



Why use Signs Now UK LTD

Good professional signage is important to your organisation, and you need the peace of mind that comes from working with a reputable, experienced, award-winning sign company.

Since the company started in 1997, we have grown to become a leading national and international sign maker with many well-known national and international clients.

The many awards we have won over the years demonstrate our skill in designing and making signs - backed up by a highly effective system of project management.

Signs Now is proud to hold an accreditation for the internationally recognised quality standard - ISO 9001, and ISO 14001 accreditation for its environment management system. Our health and safety system has been approved for CHAS, SAFE Contractor and Constructionline.

Signs Now UK is a proud member of the International Sign Association and the British Signs & Graphics Association.

Most of our signs are manufactured in-house by our own experienced team and the majority of our sign installations are carried out by our own employed fitting crews.

We are unique in the sign industry for offering a 5-year warranty on the permanent external signs we provide for our clients. Even so, we would remind everyone with signs that they need to take care to check that their signs continue to be safely fixed so that it is unlikely to fall and cause any injury.

We pride ourselves on the speed of our response to customer enquiries and our regular customer surveys confirm that we impress with the quality of our products and with the passion we have for customer service.



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
- 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
- ISOQAR 14001:2015 8927-EMA-001
- Waste Carrier License



We have a robust quality system. Our motto is "to do what we say we do".

- ISO NQA 9001:2015 21274



We are bound by the ethics and standards of both the ISA UK and the ISA

- The International Sign Association UK (ISA-UK)
- The International Sign Association (ISA)



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	Ten Million Pounds (£10,000,000)
Employers Liability	Ten Million Pounds (£10,000,000)
Indemnity Insurance	Two Million Pound (£2,000,000)





Honours & Awards

- **2018 Export Business of the Year – FINALIST**
Exporting to 45 countries for various international clients.
Business Chamber of Commerce
- **2017 Roll Out Programme of the Year - WINNERS**
BSGA British Sign & Graphics Association - WINNERS - of the Roll Out Programme across EMEA Europe, Middle East, and Africa. Supplying Hilton 'Heart of House' signs in 40 countries and 150 hotels for 14 Hilton Brands.
- **2017 Project of the Year Award by Alliance Franchise Brands America- WINNERS**
Winning the Project of the Year Award 'Flotilla' at Resort World Birmingham by Alliance Franchise Brands America and presented by Printing News and Wide-Format & Signage USA. Featured across the Signage industry of America.
- **2016 Leisure Industry Award - Project of the Year Award 'Flotilla' - WINNERS**
Resort World Birmingham at the British Sign Awards. Organised by the British Sign & Graphics Association. Presented by BBC presenter Bill Turnbull.
- **2012 Project of the Year Finalist at the British Sign Awards – FINALIST**
Project - Motorpoint Arena Cardiff. Organised by the British Sign & Graphics Association
- **2010 Business of the Year - FINALIST**
Finalist at the Birmingham Chamber Awards.
- **2009 Outstanding Achievement Award by West Midlands Police - WINNERS**
Awarded the Outstanding Achievement Award by West Midlands Police for surveying, manufacturing and installing internal and external signs at 72 Police Stations across the West Midlands within a 6 week period.
- **2008 Sign Business of the Year at the British Sign Awards - WINNERS**
Organised by the British Sign & Graphics Association. Presented by John Sergeant, former Chief Political Correspondent of the BBC and Strictly Come Dancing celebrity.



Sign Project of the Year



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.

Signs Now UK 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
- DBS
- CSCS
- Manual Handling
- Sign Making NVQ
- Health & Safety
- Working at Heights
- Risk Assessments
- Method of Works
- Cat & Genny Training





5 Year 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 UK 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 on PERMANENT SIGNS.

Temporary signs such as banners, exhibition signs and short-term life expected signage will have no warranty.

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

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

Colourfastness during the guarantee period on outdoor exposed surfaces can be expected to exhibit at least some degree of change.





Environment – Waste Carriage Licence



Where possible, materials used in the manufacture and installation of signage will be environmentally friendly both in manufacture and disposal.

Signs Now is committed to leading the industry in minimising the impact of its activities on the environment.

The key points of its strategy to achieve are:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Minimise toxic emissions through the selection and use of its fleet and the source of its power requirement.
- Actively promote recycling both internally and amongst its customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution.
- Meet or exceed all the environmental legislation that relates to the Company.
- Use an accredited program to offset the greenhouse gas emissions generated by our activities.

Disposal Plan

Signs Now are registered as Licensed Waste Carriers with the Environment Agency.

Waste Carriage Registration Licence CBDU55937

What it means

The duty of care is a law which says that we take all reasonable steps to keep waste safe. All waste is transported and recycled or disposed safely.

We take all reasonable steps to fulfil the duty and complete a Duty of Care: Transfer Note.

