

# TONE OF VOICE AND BRAND STYLE GUIDDE

# Our brand guidlines

Branding gives our company meaning and personality. It's our brand that tells people who we are, what we do and what we stand for. It draws us together and gives us a voice.

In this guide you'll find everything you need to know about what our brand is and how you can help reinforce this in your communications, from tone of voice and grammar, to logos and typography. If you're ever in doubt, you can come back here for a friendly nudge in the right direction. We've made sure the guide is simple and flexible, so that you can be as creative as possible.

# Contents

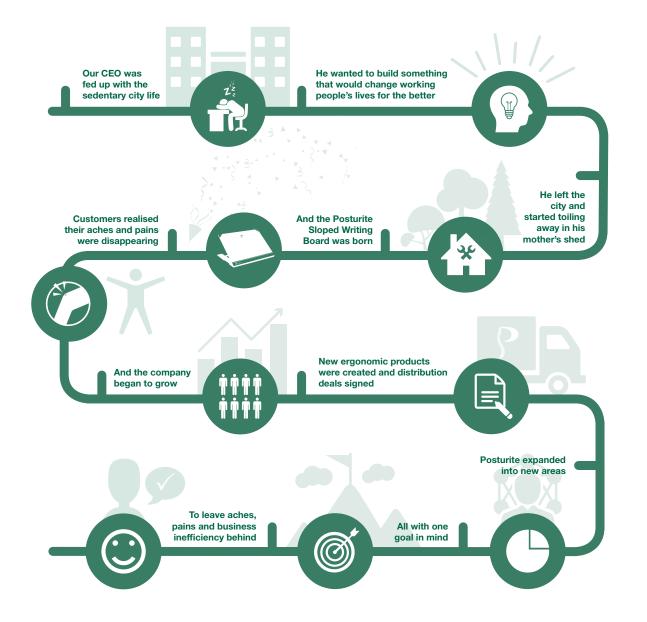
Our mission	04
Our structure	06
Tone of voice	10
Our values	12
Our audience	14
Grammar guide	18
Our logos	32
Our colours	36
Our typeface	40

# Our mission

Through science-backed technology, education and advice, we hope to change the way people feel at work for the better.

At Posturite we're problem solvers. Our mission is to make workplaces healthier, happier, safer and more productive. We do this by providing a range of high quality products and services, and by supporting forward-thinking initiatives like active working, agile working and workplace wellbeing.

# Our story



Our story began in 1991, when founder Fletch swapped a City office for his mother's garden shed. His intention was to design an ergonomic writing board that would reduce the pain and discomfort experienced by so many office workers across the world. He succeeded and over two decades later the writing board is still one of our most popular products.

As Posturite grew in size and expertise over the years, our service offering grew with it. Over the course of our history we've worked with thousands of clients to improve all areas of workplace health, safety and wellbeing.

Now, we're a growing team of experts on a mission to share our knowledge. We work with more than 75% of the FTSE 100 and 250 companies in addition to many smaller, local businesses and public sector employers. Over the coming years we'll continue to grow and spread our important and passionate healthy working message across the globe.

# Our structure

Posturite is made up of eight divisions. Each division focuses on a different area of workplace health, safety and wellbeing. You can see what they are and how they're all connected by looking at the graphic on the next page.





We help prevent musculoskeletal problems from developing at work by assessing desk and vehicle set-ups for problem areas. Then, we try to find a solution.



We transform premises into healthy, inspiring, efficient workplaces by supplying furniture, space management and full refit services.



This part of the businesses is all about product. We sell the latest, highest quality ergonomic products on the market, including innovations we've developed ourselves.



We deliver e-learning courses through our WorkRite management system, which is the simplest, easiest way to meet many of the regulations needed to run a business.

80



Our network of trainers spans the country to deliver engaging face-to-face training courses in a range of health and safety topics, from DSE to fire safety.



This area is all about empowering employees with disabilities or impairments to do the best they can. We provide support and tools to improve their working environment.



