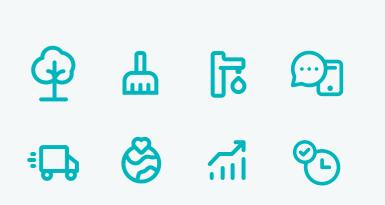
# Brand Guidelines



Act with integrity.

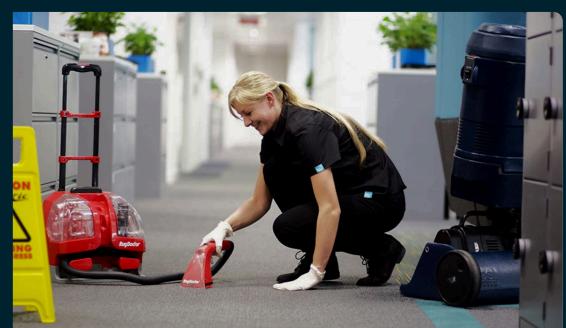


NuServe



Purpose driven





## Why use brand guidelines



### **Ensure consistency**

Brand guidelines help maintain visual and messaging consistency across all platforms and materials, no matter who is creating them.



### **Build recognition**

A consistent brand experience strengthens recognition and helps your audience remember and trust you.



### Improve efficiency

Clear rules save time by reducing back-andforth over design choices, keeping teams aligned and focused.



### **Protect brand integrity**

Guidelines prevent misuse of your brand assets, ensuring the identity remains professional and cohesive.



### **Support collaboration**

They serve as a reference point for designers, writers and partners, enabling smoother collaboration and better results.

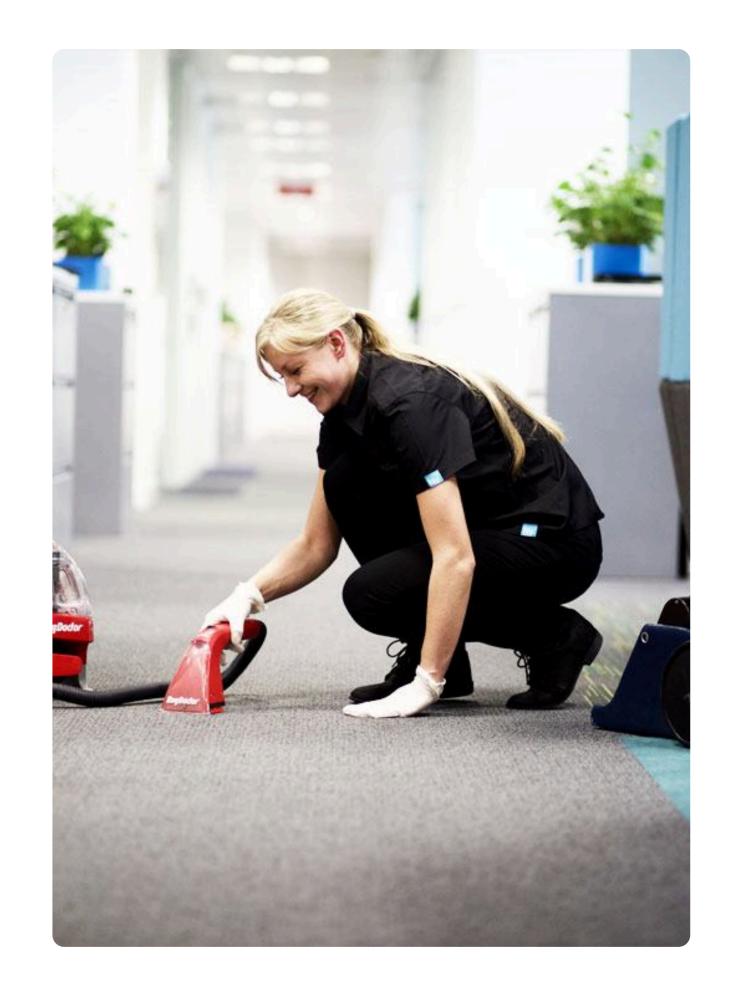


### Adapt with confidence

When applied correctly, guidelines allow flexibility without sacrificing the core brand identity.

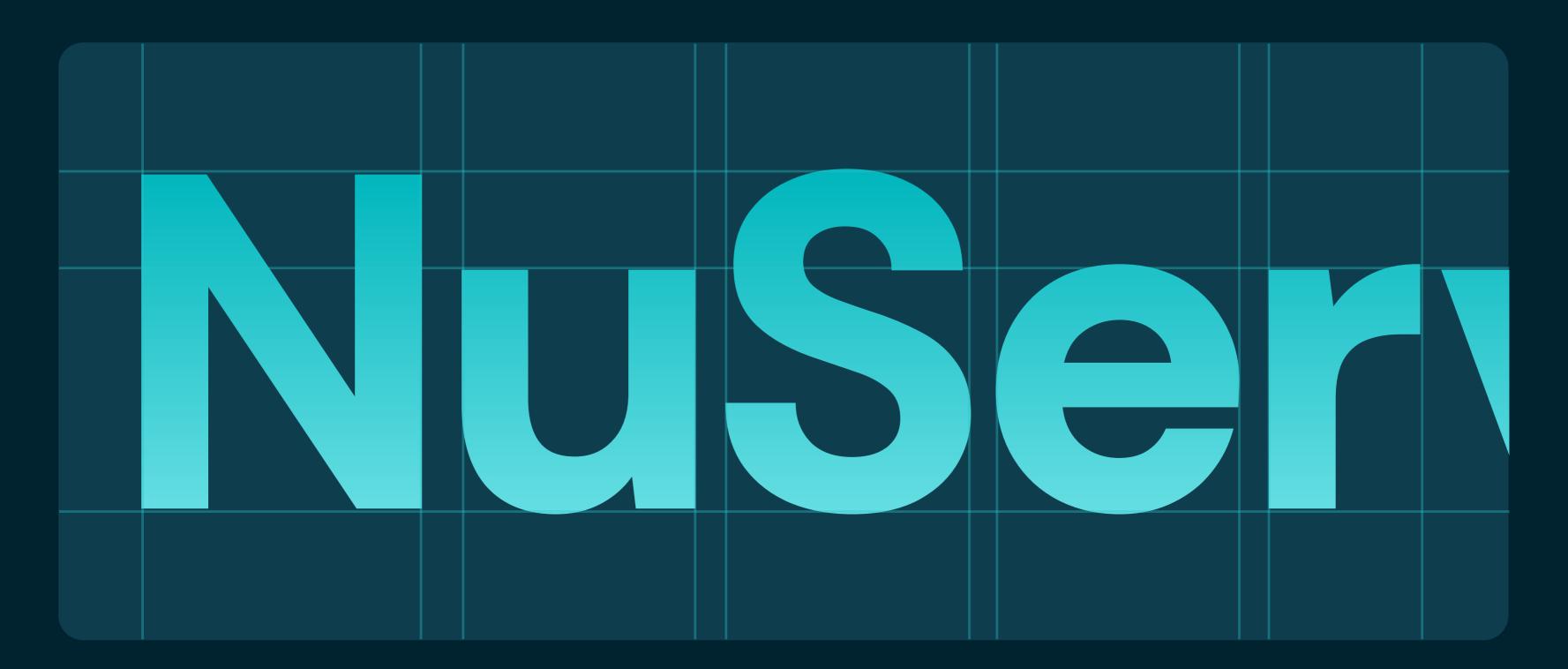
## Table of contents.

