



# WE ARE ID MAINTENANCE

CORPORATE IDENTITY SUPPORT



MANUFACTURE, INSTALLATION  
& MAINTENANCE  
OF YOUR BRAND SIGNAGE

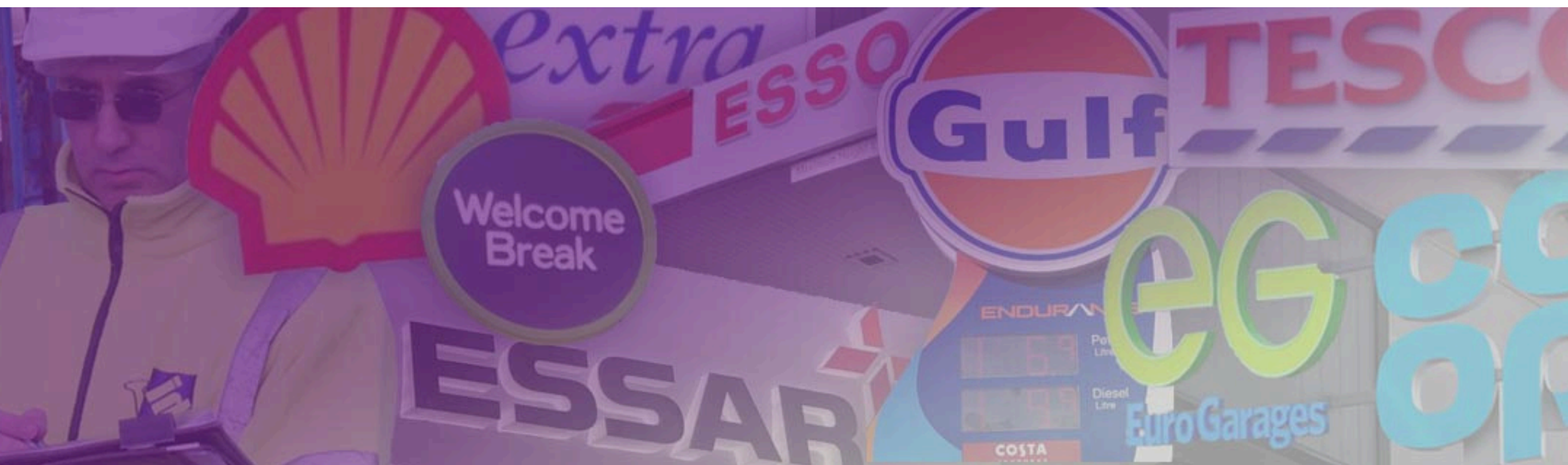


# WELCOME TO

As a leading UK corporate signage manufacturer and installer, ID Maintenance recognise and understand the value of a client's corporate image in terms of customer recognition and perception, and appreciate that it is an investment which must be regularly maintained to prevent its devaluation.

ID Maintenance is a UK leader in the operational aspects of corporate signage, helping companies maximise the impact of their brand in a competitive environment.

“ We are proud of our ability to ‘effectively manage’ installation and maintenance contracts whilst integrating within our clients processes’ ”



ID Maintenance offers all the services you would expect from a specialist with the capacity to undertake a national corporate signage programme:

- Manufacture of all types of corporate signage in our own dedicated facility
- Installation of signage and associated brand assets using regional operations teams
- Reliable, regular maintenance of sites as part of a strategic signage maintenance programme
- Responsive emergency support to reinforce a client's health and safety obligations to its staff and to the public
- Cost-effective solutions for the refurbishment of commercial sites

## OUR ACCREDITATIONS



**Sedex** | Member





# AREAS OF EXPERTISE

- PROJECT MANAGEMENT OF NATIONAL RE IMAGE AND PREVENTIVE MAINTENANCE PROGRAMMES
- SIGN ASSET SURVEYS
- SIGN MANUFACTURE, INSTALLATION, REPAIR AND MAINTENANCE
- VINYL GRAPHICS, WINDOW FREEZE AND MANIFESTATIONS
- LED PRICE CHANGE SYSTEMS
- CANOPY REPAIRS, REPLACEMENT DECK, SOFFIT SHEETS AND GUTTERS
- INSURANCE WORKS
- LIGHTING SURVEYS, LED LIGHTING AND SIGN ILLUMINATION
- SPECIALIST ONSITE PAINT SPRAYING AND INDUSTRIAL PAINTING



## ABOUT US

ID Maintenance was formed over 25 years ago with the philosophy of building long-lasting relationships with top UK companies by providing the highest standards of service. This meant working with the clients' culture and existing procedures in mind to effortlessly integrate our services.