Our consulting service puts clients in touch with relevant, appropriately qualified experts to advise on ergonomic, health and safety, and wellbeing matters.



We believe all businesses should have access to emergency equipment, which is why we've sourced the most respected, user-friendly products on the market.

# Tone of voice

It takes just seven seconds for a stranger to form their first impression of you. In that short window they'll take in all available information, such as your facial features, your height, your hair colour, your choice of outfit, your body language, anything you happen to say, and more importantly – how you say it. They will then turn these small pieces of information into a bigger judgement about your character: your trustworthiness, your level of intelligence, your social status and other important aspects of your personality – all before you've even had a chance to charm them with your sparkling conversation skills.

The same psychology applies to business branding. It's not just what a brand says that attracts and keeps customers – but also, crucially, how it's said.

This is known as tone of voice, and it's what we're going to cover in this next section.



### Knowledgeable

Research-backed knowledge supports everything we do. We love to share our knowledge at any opportunity we get – but we're never condescending in our delivery and we don't tell people what to do. We use our knowledge to advise and support, not to preach or berate.

### Innovative

We are creative inventors – innovation is in our blood. Progress is our driving force and we're always making use of the latest research and technological developments to improve what we do. We're not just a leader in our industry, we're pioneering the movement and we're rallying for others to join us.

### Competent

We are competent – as in capable and trustworthy, never arrogant or smug. We are assertive but we don't like to show off. Being likable is just as important as being capable.

### Compassionate

Compassion is often overlooked in business. It's an important human trait but it's just as important in the corporate world. We have never been just a sales company. Our vision is to improve the health of the nation – and beyond. We want to help protect employers and individuals and it's important that this vision isn't lost in the business side of things.

# Our values

Customers don't connect with products or services, they connect with a brand's values. So what values do we stand for?

People



## Excellence



Progress

We are here to help people. At the heart of everything we do is the desire to prevent unnecessary pain and change people's lives for the better. We strive for excellence in all areas of the business, from product quality and customer care, to communications and the relationships we build in our industry.

We are at the forefront of our industry. We champion forward-thinking ideas and encourage innovation.

# Our audience

Our audience is intelligent and worldly, but they're not all experts on ergonomics and the terminology that comes with it. Our job is to translate technical information into something the audience wants to read – something they can understand and relate to.

The most important thing is to keep it clear and keep it simple.

We prefer to use short sentences and concise words. Try to get to the core of technical information. What is it really saying? How does this relate to real life? When in doubt, check it next to Posturite's four personality traits: knowledgeable, competent, innovative and compassionate. Are these coming across in your writing?



# Dos and Don'ts

Keep these in mind whenever you're communicating with our customers.



## **DO** use inclusive language

Language that does not isolate, ignore, or discriminate against certain groups of people. For example, try to avoid genderspecific terms like 'mankind', or 'business man' when the sentence could refer to either gender. Take the time to research which labels groups of people prefer to be identified by.

#### Example:

"This wrist brace is ideal for injured sportsmen."

#### Preferred:

"This wrist brace is ideal for injured athletes/sportspeople."

## DO keep it friendly and light

Write as if a customer is right there in front of you. Be friendly, be polite, and if appropriate, maintain a conversational tone. Your readers should feel like they're being addressed by a human, not a computer. Use contractions to loosen your language up, such as it's instead of it is.

#### Example:

"We offer a number of complete laptop workstation bundles. Each laptop package contains a laptop stand, mouse and keyboard, which when assembled provide the basis for a neutral balanced working posture wherever the user chooses to work."

#### **Preferred:**

"Our handy laptop workstation bundles include a laptop stand, mouse and keyboard. That's everything you need to use your laptop in a comfortable and safe position. This way, you can benefit from a fully ergonomic and portable workstation without being tied to a desktop computer."



## DON'T beat around the bush

If you are writing about bariatric chairs for obese people, don't avoid the subject of obesity just because it could be a sensitive topic. The same goes for different beliefs, sexual orientations, genders, and ethnicities. Deal with sensitive subjects tactfully but directly by using clear, concise language and facts.

