



## CORPORATE PROFILE



4590 118TH AVENUE NORTH  
CLEARWATER, FL 33762  
TEL. (800) 526-3325 FAX (727) 573-0328



Certified by the Women's Business Development Center, Inc. and the  
Women's Business Enterprise National Council



Member, International Sign Association - Member, NAWBO



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## CORPORATE PROFILE



**LOCATION:** 4590 118<sup>TH</sup> Avenue North  
Clearwater, Florida 33762

**PHONE/FAX:** (800) 526-3325 (727) 573-0328

**WEB SITE:** [www.ThomasSign.com](http://www.ThomasSign.com)

**FACILITY:** 100,000 Square feet on an 8-acre site

**OPERATIONS:** Design, Site Surveys, Engineering, Permitting, Manufacturing, Installation, Project Management, Maintenance and After-Market Support

**DESCRIPTION:** Thomas Sign & Awning Co, Inc. is a full-service national sign manufacturing, installation and project management company. Products include illuminated and non-illuminated interior and exterior signs, canopies, fascia signs and awnings. Sign types include pylon, monument, wall signs, channel letters, directional signs and vinyl graphics.

A key strength is program management of long-term nationwide signage programs in virtually every business sector. Examples include banking, grocery, retail, transportation, lodging, communications, utilities and oil. Our large project management staff manages identity and conversion programs for more than thirty nationally branded customers plus 300-400 single location customers each year. A network of over 600 contractors is maintained nationwide to provide fast cost-effective installation and sign service.

All corporate offices and manufacturing are located at one location: 4590 - 118th Ave. N., Clearwater, FL 33762. The plant contains a full range of modern sign production equipment, including seven computer driven cutting and forming machines. When required, we have the capacity to operate three shifts. We can handle large increases in demand because our infrastructure will support nearly double the current output if all three shifts are utilized at full capacity. Thomas Sign's planned growth includes continued investments in plant, machinery, information technology, installation crane trucks and other equipment.

Our work force is non-union. In addition, the greater Tampa Bay metro population exceeds two million people, creating a good labor supply with the range of skills that we require.

Thomas Sign & Awning Company, Inc. is a woman-owned business certified nationally by Women's Business Enterprise National Council and Woman's Business Development Center and locally by the City of Tampa, Florida.

**ORGANIZATION:**

Type:	Corporation
Year Established:	1969
Federal Employer I.D. No:	59-1436573
Officers:	President and CEO, Priscilla G. Thomas Chairman & C.O.O., W. Wade Thomas

**FACILITIES:**

Administrative offices	4590-118th Avenue North Clearwater, Florida 33762
Manufacturing plant	4590-118th Avenue North Clearwater, Florida 33762

**EMPLOYEES:**

Office:	76
Production:	151
Union affiliations	None

**MEMBERSHIPS:**

- International Sign Association
- Florida Electrical Sign Association
- Florida Restaurant Association
- International Fabric Association
- International Council of Shopping Centers

**UNDERWRITERS LABORATORIES LISTING:**

Electrical Signs	Yes
U.L. Listing Classification	UXYT
U.L. Identification Number	E89514(R)

**LICENSES:**

- Certified General Contractor
- Certified Electrical Specialty Contractor
- Certified Welder



**BONDING:**  
Performance

**INSURANCE:**  
Comprehensive General Liability  
Products & Completed Operations  
Automobile Liability - Bodily Injury and Property Damage  
Workers compensation  
Employer's Liability  
Excess Liability Umbrella Form

**GEOGRAPHIC MARKET AREA**  
United States  
Canada  
Caribbean  
Latin America



**SCOPE OF PRODUCTS AND SERVICES:**

Our services are tailored to customer needs, ranging from full turnkey sign programs to build-and-ship programs. We provide mass customized signage manufacturing for branded national accounts as well as custom one-of-a-kind signs. As a full service company, we offer the following scope of services:

- Municipal code research
- Site evaluations and surveys
- Landlord approvals
- Colored renderings
- Permitting and variance hearing service
- Design of logo and sign family
- Estimating and budgeting
- Prototypes and samples
- Engineering
- Shop drawings
- Manufacturing
- Shipping
- Installation
- After market support



**PRODUCT CATEGORIES SUPPLIED:**

- Pylon Signs – Illuminated/Non-Illuminated
- Exterior Wall Signs - Illuminated./Non-Illuminated
- Exterior Channel Letters - Illuminated./Non-Illuminated
- Awnings - Illuminated./Non-Illuminated
- Border Lighting and Custom Neon shapes
- Directional & Informational Signs
- Interior Letters and Decorative Neon

- Interior Plaques and Signs including ADA and Wayfinding Signage
- ATM Buildings and Kiosks
- Banners and other Temporary Signage
- Computer-Cut Vinyl Graphics
- Digital Ink-Jet Printed Sign Faces, Banners and Fleet Graphics - 3M MCS Certified
- Time and Temperature Units
- Electronic Message Centers

**MANUFACTURING TECHNOLOGY:**

- Computer Driven Routers
- Computer Driven Brake
- Computer Driven Channel Letter Forming Machines
- Computer Driven Vinyl Cutters
- Polishing
- Thermal Vacuum Forming Equipment
- Computerized Paint Matching and Mixing
- Stucco and Brick Finishes
- Press Brake
- MIG, TIG, and Gas Welding
- Digital Ink Jet Printer

**MATERIALS:**

- 1.) Aluminum
  - Flat Sheet Fabrication
  - Custom Extrusion
  - Fabricated Letterforms
  - Incised/Filled Letterforms
  - Cast
  - Anodized
  - Painted
  
- 2.) Steel
  - Flat Sheet Fabrication
  - Chrome Plated
  - Welding
  - Engineered Pylon Supports and Large Cabinets
  
- 3.) Stainless Steel
  - Flat Sheet Fabrication
  - Fabricated Letterforms
  - Fabricated Architectural Shapes
  
- 4.) Brass
  - Acid Etching
  - Chrome Plated
  - Fabricated Letterforms
  
- 5.) Copper
  - Fabricated Letterforms
  - Flat Sheet Fabrication



- 6.) Acrylics
  - Flat Hand Cut-Out
  - Router Cutting
  - Freehand Fabricated
  - Chemical Welding
  - Vacuum Thermoforming

- 7.) Fiberglass
  - Custom Fabrication
  - Mold Construction





## MAJOR PROGRAMS

### CUSTOMERS SERVED UNDER LONG-TERM SUPPLY AGREEMENTS

The customers listed in this section represent long-term business relationships that have been formalized by agreements to supply exterior signage on a continuous basis. Thomas Sign & Awning Company, Inc. enjoys long-term relationships with these customers:

AMSCOT Corporation  
Anheuser Busch  
AT&T  
Bank Atlantic  
Bank of America  
Bealls/Burke's Outlet Stores  
Best Buy Co., Inc.  
Borders  
Case International  
Chick-fil-A, Inc.  
Hannaford Bros./Sweetbay  
IHOP  
Lifestyles Family Fitness  
Little Caesar's  
Panera Bread  
Panda Express  
Pollo Tropical  
Publix Super Markets, Inc.  
Radio Shack  
Sprint  
Starbucks  
Tampa Bay Rays Major League Baseball Team  
Verizon Wireless  
Wachovia Bank, N.A.  
White Castle Restaurants  
Winn-Dixie







## BRANDING CONVERSIONS AND RE-IMAGING PROJECTS

Thomas Sign & Awning Company, Inc. has successfully completed 17 branding conversions and re-imaging projects over the past eight years that covered more than 4500 customer locations.