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Logo

Ensuring the logo remains consistent, recognisable and legible across all platforms by specifying logo types, colour combinations, sizing, clear space, alignment and placement.



## Logo types

WORDMARK

## NuServe

The full NuServe wordmark should be used when introducing the brand for the first time or when clear and direct brand recognition is required. It is ideal for larger spaces such as website headers, printed materials, or formal communications where the full name reinforces identity.

### **BRANDMARK**



The Nu brandmark is a more compact option, suited for use where space is limited but brand presence still needs to be maintained.

### **BRANDMARK FILLED**



The filled brandmark is designed for impact. Use it when the brand needs to be bold and recognisable while fitting into compact spaces.

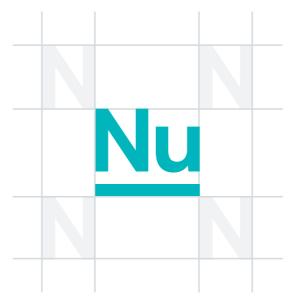
## Clear space

To ensure our logo remains clear and legible, it must always be surrounded by a minimum amount of space. This clear space acts as a buffer protecting the logo from visual clutter. The required space is defined by the height and width of the "Nu" in the logo, and should be maintained on all sides.

### **WORDMARK CLEAR SPACE**



### **BRANDMARK**



### **BRANDMARK FILLED**



## Minimum sizing rules

To maintain clarity and legibility across all applications, the NuServe logos must never appear below the minimum sizes shown here.

These guidelines ensure the brand remains recognisable and effective, whether used in print or digital formats

### **MINIMUM SIZES**



Digital = 32px Print = 14mm

Digital = 48px Print = 20mm

NuServe





## Logo colour options

To maintain consistency and legibility across all backgrounds, each version of the NuServe logo has approved colour combinations. Use the variations shown here to ensure the logo stands out clearly, whether on light, dark or coloured backgrounds.

### White backgrounds

logo/on/white-bg/...

**WORDMARK** 

**NuServe** 

NuServe



**FILLED BM** 

Nu

**BRANDMARK** 

**BRANDMARK** 

WORDMARK

FILLED BM

Nu

Nu

Teal backgrounds

logo/on/teal-bg/...

**WORDMARK** 

NuServe

**FILLED BM** 

BRANDMARK



Nu

Navy backgrounds

logo/on/navy-bg/...

WORDMARK

**NuServe** 

**FILLED BM** 

Nu

Nu

**BRANDMARK** 

Pink backgrounds

logo/on/pink-bg/...

WORDMARK

NuServe

FILLED BM

**BRANDMARK** 



<u>Nu</u>

## Placement & alignment



## Align logos with key design elements

Position the logo to align with surrounding content. This creates a unified, visually coherent design that supports brand recognition.



## Avoid centre alignment where possible

Centrally aligned logos can interrupt visual flow and create unnecessary tension. Use edgebased placement to achieve a more natural visual hierarchy.



## Place logos in corners for a clean composition

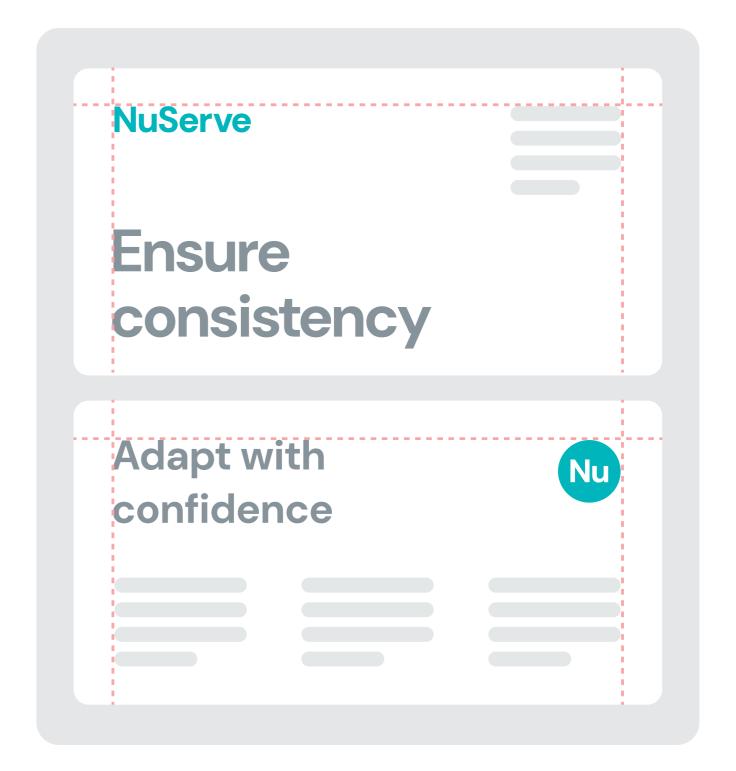
Corner placement allows the logo to feel intentional and unobtrusive. It also helps maintain a balanced structure across varied screen sizes or formats.



## Respect clear space guidance around the logo

Always maintain the designated clear space around the logo to prevent visual crowding.

This ensures maximum legibility and preserves brand impact.



### Do's & don'ts - Part 1

### **Colours**

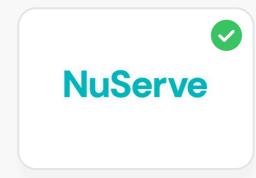


**Do** use the official logo colours exactly as provided

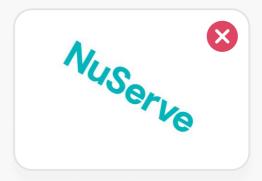


**Don't** change or customise the logo colours

### Orientation

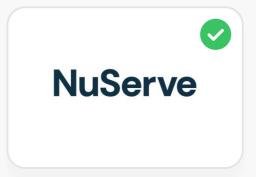


**Do** keep the logo upright and in its original orientation



**Don't** rotate, flip or skew the logo

### **Proportions**



**Do** preserve the logo's proportions



**Don't** stretch, compress or distort the logo shape

### **Typeface**



**Do** use the logo with its original font



**Don't** change or replace the typeface in the logo

### Transparency

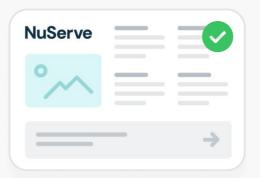


**Do** use the logo at full opacity



**Don't** apply transparency or reduce the logo's visibility

### Duplication



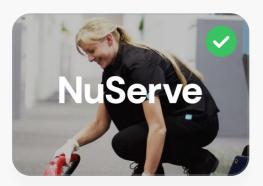
**Do** use one logo per design or layout



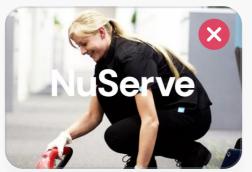
**Don't** place multiple copies of the logo in the x1 layout