#### Example:

"This large, robust chair is ideal for employees who need more space than the average person."

#### **Preferred:**

"With obesity on the rise in the UK, it is important that employers provide facilities for people of all sizes. This ergonomic chair has been designed to comfortably support larger users weighing up to 250kg."

## DON'T be over-familiar

There's a fine line between being conversational and being over-familiar. Be friendly but show humility and respect too. Use simple, relaxed language but don't stray into slang territory, don't overuse exclamation marks, and try not to be presumptuous.

#### Example:

"We're pretty sure you'll absolutely love this super techy ergonomic mouse!"

#### **Preferred:**

"Design enthusiasts will appreciate our most stylish mouse yet..."

# Dos and Don'ts



## **DO** keep it simple

We like clean, simple language and short sentences. Read over each sentence you write and ask yourself this – is there any way I can make it shorter without losing the meaning?

#### **Example:**

"The anatomically proportioned and adjustable back cushion provide the back with the right support and give the upper torso a broader radius of action."

#### **Preferred:**

"The chair is designed to fit your back comfortably. The adjustable lumbar cushion provides extra support for your lower back while still giving you room to move freely."



## DON'T Use technical jargon

At least without explaining it. Our role is to unpick technical information and relate it to real life.

#### Example:

"The Activ chairs can be upgraded to a draughtsman chair which includes a taller gas stem, foot ring and reinforced seat edges to create a chair suitable for industrial environments with higher work surfaces or even reception areas with high counters."

#### **Preferred:**

"All chairs in our Activ collection can be ordered as a draughtsman. A draughtsman chair looks and works like an office chair, except that it can be raised to reach taller work surfaces like reception desks and warehouse counters. Unlike some regular industry chairs, these come with a 'foot ring' to support the feet when the user is too high up to reach the ground."

# Grammar guide

"On the face of it, my zero tolerance approach to grammar errors might seem a little unfair. After all, grammar has nothing to do with job performance, or creativity, or intelligence, right?

Wrong. If it takes someone more than 20 years to notice how to properly use "it's," then that's not a learning curve I'm comfortable with."

- Kyle Wiens on sifting out potential employees, Harvard Business Review.

Most of us haven't had a lesson in grammar since primary school. At this point you're probably tempted to stop reading and shove this document in a draw. Try to resist. It won't take long to sharpen up your skills, we promise.





## Why is good grammar important?

Learning English grammar is a little like learning to drive. As a nervous starter you concentrate on everything: every road sign, every maneuver, every gear change and mirror check. But over time your body gets used to the order of things and before long it all starts to happen automatically. How many times have you found yourself at a destination without actually remembering anything about how you got there?

It's the same with sentence construction. We may not be able to remember the difference between transitive and intransitive verbs, but we still use these devices every day. Unfortunately, just as with driving, it's easy to pick up bad habits over time.

We all make mistakes and forget things from time to time, but consistently poor grammar suggests we can't be bothered to take the time to improve and learn. If we can't do that, how can our clients be expected to trust us with other matters? Good grammar conveys conscientiousness, attention to detail and intelligence.

This guide aims to banish your bad grammatical habits forever.

# Colons and semicolons

### Colon

A colon's job is to introduce things like this:

- bulleted lists
- numbered lists
- other types of lists
- quotes
- statements.

You can use a colon within a sentence too:

We have assessed Clive and identified two key problems: poor posture and badly set up equipment.

## Semicolon

The semicolon is very different to the colon but people often get them confused. Think of the semicolon as the halfway point between a comma and a full-stop. It creates a pause in a sentence that's more pronounced than a comma but not as final as a full stop. You use it to break up two separate but related clauses, like this:

Fiona is healthy and fit; however, she occasionally experiences lower back pain at her desk.

# Commas

Use them to create natural-sounding pauses in a sentence.

