



## Project Policies and Procedures

You are a valued asset to this project's success - please take a moment to review the guidelines listed, below because your safety and reputation matter.

### Standard Onsite Code of Conduct Expectations

- IRG Project Manager must be aware of your presence while on site. Crew Lead must present letter of authorization to the store management prior to the start of work.
- Vehicles and equipment are to be staged as far from customer entrances & parking as possible.
- Crew members' attire should clearly identify the company with which they are working. Please do not interact with customers unless life safety concerns apply.
- Standard Protocol for working overhead is to properly block the walk space beneath the work area with cones when working on sign faces and to have a full flag crew when cabinets and heavy items are being lifted. Be mindful of potential debris dropping onto pedestrians & customers walking below, especially when removing old sign faces that may break during removal.
- No Project related trash (bulbs, faces, signs, screws, crating, etc.) shall be left on site in any trash bin or containers NOT owned by the respective vendor. All waste to be recycled/disposed offsite.
- All signs installed must be level and in pristine condition upon completion. Touch up paint will be provided to address scratched cabinets.
- Photographs: All signs installations and punch-related revisit work must be photographed to include exterior, and interior to confirm that signs light properly prior to leaving the site. Please note that by photographing the interior and exterior of the sign, you will capture the installation, and relieve yourself of potential liability for damages that may occur after leaving a site.

### Sign Type- Specific Instructions

- Refacing Monuments & Pylons: If new damage is discovered on site, immediately notify IRG to include landscaping issues found or created by sign removal/installation. Ensure sign is properly lighting.
- Refacing Channel Letters: Confirm lettersets lights properly. Wipe down all letter cabinets and "BANK" letter faces.
- Replacing Wall Signs: All holes from previous sign should be sealed and water tight, without excess of sealants left behind. Every attempt to cover as many existing holes with the new sign as possible should be made, especially where new signs are smaller. The IRG Project Manager must be notified of any holes, ghosting, or damage still visible following the installation of a new sign.
- Directional Signs: All directional signs are to coordinate with any marking on the pavement, If new directional signage counteracts the current flow of traffic, remain on site until you have reviewed next steps with your IRG Project Manager. Any existing electrical must be powered down and made safe, then hidden below ground level consistent with regulations. Immediately notify IRG of damaged landscaping found or created by sign removal/installation
- Acrylic/Plate Lettersets: Retained letters are to be wiped down, and completion photos should include the entire letterset.
- Awnings: Completion photos are to include all recovered awnings, applied graphics, and enough surrounding area to confirm the location of each.
- Restoration & Painting: Completion photos are to include close up photos and enough surrounding area to confirm the location of the impacted area.