



We just love telling you things, we're  
right wee gossips us you know !!!



### **The Scale Of Interest**

We have carefully rated each section of our web site as being either, Super Fantastic, Gripping Stuff, Reasonably Interesting, A Tad Droll or Downright Boring.

This section has been rated:

**Reasonably Interesting**

# About Us... And More

## **Within This Section We Cover:-**

Customer Survey

Profile

The Environment

Production Times

Store Locations

Franchise Locations



This section covers many of the  
Technical aspects of ordering  
print, but without using too  
many confusing terms. We  
have tried to keep this section  
informative, yet easy to  
understand... Hopefully.



## About Us... And More Customer Survey

### Customer Survey

OK - the votes are in and counted, and the result of our customer survey is 8.5 out of 10 - fantastic. This period is our average of Customer Survey cards returned over the period from January-June 2009.

With every completed print job we have been posting out comment cards on how you rated us, how you rated our service, our prices, our quality - what you thought of our shops, our web site - in fact we asked a LOT - but you TOLD us a lot. We then asked if you would use us again - NOT ONE card returned said NO - thank you for that.

We then asked - overall marks out of ten, our average score was **8.5 out of ten** - and we've got all the data and comment cards to prove it. Now, lets get to work on the other **1.5**.

Did we get it right every time ? - no - of course not, but we try damn hard to make sure we do. We have a whole range of new products and services designed to help our customers, Guaranteed Delivery Times (just ask at the time of order), Super Xpress Delivery Times and new for 2009 SAME DAY PRINTING... it all adds up to better service.

We've got some new print centres planned for later in 2009 too, Greenock and Falkirk, so our area of coverage continues to grow too.

The above figures are averaged over a 6 month cycle, we monitor each MONTH carefully and currently March 2007 was our best performing month in our customers eyes, 9.13 out of 10... enough said. And STILL we continue to improve. Worst month was May 2009 when this dropped to 8.1 out of ten...



## Profile

**Our aim is to provide a complete range of full colour products printed to a very high standard at a very competitive price. A complete package of quality, value and service brought together in a simple easy to use package.**

Trading for over 17 years, and with an investment passing £4 million, quality, value and service are achieved time after time sheet after sheet. **Quality** is achieved through our state of the art printing equipment, a range of equipment unparalleled with ANY printers of our size. From our computer to plate, and PDF Workflow Systems at the start of the production process, through to our Heidelberg Speedmaster presses and finally to our Stahl and Polar finishing equipment at the end - nothing is left to chance with print quality. January 2007 saw further significant developments - with a new 10 colour B2 Heidelberg Speedmaster and direct to metal CTP system (process free).

**Value** is maintained through our ability to maximise our resources in the production of full colour work combined with our bulk buying of raw materials DIRECT from the paper mills. By pre-ordering 100's of tons of paper at a time we achieve huge savings, savings we pass DIRECTLY to you.

**Service**, we operate a simple and easy to use pricing structure with standard products and standard delivery times, typically 3-5 working days. (all delivery times from artwork approval). We also operate a Super Xpress Service for those jobs that just can't wait.

The Ink Shop have Print Centres and Franchised agents in Glasgow, Edinburgh, Aberdeen, Dunfermline, Dundee, Greenock, Inverness, Hamilton, Stirling, Falkirk and Fort William all controlled through our award winning, multi million pound print PRODUCTION CENTRE in Cumbernauld. More centres are planned for 2010, so you're never too far away from an Ink Shop Centre, and of course we have our "cyber centre" at [www.inkshopprinting.com](http://www.inkshopprinting.com) Our on line Print Centre is open 24 hours a day - 365 days a year.





## The Environment

We take our environmental issues seriously and have produced the following policy:

At The Ink Shop we take a serious approach to the waste we produce, with a multi-million pound turnover it's obvious that the waste we produce is significant and we must look at the long term implications of this waste, which in relative terms is VERY small - but we MUST all "do our bit".

Re-cycling is an important issue and we ensure that all waste paper is stored in cages and uplifted on a regular basis to be re-cycled, that's the easy bit

Re-cycling, whilst important, is not our primary concern - WASTE is our Achilles heel. The print trade uses various different chemicals and inks that MUST be disposed of in a careful and considerate way. The Ink Shop prides itself in going WAY BEYOND the laws set down by SEPA (Scottish Environmental Protection Agency), here are just some of the ways we ensure that we do not pollute our country.

Early in 2008 we began our Forest Stewardship Council (FSC) and PEFC Accreditation process confirming indeed our intentions for responsible print production and paper buying. This process will herald the launch of our ENVY Range of products, all designed to have a greener, more responsible attitude to print production. We are now delighted to receive our certification for both FSC (FSC-TT-COC-002733) and PEFC (PEFC/16-33-505)



The next logical step for us for was to obtain the Environmental and Quality Standards of ISO14001 and ISO9001, we're on track to have these standards in place for December 2009.