## Tip 1

If you're struggling to work out where a comma is needed, read your sentence out loud. Wherever there are natural breaks in your flow, pop a comma in.

# Tip 2

Avoid comma splicing. Comma splicing is when two sentences are spliced together with a comma when a full stop would have sufficed. We like short, punchy sentences.

#### Why commas matter

Take a look at the two sentences below.

#### With comma: "Let's eat, Fletch." Without comma: "Let's eat Fletch."

See what we mean? A comma can be the difference between an amicable bite to eat, and cannibalism.

#### **Oxford Comma**

The Oxford comma is the final comma in a list of things. It's optional but it can change the meaning of a sentence entirely, with potentially catastrophic consequences.

Take a look at the two sentences below.

With Oxford comma: "Dave went on a roadtrip with his girlfriend, a magician, and a pianist."

Without Oxford comma: "Dave went on a road-trip with his girlfriend, a magician and a pianist."

The Oxford comma changes the meaning subtly. In the first sentence it seems like Dave has been on a wacky road-trip with three people. In the second it seems like he went on a road-trip with one person, his multi-talented girlfriend.



Fire points at people, concisely.

People are busy — they don't have time for big chunks of text. Bullet points are great for getting across lots of information quickly and succinctly.

There are two types of bulleted lists. Once you get to know when and where to use each one, your bullets will be a breeze. Don't forget to introduce your bulleted list with an explanatory sentence finished with a colon, like so:

#### Bulleted list type one

The one with the full sentences:

- A bullet point that is a full sentence starts with a capital (sentence case).
- Each bullet point should end in a full stop, just like a sentence would.

#### Bulleted list type two

The one with words and short phrases:

- short phrases
- like this
- don't need capitals
- and only the final point needs a full stop.

# - Hyphens

Shorter than a dash, and totally different.

## Compound words

A compound word is simply a word that has been joined together from two previously independent words. Some compound words don't need a hyphen at all because they've already been accepted into the English language through frequent use. It's best practice to check the dictionary if you're unsure whether a compound warrants a hyphen or not. Some examples of non-hyphenated compound words that we might use at Posturite include:

- website
- workforce
- timescale
- worldwide
- cashflow
- commonsense
- nationwide
- online
- login
- blueprint.

This list isn't exhaustive and it's always worth looking any problem words up in a dictionary.



## Hyphenated compound words

A hyphen does the job of showing the reader that two words are connected in meaning, while providing a visual break to help the words remain recognisable.

So when should we use a hyphenated compound? Here are some of the most common situations:

#### When a doing word becomes a thing

Or, to use the proper terminology - when a verb becomes a noun. For example:

Verb: Our experts will set up your desk for you

#### Noun: Our experts will make sure your desk set-up is correct

Both of these usages are correct. We hyphenate 'set up' when it becomes a thing rather than an action.

#### When you want to emphasise the link between words

As with all punctuation, the hyphen is there to dictate the rhythm and flow of your sentence. A hyphen tells you to leave less space between a set of words, indicating that they're linked. For example:

## No hyphen: "Our FeelRite course helps users deal with low self esteem and other workplace issues."

Hyphen: "Our FeelRite course helps users deal with low self-esteem and other workplace issues."

The hyphen helps you connect the words as you read.

#### When indicating a timeframe

Use a hyphen to show a timeframe. For example:

#### From 1995-96 we sold 100 sit-stand desks.

#### When indicating an age

Use hyphens in this situation:

Posturite is 28-years-old.

# Numbers

Dates

Consistency is key

When writing numbers, the rule is simple.

Write the number in words if it is between **one** and **nine.** 

For numbers with two or more digits, write them in numbers e.g. **10,11,12.** 

#### Exception

Numbers that are percentages or have decimal points should be written in numbers even if they are under 10. E.g. **6.2%**.

