chartered Member of the Institute of Occupational Safety and Health (CMIOSH) and Clive is qualified as a European Occupational Safety and Health Manager (EOSHM).

Bill Dunphy is the director at Signs Now personally responsible for health and safety matters. The issue is on the agenda of monthly board meetings and is discussed with staff at weekly staff meetings. A calendar of initiatives and routine inspections is agreed each year and the progress of this calendar is monitored at the board meetings.

Clive Billington is on a contract to advise the board on health and safety matters, to carry out training where necessary and to conduct health and safety audits.

In recent years Signs Now has become CHAS Listed, a member of Constructionline and we have withstood audit and close scrutiny from several public sector organisations.

