



Duty of Care Policy for Wedding Signage Setup

1. Introduction

At *Time To Sign*, we are committed to ensuring the health, safety, and welfare of our employees, clients, event attendees, and any other individuals affected by our operations.

This policy outlines our duty of care in the rental, delivery, and setup of wedding signage.

2. Responsibilities

- **Management:** Responsible for implementing and maintaining this duty of care policy, ensuring compliance with relevant legislation, and providing necessary resources and training.
- **Employees:** Responsible for following health and safety procedures, reporting hazards, and participating in training.
- **Clients:** Responsible for ensuring the safe use and maintenance of signage once delivered and set up as outlined by management and staff.

3. Risk Assessment

We will conduct regular risk assessments to identify potential hazards associated with the rental, delivery, and setup of wedding signage.

A full risk assessment of the venue and the location of the signs will be conducted prior to delivery and advice will be given if *Time To Sign* feels that the suggested location is not appropriate for the sign to be placed. Any slight changes in location due to risks found, will be non-negotiable and *Time To Sign* reserves the right to cancel the set up and delivery if the client will not adhere to risk assessment and safety advice.

These assessments will be carried out at each venue prior to set up and will be reviewed periodically and whenever there are significant changes to our operations.

4. Safe Delivery and Setup

- **Transportation:** Signage will be securely packed and transported to prevent damage and ensure safe delivery.
- **Setup:** Our team will set up the signage at the event location, ensuring it is stable and secure in its location to prevent accidents. Appropriate fixtures and supports will be used to keep the signage in place.
- **Inspection:** Clients will inspect the signage upon delivery and setup, and report any damages or safety concerns before the staff have left the venue. If the client is not on site, a responsible person at the venue will be required to inspect the signage and sign to confirm the receipt and inspection on the client's behalf.

5. Health and Safety Measures

- **Training:** Employees will receive training on safe handling, transportation, and setup of signage.
- **Equipment:** Appropriate personal protective equipment (PPE) will be provided to employees as needed.
- **Emergency Procedures:** Emergency procedures will be in place for dealing with accidents or incidents during delivery and setup.

6. Client Responsibilities

- **Maintenance:** Clients must maintain the signage in its installed position and take reasonable precautions to ensure the safety of all event attendees. This includes the safety of children, ensuring that they do not climb, swing or pull on the secured signs.
- **Security:** All large signage will be secured with heavy sand-bags, supports and appropriate fixings and will not be left on unstable flooring or ground. Any areas that the client would like the signs arranged at will be assessed and will not be left if *Time to Sign* feels that the ground is too unstable. We will only deliver to appropriate areas to ensure all event attendees are not put at risk of falling signage.
- **Modifications:** Any modifications or relocations of the signage by the client or third parties must be reported to *Time to Sign* and will void the safety provision if not approved.

7. Reporting and Investigation All accidents, incidents, and near-misses must be reported immediately. We will investigate these reports to identify causes and implement measures to prevent recurrence.

8. Review and Continuous Improvement This duty of care policy will be reviewed annually and updated as necessary to reflect changes in legislation, operations, or feedback from employees and clients. Continuous improvement in health and safety performance is a key objective.

9. Communication This policy will be communicated to all employees and clients.

It will be available on our website and included in employee training programs.

All management, employee and clients will be expected to comply with this document in full and any delivery of signage to a venue will only be arranged if the client has signed to accept the terms and conditions of this policy.

10. Compliance We will comply with all relevant health and safety legislation and industry standards to ensure a safe working environment.

Signed:

Date:

Role / Client:

Time To Sign

Duty of Care Policy for Wedding Signage Setup, 2024

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Next Review Date: Sept 2025