Dates should be written in this format:

#### Friday 3 June 2016

When indicating a period between two years in the same century, knock the century part off the latter year. For example:

#### 1995-96

When abbreviating a decade, make sure you place your apostrophe in the right place, like so:

#### The '80s

Most people are tempted to write:

#### The 80's

But the purpose of the apostrophe in this situation is to replace the part of the date you are knocking off, which is why it goes at the beginning.

If you're using the full year you don't need an apostrophe at all, like so:

#### The 1980s

Not, for instance:

The 1980's.

# Capitalisation

Don't go overboard - you'll sound shouty.

Here are four typical situations where you should definitely not use capitals:

#### Job titles

Unless it is referring to a person's specific job title. For example:

## John West, Facilities Manager at Panasonic, said he loves Posturite.

Never capitalise job titles in a general context. For example:

Posturite can benefit facilities managers, health and safety officers, and business owners.

#### Nouns

Unless it is a proper noun, which covers names of people, places and official things.

For example, a 'workplace health conference' should not be capitalised unless it is the official title of an actual event.

A common example at Posturite would be 'active working'. When we use this as a noun (a thing), it can be tempting to capitalise it to emphasise the fact that we are referring to it as a thing, rather than an adverb. However, writing it in title case suggests it is a brand, or company name — which, in the context we use it, it isn't.

#### To emphasise words

Capitals should be used sparingly and RARELY to emphasise a word (like that). It looks angry and spammy.

#### In headings or subheadings

Don't use title case in headings or subheadings like this:

#### "The Secret of Happiness"

Instead, write it as you would any other sentence:

#### "The secret of happiness".

# Exclamatory sentences

Calm down!

# Plural and singular

The difference between one and two.

It's tempting to use exclamatory sentences (declarations punctuated with an exclamation mark) — especially when you're writing sales copy and you want to grab someone's attention.

F. Scott Fitzgerald once said "An exclamation point is like laughing at your own joke".

You can be captivating, friendly and eye-catching without needing to insist you are with an exclamation mark.

To the discerning reader, too many exclamation marks give the tone a frantic, childish, overly salesy feel. Keep it cool and measured with a simple full-stop.

A company is singular, not plural. This means you should not refer to a company as 'they'. For example:

"Posturite value their employees."

Posturite is just one thing: a company. Therefore we should be saying:

"Posturite values its employees."

The same goes for teams. A team is a singular so you should not be saying:

"The team are willing to help you"

The correct way is:

"The team is willing to help you."

# Common homophones

It sounds the same but it's different.

One of the most common grammatical mistakes is mixing up homophones: words that sound the same but differ in meaning and often in spelling. Here are some of the most commonly confused homophones:

#### **Complimentary / complementary**

Complimentary: Spelled with an 'i', complimentary has two meanings:

1. Someone being nice about something

#### 2. Something that comes with something, like a complimentary drink

**Complementary:** Spelled with an 'e', complementary is something that goes well with something else, like "DSE assessments complement our ergonomic product service".

#### Affect / effect

**Affect:** Spelled with an 'a', affect means 'to influence, or make a difference to'. For example:

#### "Bob was seriously affected by his MSD".

**Effect:** Spelled with an 'e', effect is the 'result', or 'influence of' something. For example:

#### "Bob was enjoying the effects of his new Posturite desk."

#### Your / you're

**Your:** Written without an apostrophe, 'your' means 'something that is yours'. For example:

#### "Your life has improved hugely since purchasing WorkRite software."

**You're:** Written with an apostrophe, 'you're' is a contraction of 'you are'. For example:

"You're so lucky to work for Posturite."



#### License / licence

**License:** Spelled with an 's', license is a verb. For example:

#### "WorkRite must license you to use the e-learning software."

**Licence:** Spelled with a 'c', licence is a noun. For example:

"You must purchase a WorkRite licence."

#### **Practice / practise**

**Practise:** Spelled with an 's', practise is a verb. For example:

## "To get really good at selling DeskRites, you must regularly practise your pitch."

**Practice:** Spelled with a 'c', practice is a noun. For example:

"It is good practice to stand up regularly throughout the day."

# Key words and phrases

A matter of consistency.