<u>Customer</u>	<u>Locations</u>	<u>Number of Sites</u>	<u>Dates of Work</u>
Nations Bank / Barnett Bank	Florida	55	1997-1998
Eckerd Drugs	Pennsylvania	150	1997 (8 weeks)
Bank of America / Nations Bank	Throughout U.S.	600	1999-2000 (2 Years, 8 Phases)
Red Lobster & Olive Garden Restaurants	Throughout U.S. and Canada	600	1997-2000
SouthTrust Bank / First Florida	Florida	110	1997-1998
Wachovia / First Union	Florida	380	2002
Wachovia / First Union	Georgia	312	2003
Bank of America	Throughout U.S.	300	2003
White Castle	IL,IN,KY,MI,MN, MO, NJ, NY, OH, TN	196	2003
White Castle	IL,IN,KY,MI,MN, MO, NJ, NY, OH, TN	189	2004
Advance Auto Parts	Florida	230	2003-2005
Belk Stores	AL, FL, GA, KY, MS, NC, TN, VA, WV	26	Aug 2005- Mar 2006 (7 months)
Sprint / Nextel (JLL)	Throughout U.S., Puerto Rico, Virgin Islands	630	Feb 2006 - Mar 2008 (33 months)
Hannaford-Sweetbay Supermarkets	Florida	165	2005-2007
Bank of America (CBRE)	FL, NC, SC, TX	234	2005-2009
Cingular / AT&T (CBRE)	Throughout U.S., Puerto Rico, Virgin Islands	358	May 2007-Aug 2008 (16 months)
Fifth Third Bank / RG Crown	Florida, Georgia	36	2007-2008 (3 months)
New Holland (JLL)	24 states - South half of U.S.	200 projected	2008- 2009
Winn-Dixie Supermarkets	FL, GA, AL, LA, MS	300 projected	2008-2011
Delta Airlines	Southeast US	7 planned initially	2008
CASE	24 states - South half of U.S.	700 projected	2008 - 2010
PNC Bank / National City Bank	Florida, Eastern U.S.	260 projected	2009 - 2010





## **NATIONWIDE PROJECT MANAGEMENT**

A team-based approach is utilized in the management of customer projects throughout our geographical service area. Headed by a senior project manager, each customer's project team practices hands-on management from planning and design through engineering, permitting and code compliance, manufacturing, installation and after market support.

Thomas Sign possesses in-depth project management experience in directing corporate signage conversions for customers with locations throughout the United States, Canada and the Caribbean region. In addition, the company has demonstrated its ability to furnish turnkey signage programs for ongoing "business as usual" programs.

The progress of each individual job is tracked, beginning with the customer's approval to begin. A project schedule is prepared to show every defined activity that is required to produce and install the specified signage product. Project tracking is accomplished by employing a milestone chart in which project events are entered while monitoring activity and dates of achievement. The company's project managers control a project by using the real-time information generated by these tracking reports.

Thomas Sign has offered online project and site information to our customers since 1998. This secure access to our company web site has always provided customers with real-time status of every active site. Customers can manage their entire signage program using this interface. All transactions can be paperless (fully electronic) if desired by the customer.

There are no special software or hardware requirements to access and use this project interface. The customer's project managers or executives need only their passwords (controlled by the client) to access the screens for which they are authorized. Certain individuals might have access to milestone data only, while others might have access to cost proposals and authorization for approving proposals online.

Users are able to view a list of all sites, or a subgroup of sites such as those in a specific state or region. They can view active sites, completed sites or just one specific site. The lists display milestone events and the date each one is completed. When viewing a specific site, the screens also show a list of signs, project manager comments and documents such as permits and proposals. Links to special information such as satellite maps, survey photos and completion photographs are also provided as standard.

Along with the screens described above, a series of online standard and custom reports are provided that may be sorted by any item, such as city, state or due date. These reports can be viewed and printed directly from the screen. Thomas Sign will configure reports for secure access by specific individuals if desired. And as a paperless service, our invoices can be posted online.

The Thomas online signage management system is available to our customers in real-time on a 24/7 basis. It is an extremely flexible tool that enables any customer to manage their sign program efficiently and effectively.