We provide our clients with a comprehensive signage service that enhances their corporate identity through a professional well-managed signage process.

Our philosophy has allowed the company to provide a comprehensive service to many top UK companies. We've achieved this through understanding the need for effective coordination and project management throughout. Our services are built on a deep understanding of the importance of recognising our clients' needs.

We enable our employees to utilise the latest manufacturing technology alongside thorough scheduling, reporting and monitoring, and we consider ourselves to be true innovators in the industry.

Health and safety is paramount; all our teams are fully trained and equipped. Our engineers have vast experience in working in a controlled manner and adhering to strict safety protocol whilst ensuring efficient and effective implementation. Minimum training standards include UKPIA safety passports, CSCS, PASMA, PAL IPAF, Asbestos Awareness, First Aid, LOTO, Fire marshal as well as individual client's certification and task specific training.

The company registrations include Safe Contractor, Constructionline, Avetta, SEDEX, and APEA membership.





# OUR MANAGEMENT TEAM



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## HEALTH & SAFETY

Health & Safety is always considered paramount in all aspects of operations from top down training and implementation, on-going assessment and monitoring. Appreciating the requirements of hazardous area working is at the heart of our approach to working on site. All our crews are fully trained and holders of the UKPIA safety passport scheme, a mandatory requirement ensuring safe working practices.

The company directors influence behaviour towards health, safety and quality in various ways; firstly they have direct input with the development and review of the company policies and secondly by employing the managers and an external consultant to monitor their effectiveness and to audit against them.

All installation staff have the following minimum qualifications:

- SPA UKPIA Passport
- PAL IPAF Scissor & Boom
- PASMA Mobile Access Tower
- First Aid & Appointed Persons

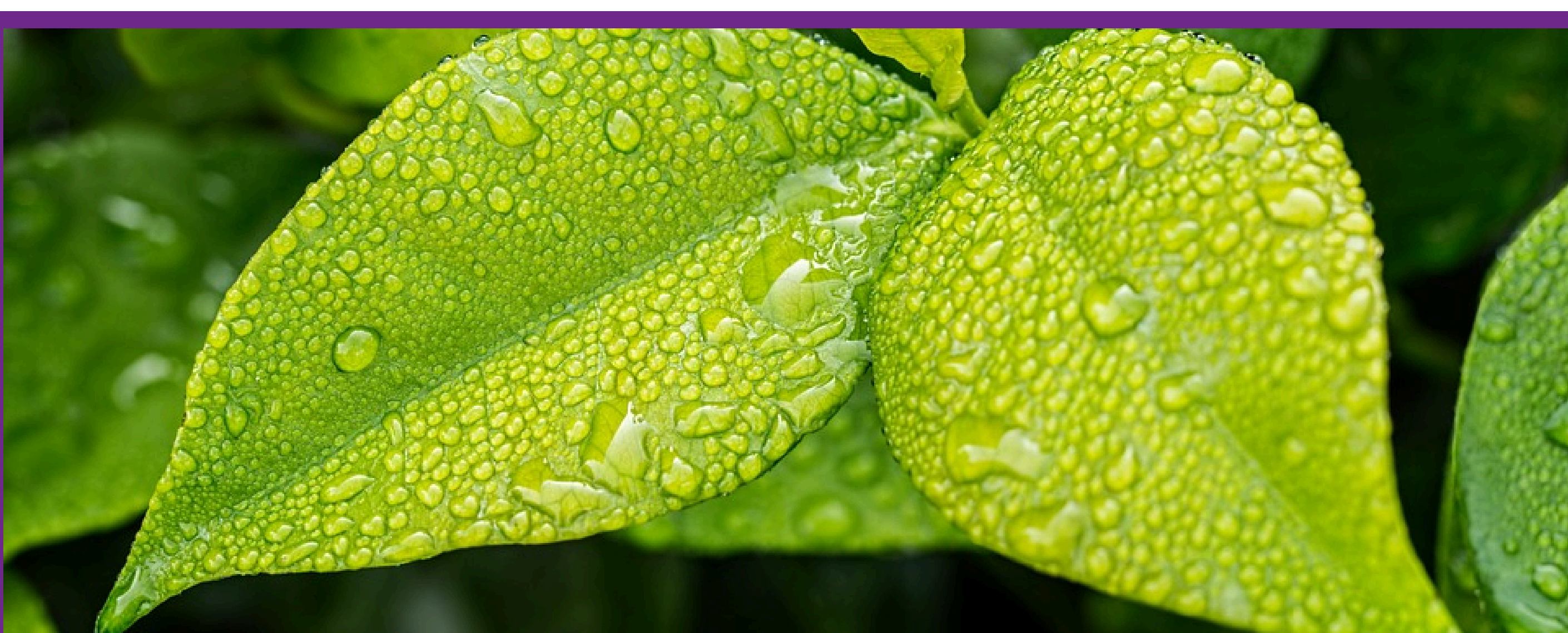
In addition, individuals have further training determined by their roles within teams, for example, slinger and banksman for safely handling and controlling free-standing or loader cranes.