These terms should be written as single words:

- armrest
- backrest
- childcare
- footrest
- workload
- workstation
- set-up (as a noun)

These terms should be written as separate words:

- slip up
- set up (as a verb)

These phrases should only ever be lower or sentence case:

- active working
- assessment services

We write web addresses without the 'www', because these days most browsers are smart enough to know we're typing a web address.

#### e.g. posturite.co.uk

Email addresses are always lower case.

#### e.g. paularnold@posturite.co.uk

# You're ready to write

It's all common sense.

It's all common sense. As long as you understand what Posturite is and who we are talking to, you will easily pick up the right tone of voice. We should consider ourselves the geeks of the ergonomics world - you want others to know how exciting ergonomics can be.

You are capable, professional and confident but, more than anything else - you are human.

Remember, just relax.

Don't over-think things, don't over-complicate things. Explain things simply, clearly and with as few words as possible.

## Checklist

Once you've written something for Posturite, carry out a quick mental check-list.

#### Ask yourself these simple questions:

- Do I sound knowledgeable, innovative, capable and compassionate?
  - Are my sentences short, to the point, and free from unexplained jargon?
  - Do I sound human?
    - Is my writing free from spelling mistakes and bad grammar?



The Posturite logo will be adapted and evolve over time, but for now let's look at the different ways it - in all of its variations, should be used in communications.



## Primary logo

The basic rule is simple: any Posturite communication should contain our logo.



## Clear space

For maximum impact always keep a clear space around the logo. This keeps the logo separate from any competing graphics to make sure it stands out.



Because Health Matter

The minium clear space is defined as the height of the 'R' from the primary logo. This minimum space should be maintained as the logo is proportionally resized.



## Minimum logo

To ensure the logo is alway legible, the smallest it should be represented is 10mm high.

# Secondary logos

Posturite secondary logos can be used instead of the primary logo.

# **P**OSTURITE<sup>®</sup>

A. Logo without strapline

If the logo is going to be small, or you need to use it over an image, it's best to use it without the strapline.

## B. Monochrome

Our logo is available in black.

## C. White

If you need to use the logo over a background or colour, the white version is the best option. It's important that you have a strong contrast so that the logo stands out.

## D. Tag

The bookmark logo is used to highlight which specialist area a communication is coming from, for example: training, consulting, e-learning etc.. This version is best used over a background image to make the Posturite branding stand out. **OSTURITE** Because Health Matters

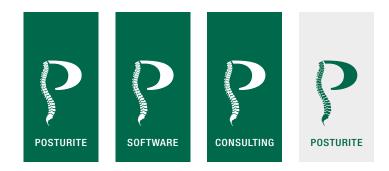
C)

A)

B)



D)



# Logo placement

## Primary logo

The posturite logo should be positioned on the bottom left corner for most communications. If the primary logo is placed elsewhere, use the minimum clear space and height guides so the logo is always legible.

## Tag

The Posturite tag logo should positioned in the top right corner of a communication. This places the logo in its most visible position.



Prices exclude vat

OSTURITE



Posturite Ltd The Mill, Berwick, t. 0345 345 0010 East Sussex, BN26 6SZ e. support@posturite.co.uk

# Our colours

Our colour palette is an integral part of our brand identity. This section will detail the exact colour codes for our famous 'Posturite green' and the other colours we use in our logo and branding.

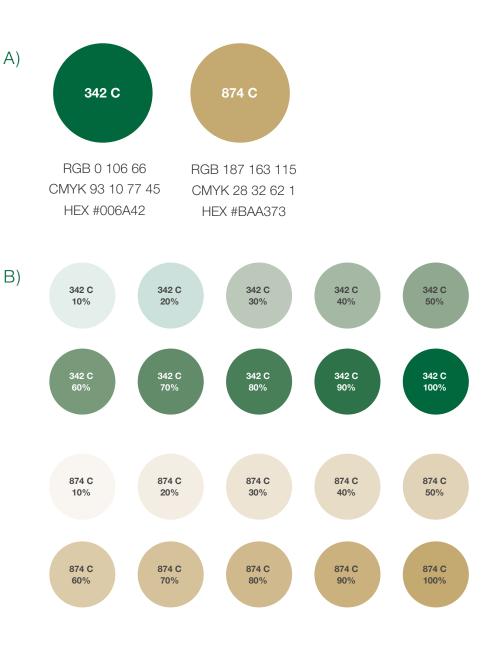
# Colour pallette

## A. Core palette

Posturite's brand consists of two core colours: green and gold.