## Do's & don'ts - Part 2

### **Background images**

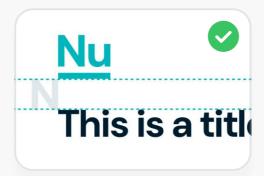


**Do** place the logo on clear, contrasting backgrounds



**Don't** use the logo on busy, patterned or low-contrast backgrounds

### Clear space



**Do** leave enough clear space around the logo



**Don't** crowd the logo with text or other elements

### **Effects**

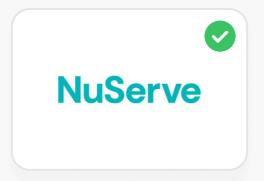


**Do** keep the logo free from effects

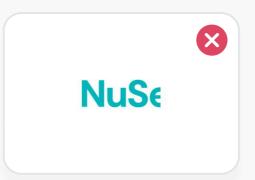


Don't add shadows, gradients, outlines or other visual effects

### Cropping



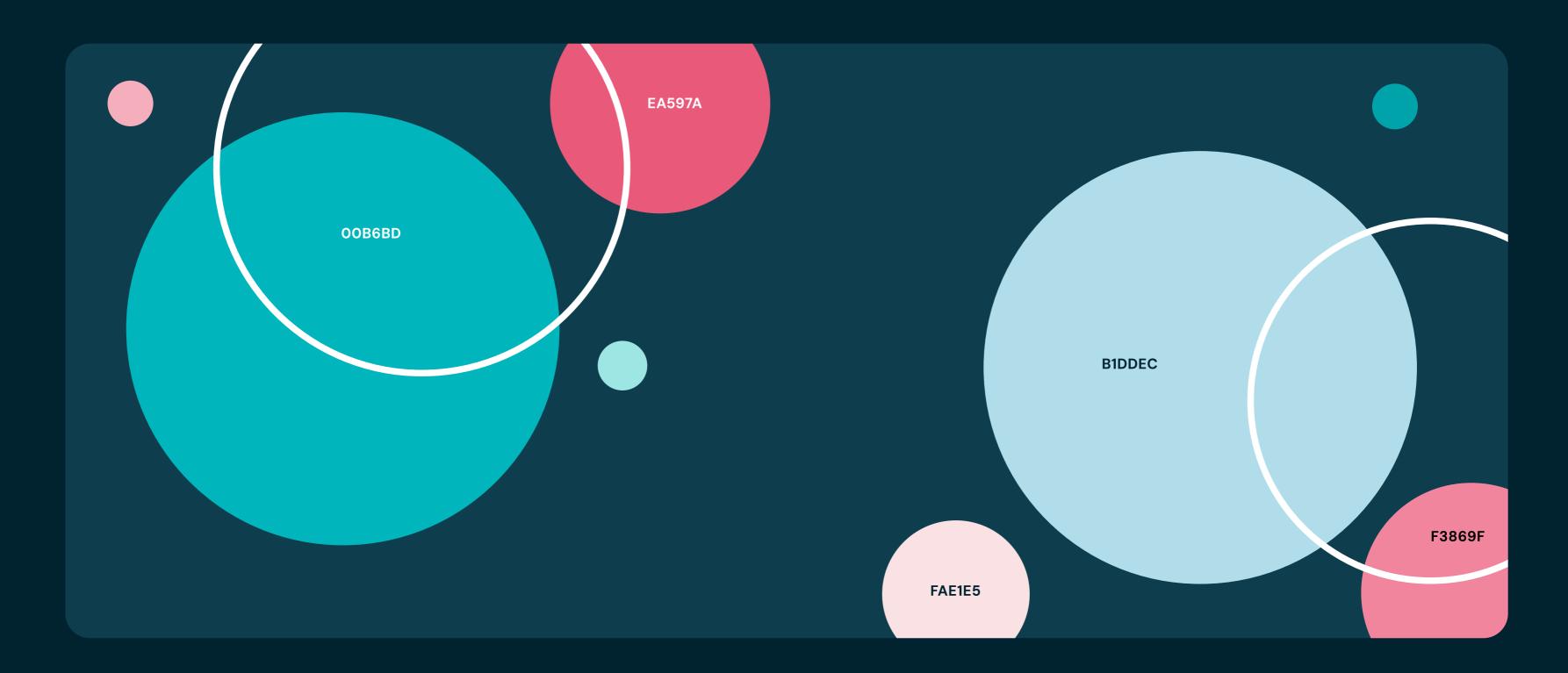
**Do** use the logo in full and without alteration



**Don't** crop or partially display the logo

## Colours

Our palette reflects the clarity, professionalism, and integrity at the heart of our brand. This section defines how our colour palette should be applied to create a cohesive and confident brand presence.



## Primary colour

NuServe Blue is our primary accent colour, its purpose is to act as a distinctive highlight rather than a dominant block colour. This allows it to draw attention to key elements and provide visual interest without overwhelming the overall aesthetic.



We have crossed out text types that do not meet WCAG AA standards when displayed in this colour, on both light and dark backgrounds.











Headings

Large Text

Small Text

### **COLOUR PAIRINGS**

Colours that pair well when used in direct interaction with this colour.







grey 900, teal 500

teal 800, teal 500

teal 500, blue 100

### **NuServe Teal**

**Teal 500** 

Hex

OOB6BD

RGB

0, 182, 189

**CMYK** 

100, 4, 0, 26

## Secondary colour

NuServe Pink serves as our versatile secondary colour, providing a complementary yet distinct element to our visual identity. This hue is designed to be used in conjunction with NuServe Blue, offering balance and depth to our designs.



We have crossed out text types that do not meet WCAG AA standards when displayed in this colour, on both light and dark backgrounds.



Aq

Large Text







Headings

Small Text

### **COLOUR PAIRINGS**

Colours that pair well when used in direct interaction with this colour.







grey 900, pink 600

pink 600, pink 300

pink 600, grey 100

### **Nuserve Pink**

Pink 600

Hex

EA597A

**RGB** 

234, 89, 122

**CMYK** 

0, 62, 48, 8

### Core dark colour

Midnight Navy serves as our foundational core dark colour, providing a strong and sophisticated base for all our design applications. This deep, rich hue is essential for establishing hierarchy and legibility across our branding.

### ACCESSIBILITY

We have crossed out text types that do not meet WCAG AA standards when displayed in this colour, on both light and dark backgrounds.













Headings

Large Text

**Small Text** 

### **COLOUR PAIRINGS**

Colours that pair well when used in direct interaction with this colour.







grey 900, teal 500

grey 900, pink 600

grey 900, blue 100

## Midnight Navy

Grey 900

Hex

113145

RGB

17, 49, 69

**CMYK** 

75, 29, 0, 73

## Background colours

We recommend 3 background colours, white, light and dark. Using these 3 shades will ensure consistency across all your communications. We recommend avoiding bright colours, to avoid distracting from your written content, and ensure legibility and accessibility.

### **White Background**

White

 Hex
 RGB
 CMYK

 FFFFFF
 255, 255, 255
 0, 0, 0, 0

### **Light Background**

Blue 100

 Hex
 RGB
 CMYK

 E8F3F6
 232, 243, 246
 6, 1, 0, 4

### Dark Background (Midnight Navy)

Grey 900

 Hex
 RGB
 CMYK

 113145
 17, 49, 69
 75, 29, 0, 73

### **Contextual colours**

Our contextual colours have individual purposes within our design system. Following these ensures a clear and consistent user experience on all communications

#### **BLUE 100**

### **Background blue**

Use this shade for backgrounds and decorative elements

 Hex
 RGB
 CMYK

 E8F3F6
 232, 243, 246
 6, 1, 0, 4

**GREY 600** 

### **Description grey**

Use this shade for body copy and descriptions

 Hex
 RGB
 CMYK

 687A83
 104, 122, 131
 21, 7, 0, 49

**GREY 200** 

### **Functional grey**

Use this shade for borders, divider lines and functional design elements

 Hex
 RGB
 CMYK

 DFE6E8
 223, 230, 232
 4, 1, 0, 9

**BLUE 300** 

#### **Decorative blue**

Use this shade for decorative elements

 Hex
 RGB
 CMYK

 B1DDEC
 177, 221, 236
 25, 6, 0, 7

**PINK 300** 

### **Decorative pink**

Use this shade for decorative elements

 Hex
 RGB
 CMYK

 F6C9D1
 246, 201, 209
 0, 18, 15, 4

**PINK 100** 

### **Decorative light pink**

Use this shade for decorative elements

 Hex
 RGB
 CMYK

 FCEFF1
 252, 239, 241
 0, 5, 4, 1

**TEAL 500** 

### Iconography teal

Use this shade for all custom and sourced iconography

 Hex
 RGB
 CMYK

 00B6BD
 0, 182, 189
 100, 4, 0, 26

**TEAL 300** 

### Text label teal

This shade should be used for highlighted text on dark backgrounds

 Hex
 RGB
 CMYK

 9FE7E5
 159, 231, 229
 31, 0, 1, 9

### All brand shades

This extended palette builds on NuServe's core brand colours: NuServe Blue, NuServe Pink and Grey. Each colour is provided in a full 100 to 900 tonal range, offering a clear structure for light through to dark variations.