## GREEN CREDENTIALS

ID is committed to an environmentally sound approach to all aspects of its business. We continually assess our business with a view to minimising our environmental impact, including:

- Energy conservation at all premises
- Vehicle fuel consumption and emissions including the introduction of fully electric zero emission vehicles.
- Use of environmentally responsible products, materials and finishes
- Recycling of surplus and waste materials and responsible disposal where recycling is not possible





# MANAGEMENT REPORTING



A key part of the success of ID has been its relationship with its clients, and an important part of that is giving a client the information they need to monitor the progress of any job.

ID has invested in a comprehensive computer hub which keeps track of all work planned and monitors its progress in the field. All our installation and maintenance teams are linked on-line to the system, and at the completion of each stage they update the job status and photographic records.

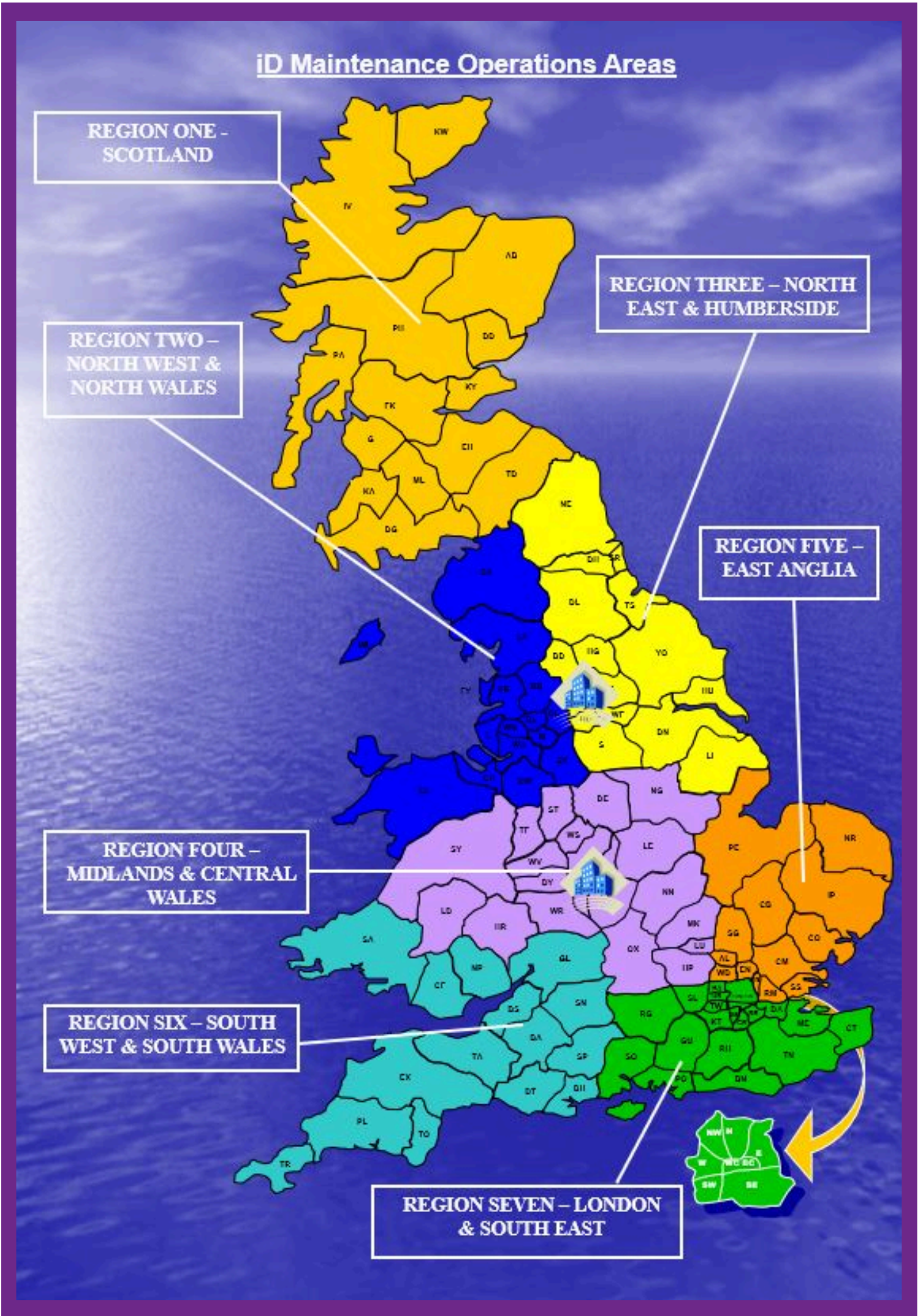
Any client queries are directed to our helpdesk and the current status of any job can then be reported immediately. The system also allows detailed analysis of work by time, by region, or by any of the stored criteria, enabling comprehensive reports to be sent to suit the particular requirements of a client.