## B. Extended palette

We sometimes want a lighter version of the green, either as the background colour for a call-out box, or to break up the sections of a document. That's why we also have a range of 'tints' of our core palette.



# Product logos

Other logos used...

## A. WorkRite logo

Any WorkRite communication should include the logo.

This comes in various versions:

- 1. No strapline If the logo is going to be small, use this logo
- 2. Monochrome Logo available in black
- 3. White To be used on coloured backgrounds
- 4. **Bubbles -** Simplified logo to be used when target audience already knows the brand

For maximum impact always keep a minimum clear space around the logo. This keeps the logo separate from any competing graphics to make sure it stands out.

## B. Penguin

This logo is for the Penguin, our ambidextrous vertical mouse.

## C. Opløft

This logo is for the Opløft, our sit-stand platform.











## WorkRite brand colour pallette

As you saw in the previous section, our e-learning and software division has its own logo and brand identity. The WorkRite colour gets tinted to 50% and 20%.





# Our typeface

It doesn't matter how beautifully written your content is, if your typeface is hard to read or completely off-brand, it's going to detract from your words. This guide specifies the typefaces we've chosen to represent Posturite. They are designed to be as clear, consistent and professional as possible.

# Primary typeface

Helvetica Neue

The primary typeface for commercially printed materials is Helvetica Neue. This typeface has been chosen for its clarity and readability and should be used on all printed materials including leaflets and brochures.

The bold weight should be used for headlines and key statements.

The light weight should be used for long paragraphs and subheadings.

# Helvetica Neue Bold

Aa	Bb	1
Сс	Dd	2
Ee	Ff	3
Gg	Hh	4
li	Jj	5
Kk	LI	6
Mm	Nn	7
Оо	Рр	8
Qq	Rr	9
Ss	Tt	0
Uu	Vv	
Ww	Xx	
Yy	Zz	

# Helvetica Neue Light

Aa	Bb	1
Сс	Dd	2
Ee	Ff	3
Gg	Hh	4
li	Jj	5
Kk	LI	6
Mm	Nn	7
Oo	Рр	8
Qq	Rr	9
Ss	Tt	0
Uu	Vv	
Ww	Xx	
Yy	Zz	

# Other typefaces

Helvetica is not available on the Posturite 'remote' computer system.

Arial has been selected as an alternative sans serif typeface for internally produced communications for its clarity and wide availability.

We prefer you to use Arial for web or Calibri for print communications.

Arial Calibri Regular Regular Bb Aa 1 1 Bb Aa 2 Cc Dd 2 Сс Dd Ff 3 Ee 3 Ee Ff Gg Hh 4 Gg Hh 4 li Jj 5 li 5 Jj Kk LI 6 Kk 6 Mm Nn 7 Mm Nn 7 Pp 8 00 00 Pp 8 9 Qq Rr Qq 9 Rr Ss Tt 0 Ss Tt 0 Uu Vv Uu Vv Ww Хх Ww Хх Yy Zz Yy Zz

You're all set! Go forth and communicate in beautiful, meaningful ways.

A Taxonomy r



DRAWING F



**'onathan Olivares** 







Find us on



Posturite-Brand-Guidelines\_2018

Posturite Limited The Mill, Berwick East Sussex BN26 6SZ

t. +44 (0) 345 345 0010 e. sales@posturite.co.uk www.posturite.co.uk

Registered in England No. 2574809