## About Us... And More The Environment

**Chemicals and Inks:** first we ensure wherever possible, that we obtain the most environmentally friendly products from our suppliers. Manufacturers throughout the world are now realising this and many of the harmful chemicals are either replaced or banned completely. "Old" printers may remember Methyl Ethyl Ketone (MEK) - phew a product Oppenheimer himself would have feared.

Our empty tins of ink used to contain a small amount of ink on the tin walls, these needed disposed of correctly. In 2005 we installed an "Ink Line" system which uses cartridges from a pneumatic system, these cartridges use all the ink, minimising waste, and the plastic cartridges themselves are then re-cycled.

Chemicals are now strictly controlled by the manufacturers, we go further by ensuring that we use as LITTLE as possible and have went to extraordinary steps to do this. Our presses are no longer washed by the operator using a solution bottle which is poured onto the press, this was messy and wasteful. Instead our press washes itself, by using solution from sealed units. The computer then takes over, runs the press which automatically adds solution where and when its needed, no mess, no spillages, no waste..... The days of the "dirty rag", well they're gone.....

Our presses go one step further by cleaning the blankets themselves, (this is the area which prints the documents) there are ten massive blankets on our ten colour B2 press. This used to involve the application of solution onto a rag and then cleaning by hand, again a recipe for waste and mess. Our presses now clean themselves using a disposable impregnated roll system, a sealed unit which is disposed of in accordance with SEPA rules.

Our platemaking studio uses a system known as CTP, computer to plate, and produces aluminium plates using a state of the art process free system. These systems use no harmful chemistry whatsoever, simply using WATER to process a laser imaged plate. The aluminium plate is then re-cycled. It may seem bizarre, but this plate system produces no chemical waste at all. **That's chemical waste reduced to ZERO overnight.**



## About Us... And More Production Times

### Guaranteed Production Times

Everybody is in a rush... so we have set out our new standard delivery times. Look out for the **100% Guarantee Stamp** on our new price guide, this is your absolute guarantee that all work will be printed on time EVERY time or you receive a print credit for the FULL AMOUNT for a future order - now that's total confidence. This service is available absolutely **FREE** of charge. When you see the 100% Guarantee stamp you simply request this service, please note this must be at the time of order... and that's it really. We'll then Guarantee to have your work **READY FOR COLLECTION** in a set number of days **AFTER** artwork approval and account payment. Please note these times **DO NOT** allow for courier delivery (if requested). Please ask in store for full details, remember, there is **NO ADDITIONAL CHARGE for this service**.

Sometimes though, even with our new **GUARANTEED** delivery times, things are needed just that little bit faster. Maybe another printer has let you down, a last minute presentation, or maybe you just forgot... oops. For all these events we have **SUPER Xpress**, for only 40% extra, we'll get you sorted. **SUPER Xpress** will let you jump all the queues and get total priority, please check with your nearest print centre or Ink Shop sales team for further details on **SUPER Xpress**. Please note, depending on certain products and workloads, **SUPER Xpress** may not always be available.

*Look Out For The Stamp*



## About Us... And More Store and Franchise Locations



### Print centres throughout the country

#### Glasgow

unit 1, the monument, 111 london road,  
merchant city, glasgow g1 5nn  
tel: 0141 552 3337 fax: 0141 552 4734  
e.mail: glasgowcity@theinkshop.co.uk

#### Cumbernauld

76 grayhill road  
westfield north, cumbernauld g68 9hq  
tel: 01236 611907 fax: 01236 612125  
e.mail: cumbernauld@theinkshop.co.uk

#### Edinburgh

41 dalry road,  
edinburgh eh11 2bu  
tel: 0131 337 7733 fax: 0131 337 8833  
e.mail: edinburgh@theinkshop.co.uk

#### Dunfermline

237 baldridgeburn,  
dunfermline ky12 9eg  
tel: 01383 622022 fax: 01383 622020  
e.mail: dunfermline@theinkshop.co.uk

#### Aberdeen

190 rosemount place,  
aberdeen ab25 2xq  
tel: 01224 561777 fax: 01224 561888  
e.mail: aberdeen@theinkshop.co.uk

#### Inverness

5 post office avenue  
inverness iv1 5dn  
tel: 01463 243800 fax: 01463 241400  
e.mail: inverness@theinkshop.co.uk

#### Fort William

3, north road  
fort william ph33 6pp  
tel: 01397 700 924  
e.mail: printing@hotscot.net

#### Greenock

85 cathcart street  
greenock pa15 1de  
tel: 01475 725521 fax: 01475 726377  
e.mail: greenock@theinkshop.co.uk

