

INTERNAL SIGNS

HELP & INFORMATION

Say "GET LOST" to your customers and they will say "get lost" to you!

Research Shows:

- "One of the biggest causes of customer dissatisfaction is poor directional signage"
- "Signs are the most efficient and effective means of communication"
- "Good Directional signs increase the functionality and efficiency of the building, which lowers running cost and increases profits"
- "Good Directional safety signs are required by law and save lives."

- So why **do** businesses neglect something so important?

Directional Signage

You know how frustrating it is... you are on a long journey – every turn and junction is signposted – you get within ½ a mile of your destination and the signs stop! Panic, frustration and irritation are just a few of the emotions running round your head.

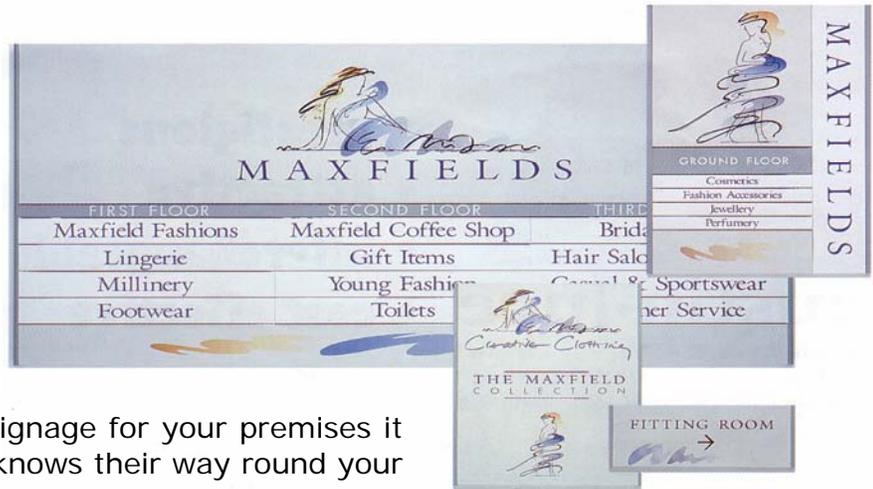
When you are devising directional signage for your premises it is easy to forget that not everyone knows their way round your building as well as you do.

Many people are reluctant to ask for directions so design internal directional signage with the visitor in mind. Introduce appropriate and highly visible signage and you create brand value as well as helping your visitor to gain the most from their visit.

The Problems of navigating around surgeries and clinics

Clear directional signs are even more critical in an environment where a higher than usual proportion of your visitors may require assistance. As with all premises open to the public it is now a legal requirement to make reasonable adjustments to your premises and to consider the need to fit signs that comply with the Disability Discrimination Act. (See our DDA Help & Information download.)

Additionally, some surgeries use a colour-coded system. On arrival at reception the patient is given a large coloured tag. The floor is painted with a matching coloured line leading directly to the doctor's room, which has a door nameplate of the same colour. The patient then hands the tag to the doctor when they see him. This also cuts down the receptionists' workload because the tags are sequentially numbered.



'Bullet Proof' signs



Clear Glass signs are one of the smartest internal sign schemes you can choose. They look upmarket and modern. However, if using a bespoke material such as toughened safety glass is beyond your comfort level, the solution is Plexiglass. This is the same material used for Bullet proof Glass and is practically unbreakable, what could be better for your interior?

For even more impact Austin Luce have developed LED lighting to create an edge lit lighting effect.

New Regulations for Internal Safety Signs

Signs produced to meet BS5499 comply with the current standards as defined by the HSSA. Revisions to the legislation are introduced on a regular basis and the need for businesses to keep abreast of the changes is essential. Austin Luce have a full range of compliant signs that meet with these demanding standards. Businesses which are mostly affected by the new regulations include Schools, Colleges, Universities, Hospitals, Hotels, Guest houses, Hostels, Libraries, Leisure centres, Doctors surgeries and all other buildings with public access.

Legal Requirement from July 2005

"From the 6th July 2005 all employers must take action to prevent their workers from developing any diseases inflicted from using machines and equipment which vibrate, thus causing hand, arm vibration syndrome.

Being exposed to vibration for long periods of time can cause loss of feeling in hands, fingers and arms." Adequate compliant signage will help to address this area!



Fire safety order Feb 2006

Passed by the House of Lords a number of changes are to be introduced in February 2006. A brief summary of these changes are as follows:

- Fire certificates will no longer be issued
 - Each individual company will be responsible for their own fire safety
 - The employer must conduct a fire risk assessment
 - An identified person will take full Corporate liability
 - Scope will extend to include: property safety, fire fighter safety and the environment
- Primary responsibility will rest with the **Employer with control of a workplace**, failing which responsibility passes along the following chain – person with overall management of the building, occupier of premises or owner of premises.

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