These shades are particularly useful in digital design, where a wide spectrum of tones is often needed for elements such as backgrounds, buttons and borders.

They are equally suitable for print, providing depth and variety for layout design, infographics and branded materials. Whether you're working on-screen or in print, this extended set makes it easier to design consistently and creatively within the NuServe brand.

Designers should always prioritise the use of the core brand colours. These extended shades are provided as a helpful resource but should only be used when necessary to support clarity, accessibility or specific design needs.



## Colour accessibility



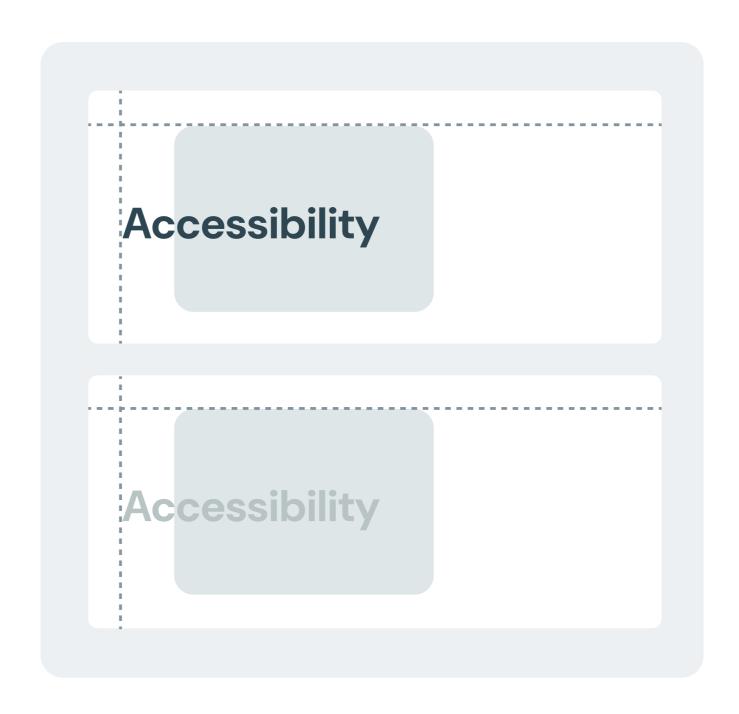
### **Colour Contrast**

Ensure a sufficient contrast ratio of 4.5:1 between text colour and background colour. Colour contrast ratio standards for different text sizes, are stated by WCAG



### Don't rely on Colour

Color should never be the sole method for conveying information. Always pair color cues with supporting text, shapes, or icons.



## Colour accessibility guidelines

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

**Do** use accessible text colours with high contrast such as GREY 900

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

Don't use bright colours for body content and titles

Do use light colour tones for background colours, such as BLUE 100

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

Don't use grey tones for background colours

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

**Do** use white text on dark and vibrant backgrounds colours

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

 $(\mathbf{x})$ 

Don't use dark/black text on dark and vibrant backgrounds colours

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

Do use a contrasting font weight e.g semi-bold (600) in combination with colour for highlighted text

### **Typography**

Colour accessibility ensures that text and visuals are easily readable by everyone

Don't use just colour to indicate highlighted text



## Suggested colour pairings

Our primary colour pairings can be used for most use cases, of colours in out palette that compliment each other best, and provide a good level of colour contrast. Our secondary pairings can be used as other options for variation

### **Primary Colour Pairings**

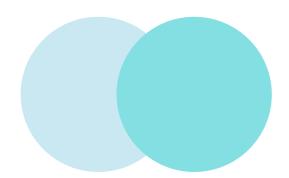


### **Secondary Colour Pairings**

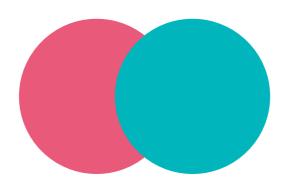


## Colour pairing guidelines

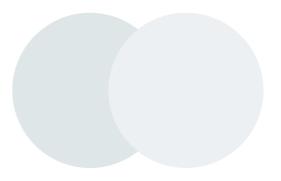
Consider colour combinations carefully when deterring from our colour pairings. We recommend keeping in mind Hue. Saturation, Lightness, Contrast and maintaining Brand Essence when choosing custom combinations.



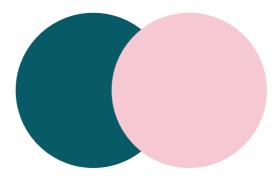
**Contrasting hues** may clash and mis-represent the NuServe brand



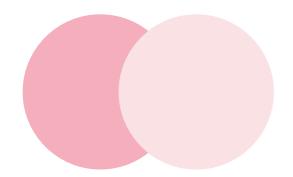
**Bright colour pairing** may cause eye strain



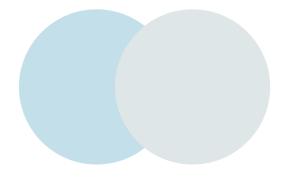
**Similar lightness** of these shades, provide low contrast and legibility for content



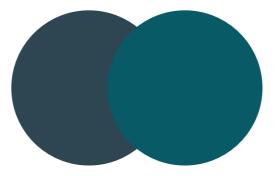
Randomly selecting colours from all shades can create combinations that don't feel like 'NuServe'



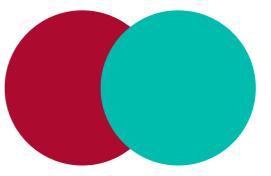
Choosing the same hue can appear repetitive and weaken the brand, if overused



Low saturation colour pairing may cause eye strain



**Similar darkness** of these shades, provide low contrast and legibility for content



**Making adjustments to brand shades** can create combinations that don't feel like 'NuServe'

## Typography

The typography guidelines create a clear and consistent visual language. Defined by weight, spacing and colour, these styles support readability, maintain brand consistency and establish a strong content hierarchy.

## Cleaning Specialist Commercial

## **Typeface**

The NuServe brand uses DM Sans, a modern and highly legible sans-serif typeface. It's designed for clarity, versatility, and simplicity across both digital and print environments.

DM Sans supports a wide range of weights, allowing for flexibility in creating hierarchy.

## DIVISANS

Thin	100
Extra Light	200
Light	300
Regular	400
Medium	500
SemiBold	600
Bold	700
Extra Bold	800
Black	900

## Core font weights

To maintain visual consistency and establish a strong typographic hierarchy, we use a limited selection of 3 weights: Regular, Medium, and Bold.

A limited set of styles helps ensure brand consistency across and ensures that appropriate content stands out effectively.