Historical records are maintained of all works undertaken for access at any time.

## COVERAGE

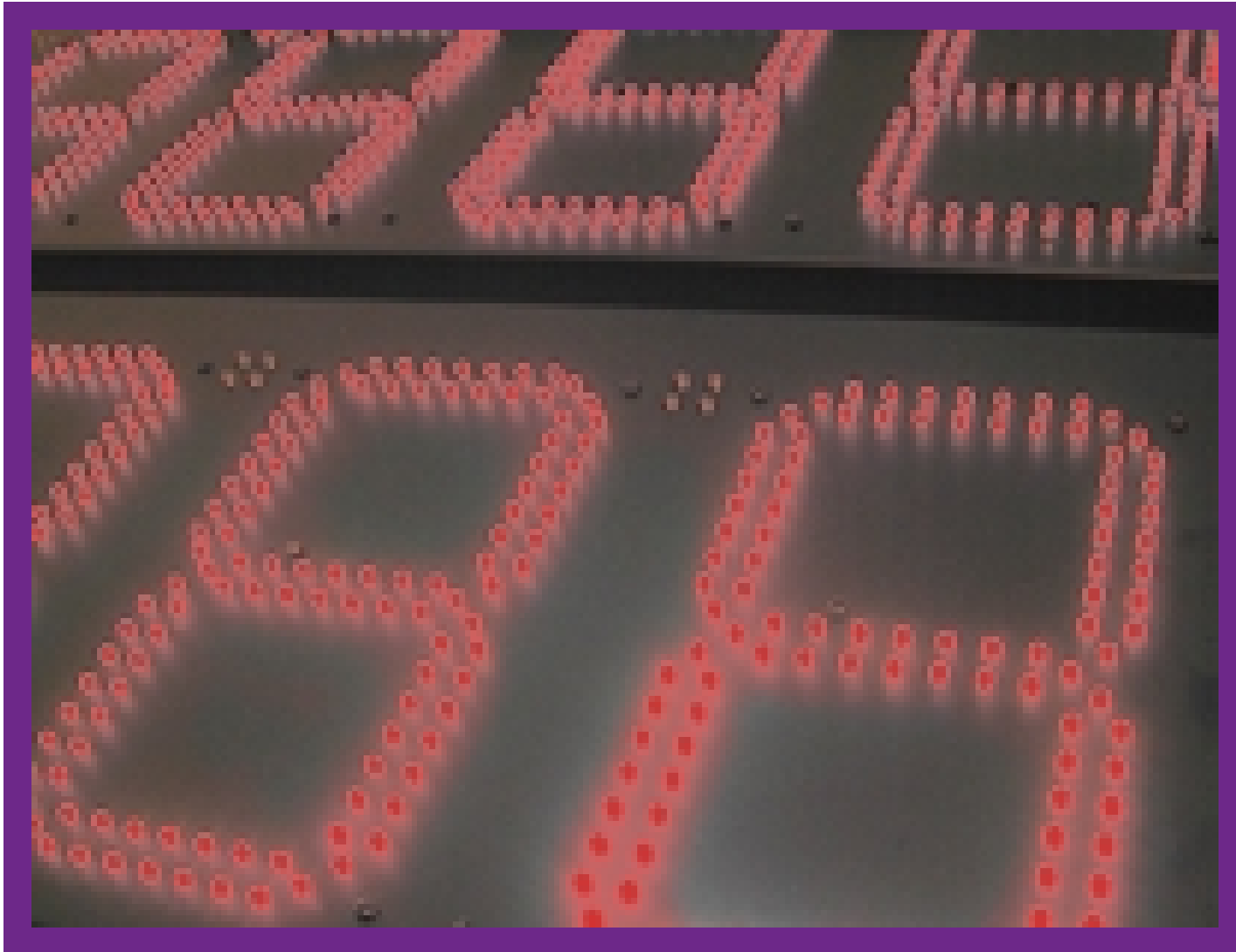
ID Maintenance provides a national service implemented by regionally based operation teams to ensure the most responsive service to clients. Our helpdesk ensures that you have a central contact point wherever our teams need to be deployed.