## **QUALITY POLICY**

It is the policy of Thomas Sign & Awning Company, Inc. to deliver the highest quality products and services to every customer.

### **PURPOSE**

All quality requirements are aimed at achieving customer satisfaction by preventing nonconformity at all stages of production from design through installation. The purpose of quality assurance procedures is to enable Thomas Sign to consistently and reliably fulfill the quality policy.

### **STANDARDS**

Product and service quality standards shall be interpreted as the specifications provided by either the customer or the Thomas Sign and Awning design department. Quality standards shall also include engineered specifications as well as the building codes of the municipalities where our products are installed.

### **PROCEDURES**

Every department in the design and manufacturing sequence shall inspect all materials or sub assemblies as they enter the department. It is the responsibility of the supplying department to provide quality materials or sub assemblies to the next department in the construction process. If the receiving department determines that the incoming material or sub assembly does not meet drawing specifications it shall be returned to the previous department for corrective action.

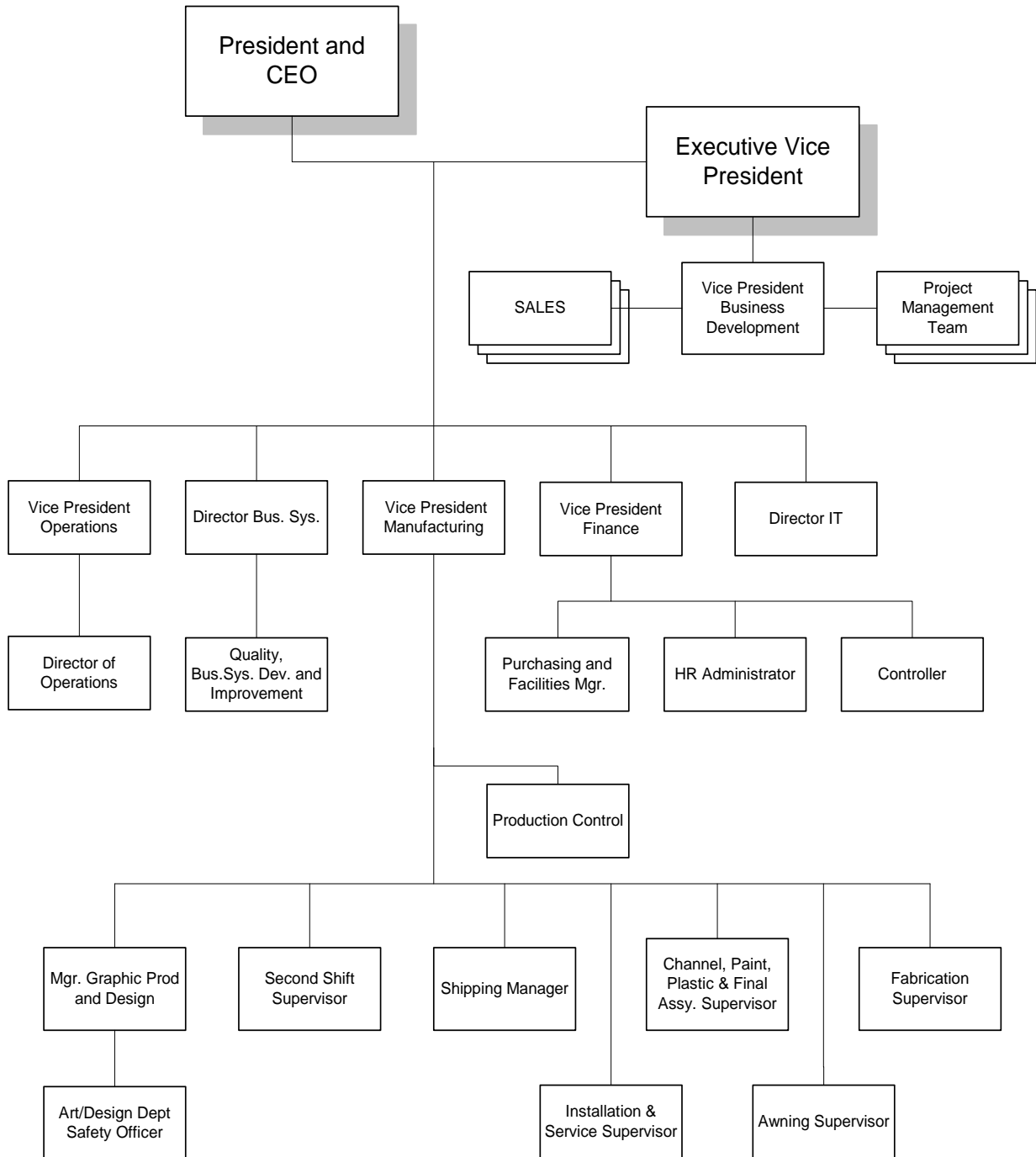
The shipping department shall conduct final product inspection and testing. Overall quality specifications including fit, finish, measurements, graphics, mountings, and other sign details shall be inspected against design specifications and approved before the product is released for installation or shipment.