### **FONT WEIGHTS**



### Bold

Used for high prioritity text, primary headings and key messaging



### Semi-bold

Use for low priority headings and high priority text, to create subtle emphasis



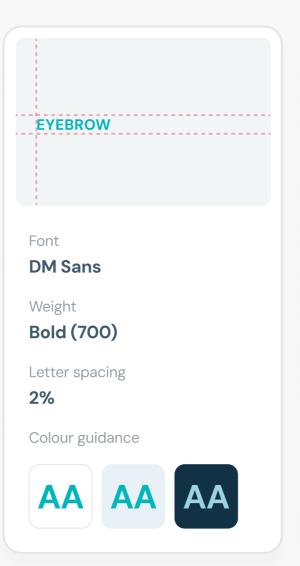
### Regular

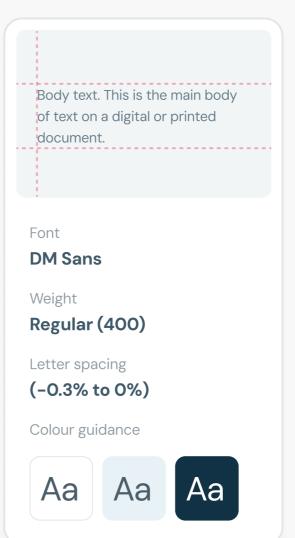
Used for body text, to ensure strong readability. This weight should not be used for headings

## Typography styles











To maintain visual consistency and establish a strong typographic hierarchy, we define typography styles by font, weight, letter spacing and colour

## Highlighting headings

Highlighting key words in headings is an optional design tool you can use in both print and digital formats. You can choose to highlight a single phrase or two separate words. If highlighting two, we recommend keeping it to one word at a time.

This helps draw attention to specific terms, making it easier for readers who are scanning to quickly grasp the core message.

We've shown how the highlight colours appear on both light and dark backgrounds for clarity and consistency.

#### **COLOUR VARIANTS**

On light

Underline 1

**NuServe Pink** 

Underline 2

**NuServe Teal** 

Let's <u>elevate</u> your building <u>cleaning</u> together

On light

Underline 1

NuServe Pink

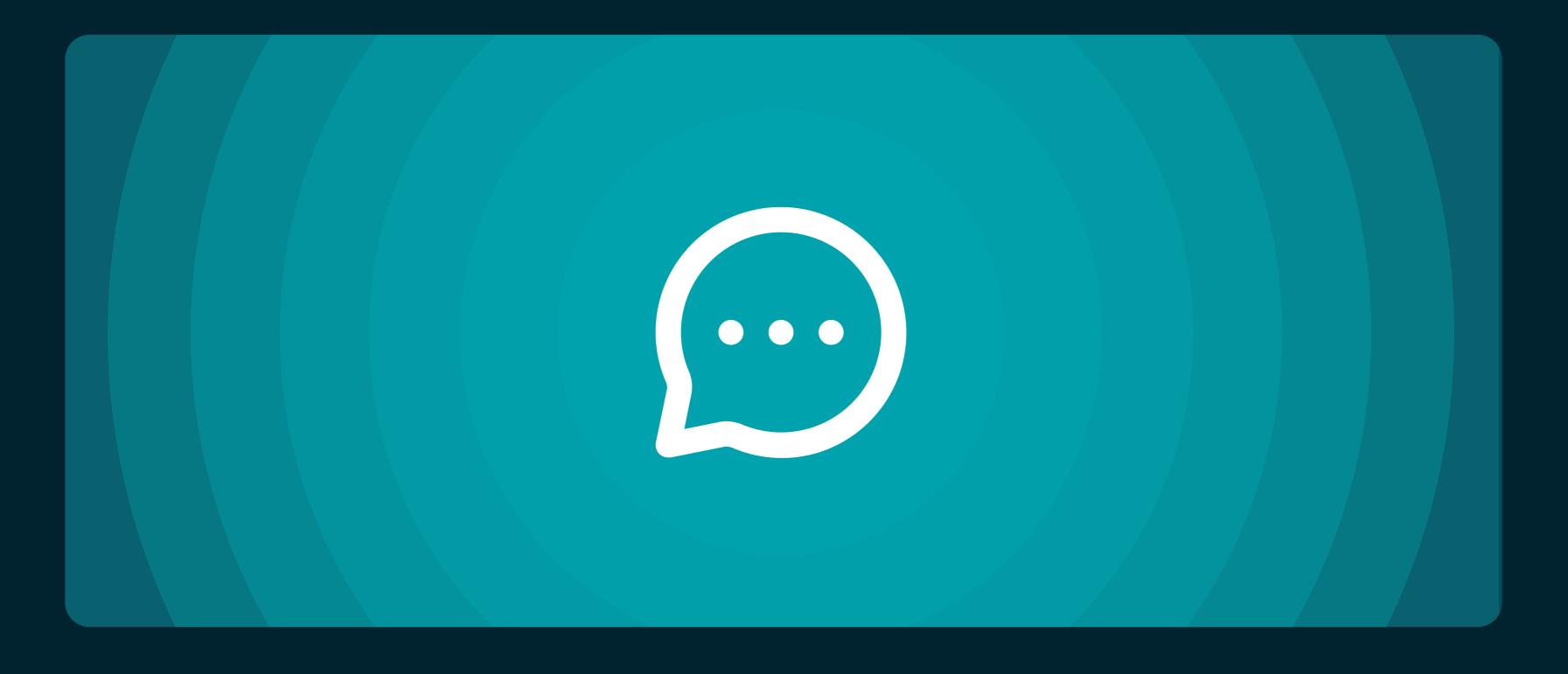
Underline 2

**NuServe Teal** 

Let's elevate your building cleaning together

## Tone of voice

Tone of voice guidelines provide direction on how we should sound, ensuring all messaging aligns with NuServe's personality and values. A clear and consistent tone helps build clarity, trust, and a unified brand presence.



## Tone of voice principles



### **Authentic and human**

NuServe's communication should feel like a real person is speaking. It should avoid sounding like it was written by a faceless corporation.



### Professional but not stiff

Aim for natural professionalism, especially in imagery and presentation, but avoid being overly formal or corporate.



### **Boutique and premium**

NuServe delivers a premium service with a boutique feel, emphasising quality and care over scale.



### Family run, personal touch

The company sees its identity as a family business, and this sense of care, trust, and human connection should come through.



### Real people behind the work

Where possible visuals and messaging should reflect an organisation formed from real people rather than abstract messaging or faceless representations.



### **Practical and straightforward**

NuServe's approach is focused on real-world solutions and straightforward service delivery.

Messaging should reflect that no-nonsense, results-driven mindset and avoiding fluff.

### **Authentic and human**

Write as if you're speaking directly to someone. Keep the tone warm and honest, with natural phrasing that avoids sounding overly scripted or corporate. Use plain English and choose words that a real person would say.



We'll work with you to build a cleaning plan that fits how your space is used.



We deliver tailored cleaning solutions that optimise space functionality and operational flow.

### Professional but not stiff

Maintain credibility with clear, confident writing but avoid being too formal. Write in a way that shows expertise without coming across as rigid or inaccessible. Avoid buzzwords and corporate clichés.



Our team is trained to work safely in clinical and high-risk environments.



Our highly specialised operatives deploy industry-leading protocols to ensure best-in-class compliance.

### **Boutique and premium**

Write with care and precision, reflecting the quality of the service. Use considered, well-crafted language to suggest a high standard, but never boast. Focus on service excellence without sounding showy.



Proudly independent contract cleaning, meticulously tailored to your business.



We provide basic cleaning services for a wide range of commercial spaces.