All our vehicles are fitted with tracker devices to ensure real time monitoring of maintenance requests and effective management of our labour resource throughout the UK.





## INNOVATION



Since inception, ID has been keen to introduce innovations where these can benefit the customer's mission to maintain their brand at the forefront of their customers' minds.

ID constantly evaluates all products, technologies and materials used in the business, to ensure that no advance in technology or efficiency will escape attention, we will apply these to the benefit of its clients and maintain efficiency.

## MANUFACTURING

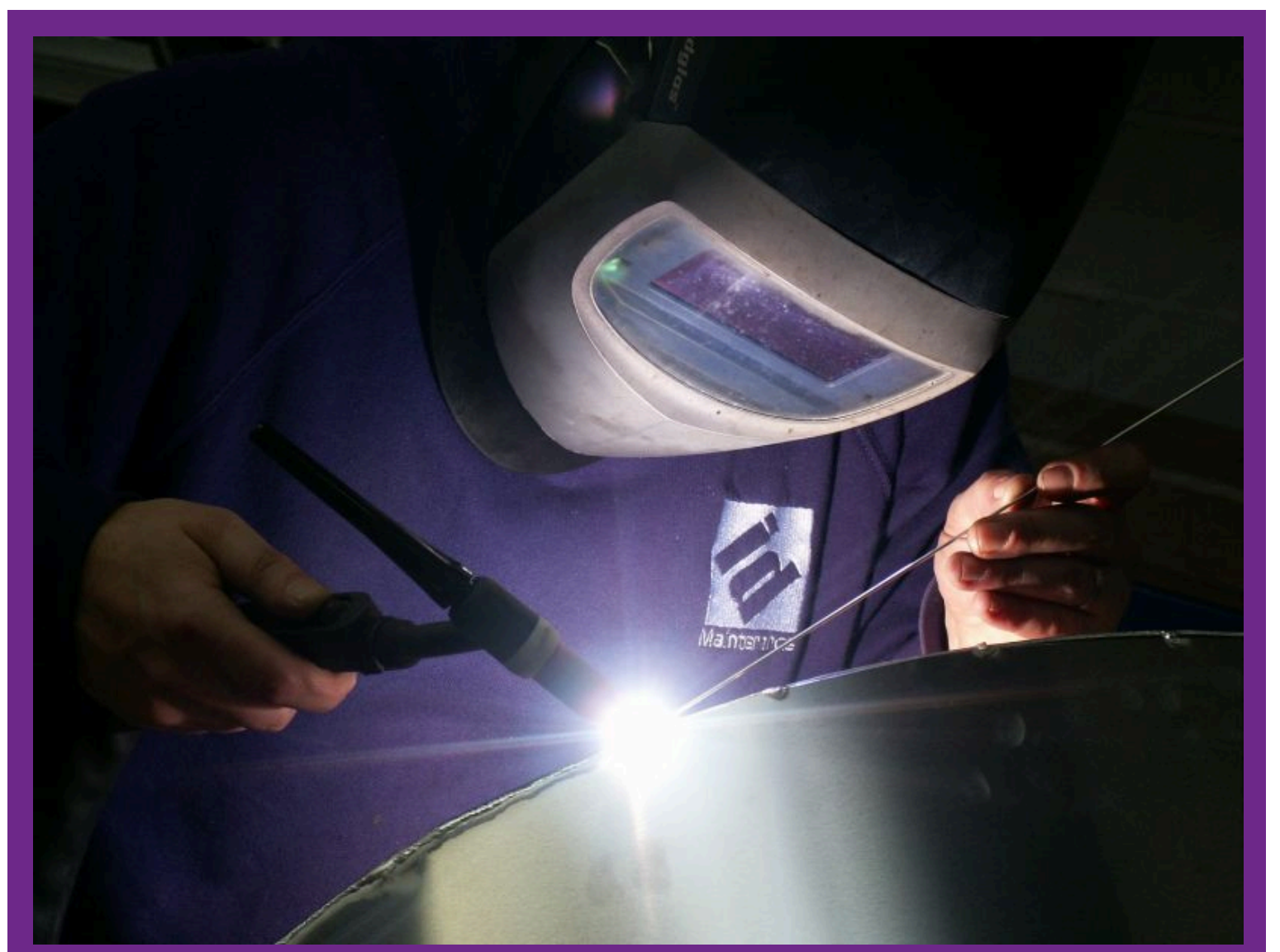
What separates ID Maintenance from other corporate signage manufacturers and installers is our comprehensive process. All our services are coordinated in-house, from our manufacturing facility in through to installation and ongoing lifecycle maintenance. Our process is entirely under our control, meaning we don't rely on third parties to manufacture or install signage on our behalf.

