



## Retail environments

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### What really matters in retail?

Handrailing and balustrading for the retail sector is unique insofar as it must meet all the key requirements of fitness for purpose and legislative compliance, while at the same time communicating the right messages to the retail consumer and reflecting all the qualities that create consumer confidence and protect retail brands.

### Will the job get done on time?

Job delays cost money – and more. Retail premises that face delayed completion, existing outlets that remain closed for longer than expected and disruption of customer service, can all have a severe effect on consumer confidence.

Sapphire Balustrades is well equipped to provide exceptional levels of service in retail projects.

### Will Sapphire products enhance retail brands?

Assuredly, they will. Quite rightly, no retailer can risk having their brand damaged by poor quality in any area of operations. Handrailing and balustrading are particularly visible features, and, moreover, features with which customers have physical contact – they are touched by customers on a daily basis. Anything problematic, whether visual, tactile,

or giving cause for safety concerns, will be extremely damaging to a retailer's reputation.

Sapphire is committed to working with clients to provide the best balustrade solutions to enhance the retail brand and general reputation. One way we achieve this is by the attention we pay to the small details of every job – to eliminate clutter, in our perfection of neat concealed fixings, and completely consistent standards of finish.

Our systems are highly durable and backed by a 12-year warranty; and our integrated management system is fully certified to ISO 9001, ISO 14001 and OHSAS 18001.

### Will the customers be kept safe?

Balustrades in retail areas must be designed for protection, particularly of children. They must withstand constant use, and be effective against crowd loadings in accordance with BS 6399. Sapphire offers tried and tested solutions, with the added benefit of in-house structural testing and structural calculation capabilities.

Handrails, whether in hardwood or metal, are provided with radiused corners as standard for ease of use. Gates are readily available for customer control where necessary. Security

fixings can also be supplied to prevent abuse and provide an extra safeguard.

### Our service is distinguished by:

- > Fast-track lead times
- > Fixed deadlines
- > Twenty-four-hour working option
- > Multiple manufacturing facilities
- > Ability to handle unknown and problematic substrates
- > Last-minute modifications
- > Problem-solving on site

All this and more is nothing new to Sapphire, with over 2 decades of experience. In-house manufacturing capabilities, multiple factories across the UK, large and readily accessible stocks of material and components, means that Sapphire can be relied upon to meet the requirements of the retail trade and contractors throughout the UK.

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## Stair Balustrade

Stair balustrades are common in 3 types of retail application. Crystal Balustrades are often chosen when stairs are within the main areas. Onyx Balustrades are commonly used for customer stairs outside of the main areas and Opal Balustrades are most generally applied to staff stairs.



## Display Guardings

Display guardings for applications like window beds or plant displays often require a simple balustrade generally with a glass infill. These applications are usually made with Onyx balustrades and normally require lockable gates to be incorporated.



## Structural Glass Balustrading

With the open, clean style that structural balustrades give, retailers often prefer to enhance their branding and give the store a modern, open feeling by using Crystal balustrades.



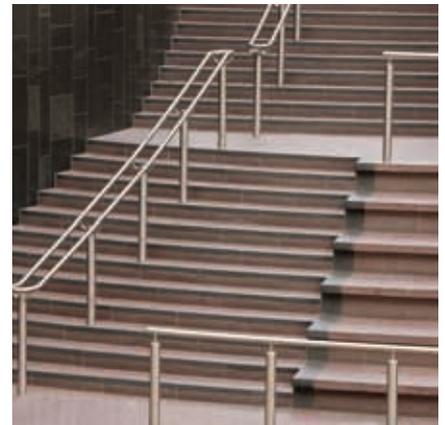
## Framed Balustrades

Onyx and Jasper (shown) framed balustrades have been applied to many different types of retail application, including some of the largest chains of banks, supermarkets, department stores and car showrooms, as well as smaller specialist retailers to be incorporated.



## Bump Rails

Particularly in supermarkets, bump rails are often installed around columns or in front of balustrades to ensure that trolleys or mobility vehicles do not damage key structural elements. Bump rails can be incorporated into balustrade installations in a fully complementary manner.



## Steps and Ramps

All our systems are semi-modular, making them flexible enough to work on ramps and steps, which often require double handrails and unusual details.



## Gates

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We offer lockable gates in stainless steel, glass and other materials to match our balustrades. Gates provide useful access control in retail, hospitality and other environments, while preserving visual continuity. One-way access gates can also be provided and offer an extra safeguard.

Retail environments commonly require gates to prevent unauthorised access to staff areas and displays, and also to open up escape routes in an emergency. We have developed high quality gates to complement our balustrade systems, and these are normally provided with keyed locks for staff access. Customer control swing gates are often installed in staircase areas, and these have an important escape function and can incorporate one-way or two-way springloaded opening.





## Escalator guarding

The termination of escalators and their relationship with adjacent balustrades is an area of potential danger for customers, especially young children. In addition, there are significant challenges in supporting balustrades structurally without interfering with the escalator structure and removable panels. Here Sapphire has amassed extensive experience, with many designs developed in stainless steel and glass with features to protect against the possibility of trapped limbs, to guard against children climbing the escalator, and to prevent falls. Such designs can incorporate structural steel supports and spring-loaded release mechanisms.

Sapphire understands that the interface of the balustrades with escalators needs careful design to avoid accidents, which have occurred when children have slipped between the two. We have worked with retailers to develop anti-climb and spring release guardings.