### Virtual Franchisees, mobile in your area...

Stirling, 01786 340038, [stirling@theinkshop.co.uk](mailto:stirling@theinkshop.co.uk)  
Falkirk, 01324 910092, [falkirk@theinkshop.co.uk](mailto:falkirk@theinkshop.co.uk)  
Ayr, 01292 400024, [ayr@theinkshop.co.uk](mailto:ayr@theinkshop.co.uk)  
Hamilton, 01698 225422, [hamilton@theinkshop.co.uk](mailto:hamilton@theinkshop.co.uk)  
Dundee, 01382 818011, [dundee@theinkshop.co.uk](mailto:dundee@theinkshop.co.uk)  
Perth, 01738 590069, [perth@theinkshop.co.uk](mailto:perth@theinkshop.co.uk)



British Association  
for Print and  
Communications  
**Business of  
The Year**



## Your Comments

Your comments are important to us, and we take them VERY seriously. Only by listening carefully to our customers comments have we been able to build and shape our business into the model that our customers demand. Many new products were introduced due to customer demands, comments on improved delivery times led to the introduction of Guaranteed Delivery Times and many new print centres have been sited as a result of customer feedback.

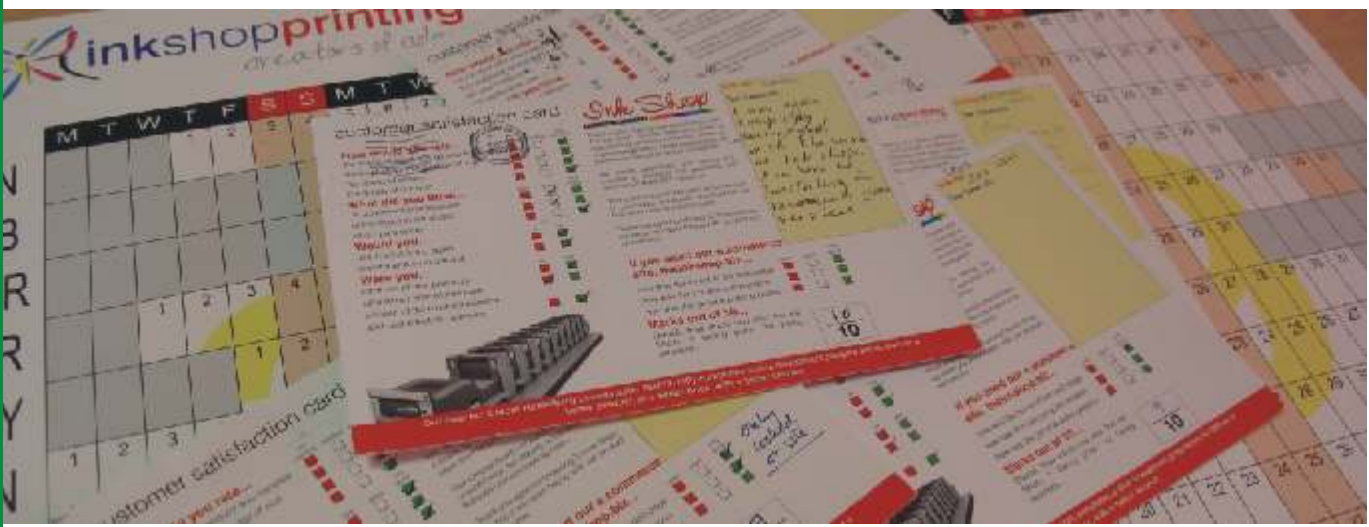
Our aim is to make print buying simple and easy, you may not like our payment policy or delivery times, but if your experience has been less than expectations then we want to hear from you, please return the comment card you receive with your print work, or write to us at:

**Stuart Mason, Managing Director**

**Ink Shop Printing**

**76 Grayhill Road, Westfield North**

**Cumbernauld G68 9HQ**





## Recruitment

We're always on the look-out for talented team members...creative thinkers, or a motivated genius that can drive our business forward. We would love to hear from you, so even if no vacancies exist, send us your CV, we keep them ALL on file.

### **Sales And Management:**

#### **Business Development Genius**

We're looking for a gifted individual that can demonstrate a strong track record in Print Business Development. This strong team player would work as part of an existing sales force covering a dedicated territory. Excellent package awaits.

#### **Print Centre Managers**

With new stores planned for 2010 we're always keen to receive CV's from individuals who think they have what it takes to drive a modern, busy Print Centre forward.

**CV's To:- Stuart Mason, Managing Director**

**Ink Shop Printing, 76 Grayshill Road, Westfield North, Cumbernauld G68 9HQ**

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### **Print & Production**

No Current Vacancies

### **Driving & Transport**

No Current Vacancies

**CV's To:- William Turner, Production Manager**

**Ink Shop Printing, 76 Grayshill Road, Westfield North, Cumbernauld G68 9HQ**