

## Challenges:



The biggest challenge that Signs & Design face is to ensure they responsibly source materials at the same time as ensuring a good price and quick delivery. They have investigated their suppliers and the majority, if not all, are third party accredited i.e. FSC/ PEFC etc and their products have traceability from Cradle. They source as much

as their products from the UK as possible however they do understand the Modern Slavery Act and their responsibility towards this issue when sourcing. Our buyers would be the people that would investigate this.

## Impact:

- **Targeted sustainability learning:** From completing the School's e-learning, Signs & Design now understand that their main focus for environmental sustainability is within their own supply chain and responsible sourcing.
- **ISO 1400:** Signs & Design have used the School's resources to understand which ISO standards are relevant to them as a business as to understand more about them and how they could be implemented into their own business.
- **Understanding client requirements:** Since starting the e-learning within the School, the business have a greater understanding of the requirements for sustainable construction and responsible sourcing and what these mean for their clients
- **Noticeable improvements in knowledge:** Signs & Design found the re-assessment process to clearly show the improvements within the organisation's knowledge due to them being able to reflect on their original scores.

## Value gained:

- **Understanding client requirements:** The school's toolkits and resources has enabled Signs & Design to better understand the needs of their clients.
- **Customer recognition:** Signs & Design were originally encouraged to join the School by Barratt Developments, and their engagement with the School has allowed them to continue a stable working relationship.
- **Competitive advantage:** Thanks to understand where they should focus their efforts in terms of sustainability in order to improve, Signs & Design have gained a competitive advantage in meeting their clients' requirements.

## Lessons Learned:

Signs & Design believe that the School should maintain a modern and up-to-date IT system so that members can make the most of its capabilities.

## Fact box



### Company

Signs & Design

### Employees

35

### HQ

Kent, UK

### Website

[www.signsdesign.co.uk](http://www.signsdesign.co.uk)

### Main contacts

Samantha Pugh

### Services

Print and graphics solutions

### About

Signs & Design are based in Kent. With over 30 years' experience, they print and produce graphic solutions for housing developers, retailers and commercial clients across Kent, Essex, Northampton, London and the South East of England. As one of the country's leading print and graphics specialists, they have worked with a wide variety of clients over the years, including new home developers, advertising agencies, high-end fashion retailers and vehicle branding companies. They are a relatively small company with