Steps we take:

We store it safely and securely and prevent it causing pollution or harming anyone.

1. Remove existing old signs from site
2. Make it secure. Keep it in a suitable container. Any loose waste is put into a skip or on a lorry and covered.
3. Waste is transported to a controlled registered authorised waste recycle or disposal centre.
4. All waste is described and noted in writing on an official transfer note and kept for reference.

Further Advice

Environmental Agency -

<https://www.gov.uk/government/organisations/environment-agency>



National & European Standards



Signs Now UK abide by the National & European Standards set out below -

BS 559:2009 Specification for the design and construction of signs for publicity, decorative and general purposes

BS 559 specifies requirements for the design and construction of signs for publicity, decorative or general purposes, at internal or external locations.

It is applicable to both illuminated and non-illuminated signs, whether fixed or portable.

BS 559 provides guidance on:

- Service life
- Sign materials
- Sign design and construction
- Illuminated signs
- Marking and literature.

The 2009 latest edition is a full revision of the standard, and introduces changes to:

- Requirements for the calculation of resistance to wind pressures
- Requirements for foundations for fixed free-standing signs
- Protection against corrosion and protection from damage by birds and rodents
- Requirements for LEDs
- Guidance on working with vinyl films.

Descriptors

Signs, Sign lighting (buildings), Fixed, Portable, Advertising signs, Decorative lighting, Design, Installation, Life (durability), Metals, Wood, Plastics, Surface spread of flame, Wind loading, Foundations, Corrosion protection, Thermal expansion, Joints, Mechanical properties of materials, Adhesives, Panels, Waterproof materials, Temperature-rise limit, Letters (symbols), Dimensions, Fixing, Light-emitting diodes, Electrical safety, Marking



The Signs Now workforce meets the criteria set out in the Health and Safety at Work Act 1974.

PASMA (prefabricated Aluminium Suppliers & Manufacturers Association) provide a recognised standard for safe use of Aluminium Towers.

Our people have the knowledge to work safely in the use of this work equipment. They are accredited members of PASMA, practical on the safe erection, dismantling and use of mobile alloy and fibreglass access towers, which are approved to BS EN 1004 : 2004 and which carry a current British Standard or other equivalent mark of approval.

Our workforce have been assessed with a written and practical tests in the following areas: -

- Introduction to mobile access towers
- Components and hazards
- Stability
- Repositioning towers
- Care and maintenance
- Regulations and standards
- Tower assembly
- Safe use of towers
- Tower inspection
- Tower dismantling



IPAF (International Powered Access Federation) is the recognised standard in Industry for competency operating hydraulic work platforms and promotes the safe and effective use of powered access

Our IPAF operators are certified by TÜV as conforming to ISO 18878

Training in the use of work equipment is required by Health & Safety legislation and Work at Height regulations,

- Introduction to MEWP
- Safe operation and limitations of use
- Identification of major components
- Pre-use checks and inspections
- Checks prior to road travel
- Site condition and route planning
- Travelling and manoeuvring
- Setting the machine for work
- Typical work applications
- Test – practical and theory
- Course review and questionnaire

Our operatives have an IPAF certificate and a PAL (Powered Access Licence) card.



Construction Skills Certification Scheme

CSCS was set up to help the construction industry to improve quality and reduce accidents.

Our sign installers have met the criteria which must be met to gain a (CSCS) Construction Skills Certification Scheme card.

To have obtained this certification our people required to do the following:

- Pass CITB Construction Skills health and Safety test, with additional questions relating to height.
 - Complete an NVQ level 2 in Signs Making
- Or
- Complete an NVQ level 3 in Sign Making

Our people are qualified to the level of 'Signs Installer' (illuminated) industry accreditation A



Signs Now UK are bound by the ethics and standards of both the BSGA and the ISA

The British Sign & Graphics Association (BSGA)



Signs Now UK have been proud members of the International Sign Association UK for many years formerly known as BSGA.

The International Sign Association (ISA-UK) is the leading trade organisation for the sign industry in the United Kingdom.

The ISA-UK emblem is recognised as the mark of a quality sign maker.

All members of the Association are vetted prior to acceptance and are subject to the ISA-UK Code of Practice and Obligations of Membership which set the standards required in terms of both product quality and customer service.

Signs Now takes its commitment to the association very seriously and we are proud to boast that our National Account Manager, Carlo Matarazzo, is a Council Director making a very active contribution to the Technical Committee.

The International Sign Association (ISA)



INTERNATIONAL SIGN ASSOCIATION

The International Sign Association (ISA) is devoted to supporting, promoting and improving the sign, graphics and visual communications industry through government advocacy, education and training programs, technical resources, stakeholder outreach and industry networking events.

Vision/Mission Statement

To be the leader in shaping and developing the sign, graphics and visual communications community worldwide.