### Family run, personal touch

Emphasise trust, care and personal relationships. Reference real people where possible and express ideas in a warm, approachable tone. It should feel like there's a team behind the brand, not a faceless company.



With dedicated Account Managers supporting our clients across all aspects of our services, we will work closely with you.



We offer 24/7 client support via our integrated issue resolution platform.

### Real people behind the work

Use photos and language that show real people doing real jobs. Let the reader see the hands-on work and dedication. The written tone should always reflect respect and authenticity.



Our team knows the site well and works closely with your staff each day.



Our workforce enable hygiene goals through scalable implementation

### Practical and straightforward

Keep language clear and outcomes-focused. Write in short, direct sentences. Avoid unnecessary adjectives or fluff. Your audience should quickly understand what you offer and how it works.



We clean the communal areas daily, and do a deeper clean on Fridays.

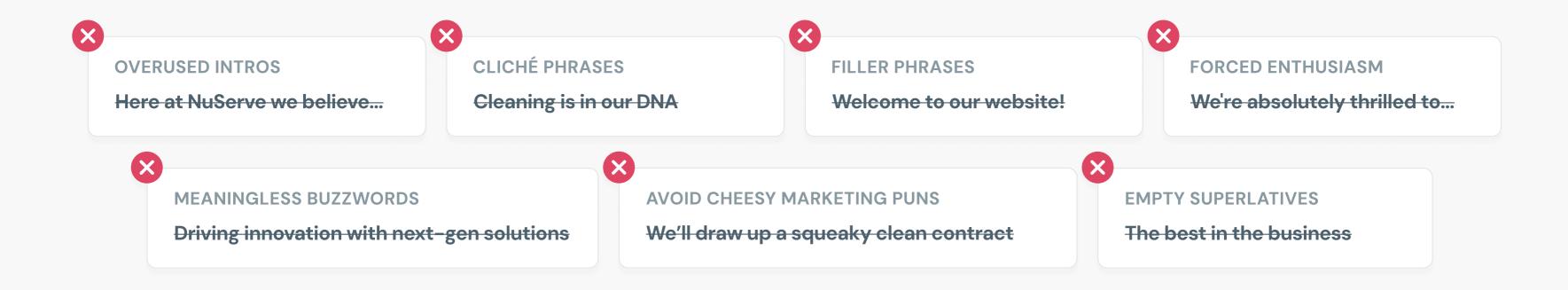


We implement structured routines
aligned to stakeholder expectations and
occupancy patterns.

### Avoid cheesy and off-brand phrases

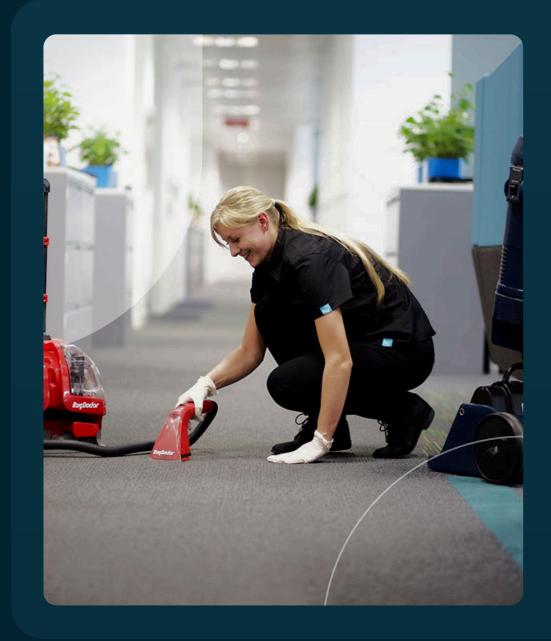
Some phrases might seem friendly or familiar, but they can come across as cheesy, exaggerated or insincere. They risk undermining NuServe's considered and composed image.

Our voice should be clear, confident and grounded in real value, not inflated promises or marketing fluff. Skip the empty intros and over polished claims. Say what matters, and say it well.



## Imagery

These photographic guidelines are designed to ensure consistency and reinforce NuServe's brand identity across all visual communications. By adhering to these principles, we will present a unified and authentic image of our company, whether briefing a photographer or sourcing stock photography.





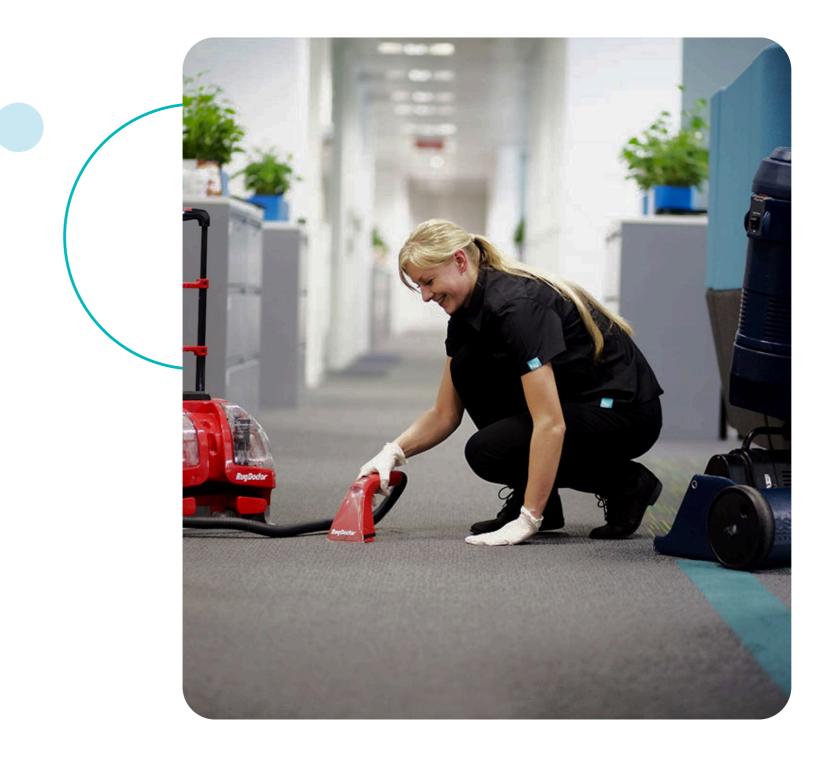




## Photographic style

The photographic style of NuServe is grounded in authenticity, clarity, and professionalism. Our images are clean and composed with purpose, utilising cool tones to reflect a calm, reliable, and trustworthy environment.

The focus is strongly human-centred, showcasing real people in real working moments, conveying a sense of pride and care in their roles.



Professional

Trustworthy

Clean

Authentic

Human centered

## Photography guidance

### **Depth of Field**



Use photography with a strong depth of field to create a clear and defined focal point.

### Wide angle shots



Use wide angle shots rather than close ups to show more of the scene and give a sense of space.

### **Brand owned images**



Where possible use brand-owned photography and avoid generic stock images to keep communications authentic.

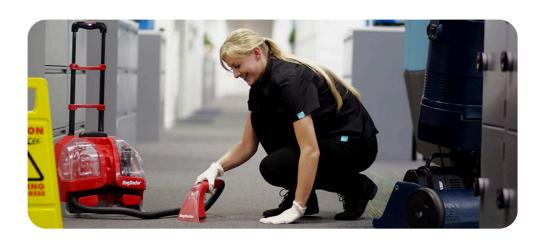
### Greenery



Include photos featuring greenery where possible.

This helps create a fresh and well-kept atmosphere.

### **Human centred**



Try to focus photos around people instead of objects whenever possible.