This in-house manufacturing plays an important part in our overall service, having positive effects on all aspects of the process. As we are in control of the supply chain and manufacturing, we can provide punctual services, ensure that quality standards are adhered to and manage projects more effectively.

Our facility uses the latest manufacturing technology and is fully equipped to handle both large and small manufacturing production requirements. The machinery enables the cutting, folding and bending of substantial materials, and the fabricate large structural elements, powder coating and vinyl manufacturing and application to the highest standards.

As we have complete control of the manufacturing process, we can effortlessly provide products that are in line with clients' specifications and quickly adapt to changes when necessary.

- Our facilities provide covered storage for clients stock, which means we can manage inventories of signage and hardware on our clients' behalf.
- Our manufacturing process is key to our overall service and allows us to offer flexibility and assurances to our clients that other signage installers cannot.





# FACILITIES

ID stocks and works with all the standard sign-making materials, steel, aluminium, aluminium composite, acrylic and vinyl.

- Blank materials are cut to size and folded on our state-of-the-art computer-controlled Safan brake press.
- Curved sections are formed on our Sergi large capacity 3m rollers
- Panels are routed where required.
- Totem signs are manufactured to clients requirements and can incorporate the latest LED technology for messaging and price displays.



Our welding capability caters for all MIG and TIG requirements, enabling structural elements to be implemented in one production run.

Sign displays are accommodated with a variety of acrylic and vinyl applications and illumination content fitted in house. For illumination we use high specification control gear and/or LED systems to suit clients requirements. LED moving message and numerical price displays are also assembled in house.

We are able to provide a range of high performance spray painted and powder coated finishes on a selection of substrates.





# INSTALLATION

ID Maintenance ensures that clients' requirements are always implemented by our highly trained and skilled personnel. Whether we're providing a client with a national rebranding project or one-off manufacture and installation project, our services remain consistent and professional regardless of scale.

We understand the importance of strong project management and having a "can-do" attitude. We know that requirements change, our team are always adaptable and pride themselves on time management and working within a budget.

We provide each of our clients with a dedicated client manager to enable a clear communication point between us and the client and a 24/7 manned helpdesk. Our installation service includes all possible requirements of a site branding programme including:

- Site surveying
- In-house manufacturing of all corporate external signage components including totem signs.
- Installation (national rebranding programmed or one-off or project)
- Painting, spraying and finishing on-site
- Fabrication and repairs on structural canopy steelwork
- Site Valeting and Condition reporting
- Installation of LED price displays
- LED Canopy lighting
- Thorough and comprehensive project management
- Signage storage and inventory management
- Ongoing lifecycle reactive and planned preventative maintenance



Unlike many other signage installers, we specialise in forecourt installation. This means we understand the logistical and health and safety requirements behind such installations and how to manage them effectively. Ensuring minimum disruption to our clients normal trading operations throughout the installation process is a top priority, our team of professional installation engineers all have extensive experience in managing forecourt installations effectively. From National installation programmes to one off projects Our installation services are based around working closely with our clients to fulfil their aims within a defined budget. We understand how important it is to implement effective and efficient project management. Our engineers are both highly trained and experienced, our management team have a vast experience of implementing signage programmes and projects, regardless of the scale of the project that we are working on, we ensure that our service remains consistent, professional and implemented to the highest standards. Budgeting is a key to good project management, which is why we pride ourselves on completing jobs on time and to the clients' budget. All our clients are assigned a dedicated client manager to enable effective project management. This is something that we provide regardless of the scale of the project.