### **CONTINUOUS IMPROVEMENT**

All production processes are subject to continuous improvement. Measures of process performance are to be used as a baseline for improvement efforts, as well as monitoring and controlling performance on an in-process basis.



# Organization Chart





## HISTORY

Thomas Sign & Awning Company, Inc. moved into its present facility in Clearwater, Florida in June 1994 - the third corporate location since its founding in 1969. The present location was specifically designed to function as a custom sign manufacturing business and allows for planned future expansions of capacity. Tampa International Airport is just minutes away from the company's Clearwater location. Interstate I-4 and Interstate I-75 provide for easy access to the Tampa Bay area.

Beginning as a custom sign shop in 1969, the company was established in a 1,000 square foot location in St. Petersburg, Florida. We have been in business for 40 years under the same ownership. Experiencing steady growth through the first decade of its existence, the company primarily relied on a local Florida customer market. As a natural result of the continued growth and refinement of the design and manufacturing process, Thomas Sign successfully began competing in the national signage market.

Throughout the years, a flexible manufacturing process has allowed us to accommodate customers with varying order flows and time requirements. For example, Thomas Sign has learned to manufacture signs to comply with store opening schedules of retail grocers – planned twelve months in advance - while also being able to meet the needs of banking customers whose merger and acquisition activities often require short-cycle times to accomplish high volumes of branch re-branding in very short time frames.

Since its founding, Thomas Sign has made capital expenditures on an annual basis to improve workflows, reduce cycle-times and implement cost saving technologies. These investments have included machines that automate manual production processes, and in other instances, additional machines were purchased to handle increased volume resulting from expanded business.

## MISSION and VISION

### **MISSION:**

Our mission is to serve our customers as the premier mass customized signage manufacturer; expert in design, manufacturing, project management, installation and after-market support.

### **VISION:**

Our vision is to be a global designer and manufacturer of customized corporate signage identification.

**GOALS:**

Our goals are to develop long-term mutually beneficial partnerships with our customers and suppliers, utilize the current best practices and materials to produce the finest quality signage at competitive prices and adopt leading edge technology as it becomes proven.

**PROMISE:**

*We guarantee our customer's satisfaction with the highest quality signs and awnings available anywhere, on time and on budget.*



## PHOTOS OF REPRESENTATIVE SIGNAGE











Women's Business Enterprise National Council  
in partnership with  
Women's Business Development Center – Florida



certifies that the criteria for certification as a

# Thomas's Business Enterprise (WBE)

has been met by

## THOMAS SIGN AND AWNING COMPANY INC



Expiration Date: 09/22/2011  
Certificate Number: 233611  
SIC Code(s): 3993  
NAICS Codes:

Authorized by Nancy Allen, President,  
Women's Business Development Center – Florida