### Lighting



Ensure lighting is balanced and avoid images that are too dark or overexposed.

## Image do's and don'ts

### Copyright



**Do** ensure images are owned or properly licensed for use



**Don't** use imagery you are not licensed to use

### **Distortion**



**Do** maintain aspect ratio of images



**Don't** rotate, heavily crop, stretch, distort or skew images

### **Brand assets**



**Do** use brand assets with minimalism in mind. Keep the focal point unobstructed.



**Don't** use too many assets and avoid clutter. Use approved colours.

### **Photo editing**



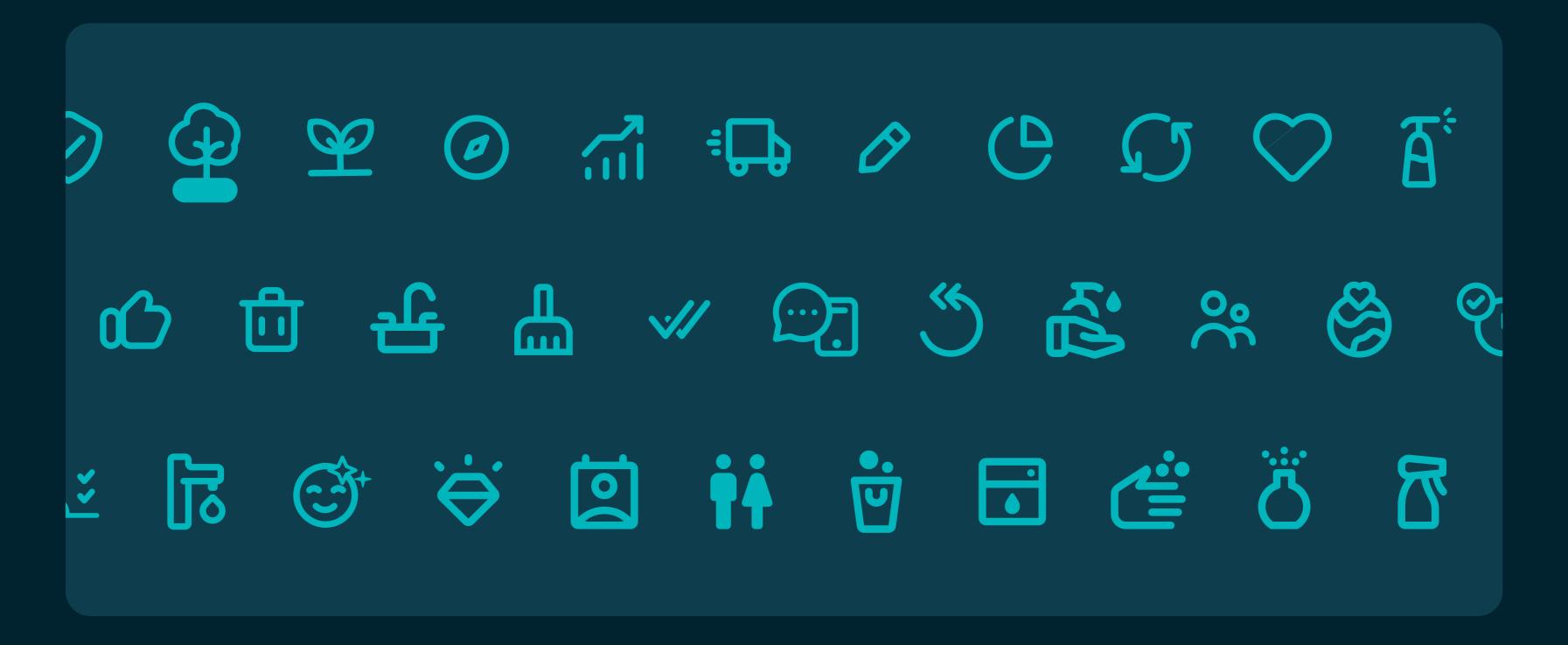
**Do** edit images subtly and naturally, to make them look as if they are not edited



**Don't** make extreme changes to colour, contrast, or add harsh filters

## Graphic elements

Ensure all graphic elements work together to support clear, consistent and recognisable brand communication. Maintain visual harmony, reinforce brand personality and improve usability across different contexts.



## **Custom iconography**

Icons play a vital role in supporting clear, intuitive communication. Our iconography style is clean, consistent, functional and friendly, maintaining a consistent bold and rounded appearance.

We have 24 custom icons to select from. Ensure you consider the naming of these icons, and don't overuse them for different meanings

### TYPES OF ICON STYLING



### Standard icon

Use this icon style more widely, next to titles and text



### Graphic asset icon

Use this icon style sparingly, to call out bigger picture or stand out elements

### **CUSTOM ICONS**















































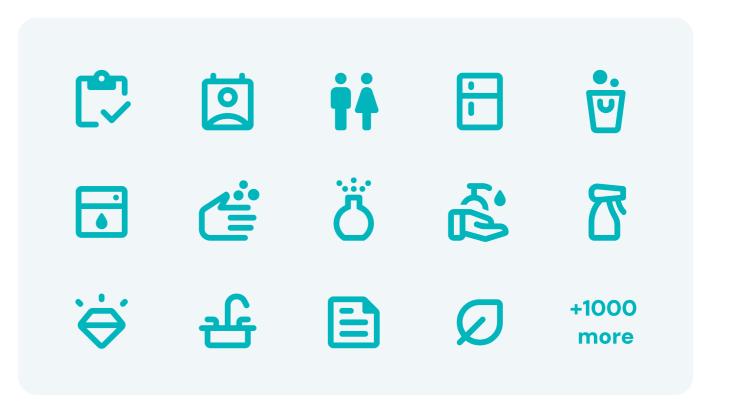


## Sourcing your own iconography

Custom icons might not always fit your every need, in which case you may want to source iconography.

We recommend using Googles free icon library called **Material Symbols,** for free usage iconography, following our style guide to keep these consistent with our custom icons.

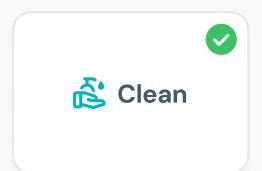
https://fonts.google.com/icons



# Icon library Materials Symbols Weight 400 Style Rounded Fill Off

## Do's & don'ts (standard icon)

### Scale

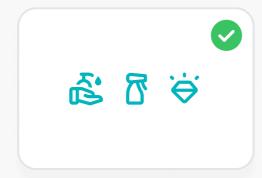


Do match the scale of the icon to the paired content

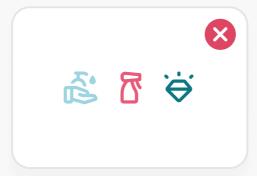


Don't make the icon much bigger or smaller than the paired content

### Colour

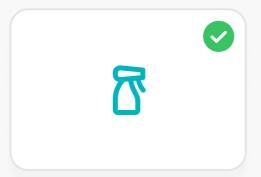


**Do** keep the icons consistent **Don't** introduce other in colour (blue 500)

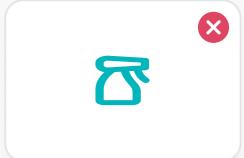


colours from the palettes into iconography

### **Distortion**

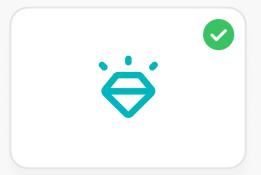


Do preserve the icons proportions

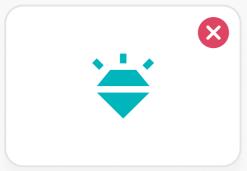


Don't stretch, compress or distort the icon shape

### Style



Do keep icons a consistent bold & rounded style



Don't introduce new styles of icons that don't match

### Repetition

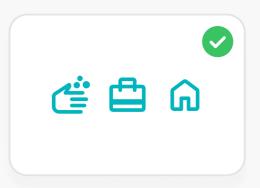


**Do** use distinct icons to convey different concepts

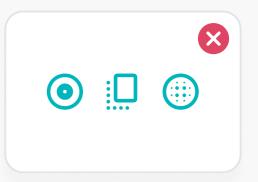


Don't use the same icon repetitively, or to covey different concepts

### **Imagery**



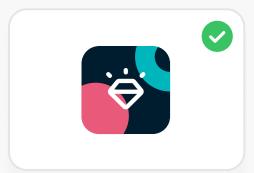
**Do** choose icons that convey a clear meaning