# INSTALLATION

Our installation services are fully comprehensive and include site surveying, in house manufacturing of signage and installation by our fully trained engineers. Installation are done on multi-site programmes or one-off sites to suite client requirements.

We provide customers with signage storage options and can manage an inventory of signage for our clients if required.

To ensure the best finish to signage, our powder coating and vinyl manufacturing facility ensures the highest standards of finish to our client's colour and graphical requirements.

As we specialise in forecourt signage, we also cover the installation of LED price displays and LED illumination within our signage and LED lighting to the canopy underside lighting.

All our installation services are effectively managed by a team of experienced professionals to ensure that client operations are as uninterrupted as possible.



# STANDARDS

## COMPLIANCE WITH INSTALLATION STANDARDS

All staff in ID – Corporate Signage Support installation teams are fully trained to undertake their tasks in a professional, responsible and efficient manner. They operate in a culture which puts the health and safety of their teams, client's staff and the public at the heart of all they do. All ID – Corporate Signage Support installation staff have the following minimum qualifications:

- SPA UKPIA Passport
- PAL IPAF Scissor & Boom
- PASMA Mobile Access Tower
- First Aid & Appointed Persons

In addition, individuals have further training determined by their roles within teams, for example, slinger and banksman for safely handling and controlling free-standing or loader cranes.





# MAINTENANCE

Brand recognition and customer loyalty are paramount to the success of a company. A client's corporate image is essentially an identity that is portrayed to its target market. Maintaining this image is essential, through PR, social media, marketing and through signage.

We provide clients with national planned preventative and reactive maintenance services to safeguard and enhance their corporate Image and reputation.

Our teams of engineers are regionally database to reduce travel and swiftly react, meaning we always have our maintenance professionals available nationally. Our maintenance teams are available to respond quickly and perform emergency repairs along with more effective planned preventative maintenance visits.

We know how important it is to get signage up and running if it suffers damage or a fault. Our technicians have the equipment and materials on hand to make quick repairs and effective general maintenance.

Our engineers can ensure that your signage is always displaying as it should. Regular preventative maintenance means that your signage will always appear professional, which is why we offer a range of maintenance services. These include:

- Ongoing lifecycle reactive and planned preventative maintenance
- Accidental damage repairs
- Storm and wind damage repairs
- Site Valeting and Condition reporting
- Maintenance and repairs of LED price displays
- LED Canopy lighting maintenance or replacement
- Structural damage repairs
- On site painting and spraying
- Graphic vinyl replacements
- Illumination repairs
- Pressure washing
- Canopy gutter and sheeting repairs

Keeping your signage clean and working correctly can have a substantial impact on your brand image and customer perception, regular maintenance is essential to maintain the integrity of the brand.





# REGULAR MAINTENANCE

A program of regular maintenance is an essential part of protecting an investment in a brand image. ID offers brand maintenance services at an agreed frequency, and maintenance site visits can include:

- Sign and infrastructure cleaning
- Illumination maintenance and replacement
- Replacement of control gear where its expected working life is near the limit
- Assessment and notification of additional problems, and immediate rectification if within agreed parameters

We work with clients to maximise the value obtained through maintenance visits, for example, updating illumination to LED using high specification materials. We work closely with the client to assess the optimum frequency of regular maintenance visits, but recommend that annual visits should be the minimum considered to maintain the integrity of your corporate image, especially on outdoor sites.

We also arrange all site visits to minimise any impact on customers -an important consideration for retail premises.