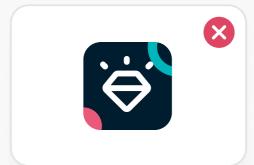
Don't choose icons that are confusing abstract concepts

## Do's & don'ts (graphic asset icon)

### Scale

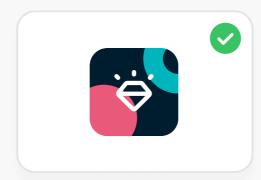


Do match the scale of the icon to the design direction

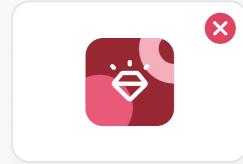


Don't make the icon or assets much bigger or smaller than shown

### Colour

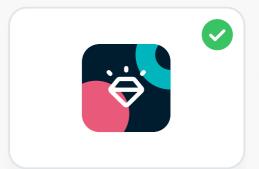


Do keep the icons consistent Don't introduce other in colour

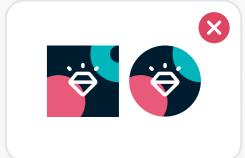


colours from the palette

### **Border radius**

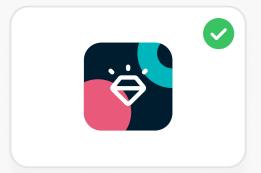


**Do** give the icons soft rounded corners

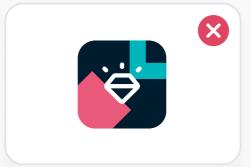


**Don't** give the icons too much or too little border radius

### Shape

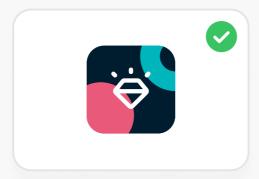


Do keep shapes circular in form

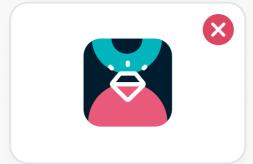


Don't introduce new shapes into the asset

### Shape placement

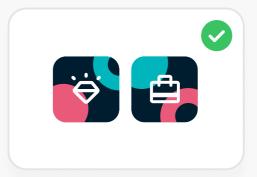


Do keep the shapes to the corners of the container

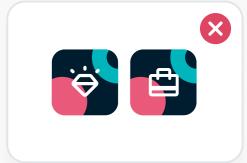


Don't place shapes in the centre of the container

### **Variation**



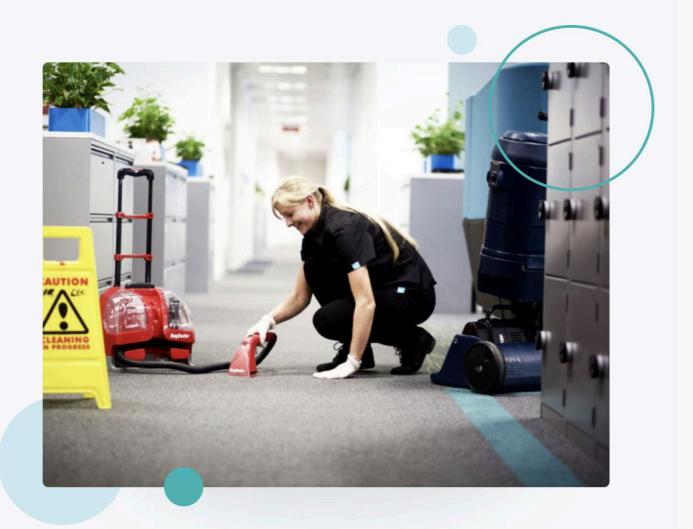
Do create variation in the placement and scale of shapes



Don't use the same shape placement for every icon

### **Decorative assets**

Decorative assets are used to add visual interest and guide attention to key content. At NuServe, we use circular elements in varying sizes and colours to highlight images, text or sections without distracting from the core message. They should be used sparingly and with purpose to support the overall layout.







### We don't have clients, we have partners

Here are some of the schools, universities and education centres we have worked with:















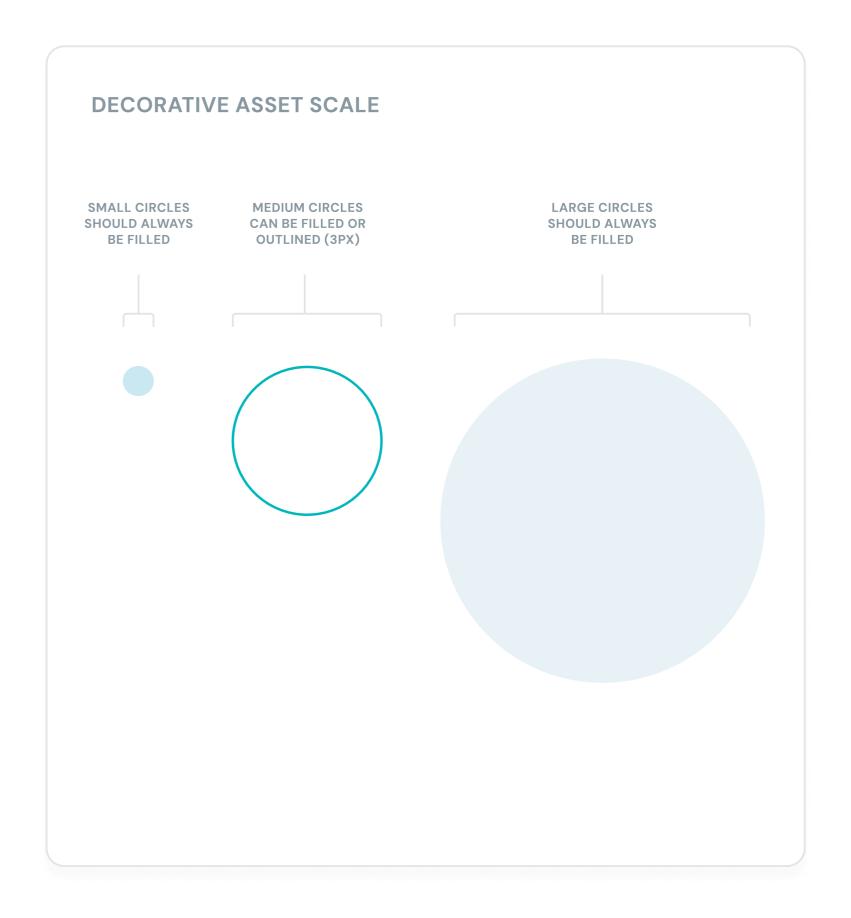
## Decorative asset rules

#### **COLOURS ON LIGHT**



### **COLOURS ON DARK**





## Brand Guidelines

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