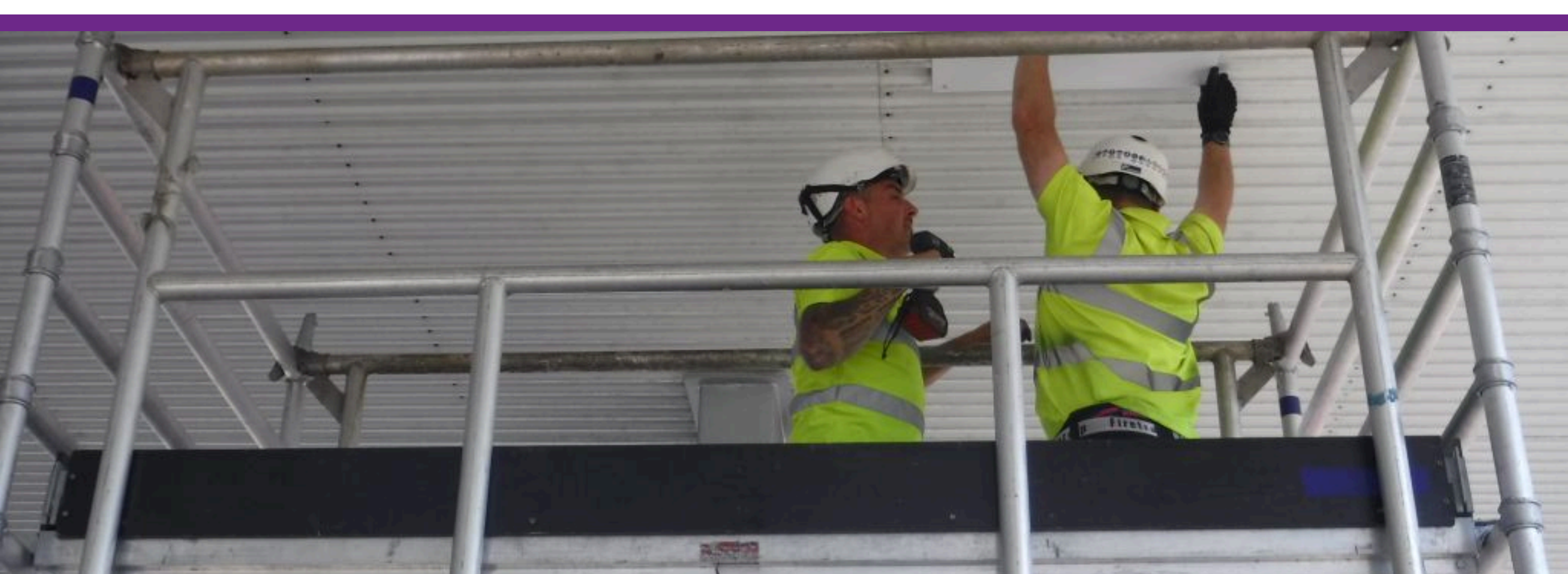


# EMERGENCY CALL-OUT

It is almost inevitable that emergencies will happen, and you want to be assured that action will be taken promptly to ensure that risks to staff and the public are minimised, and subsequently to ensure that the site is made fully operational as soon as possible.

At , ID we maintain a range of emergency call-out levels designed to meet your specific requirements. We can provide just some, or all, of the following:

- A central helpdesk 24/7 hot-line which can determine the most appropriate response to the emergency and direct staff to secure the situation
- Regionally based response teams to ensure they arrive promptly
- Regional depots for asset storage
- Attendance on-site of a surveyor to assess continuing health and safety issues and plan full reinstatement





# REFURBISHMENT

ID offers a complete refurbishment service, working with clients to determine the best strategy on a site by site basis.

A key element in strong branding is maintenance of all signage in “as-new” condition. Despite regular maintenance, sites can start to appear jaded or just outdated. With ever demanding “green” solutions being sought, that are both environmentally friendly and cost efficient, there is a good case for the refurbishment of signage and corporate branded elements as an effective alternative to replacement.

- Initial survey of the site with full assessment of risks
- Scheduling of all work (in the context of the overall requirements for multiple sites)
- Cleaning, repairing and painting
- Installation of new/refurbished signage
- Upgrading and replacement of electrical components.
- Upgrading existing signage and illumination to LED.



# ASSET MANAGEMENT


An important part of maintaining a corporate brand in prime condition is the ability to undertake remedial work rapidly, and for this to operate effectively requires the maintenance of a level of spares located strategically around the country.

Where this level of support is required, ID has the ability to maintain and deploy all specified assets to best meet a client’s needs. We provided storage for all components of a brand scheme, from pricing units to pole signs, from cladding to fascias.

The process is fully computer controlled, enabling stockholding and usage to be tracked and replenishment to take place to maintain operational stock levels.



# CONTACT US

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