

## COVID-19 Safe Operating Measures

We take the health and safety of our team members and customers very seriously and therefore in light of COVID-19 (Coronavirus) we have adopted the following operating practices:

### **Our Team**

- Staff will be adhering with the government guidelines if they (or anyone in their household) are feeling unwell
- If staff start to feel unwell, they will be sent home immediately
- All staff are taking staggered break times
- Our team members are carrying out social distancing measures at all times
- Staff are following strict hand washing and hygiene guidelines
- Communication, internally and with our customer will always be at a safe distance if not, via telephone, video call or email
- Contactless payments such as bank transfer are being requested

### **Showroom**

- Our showroom has been thoroughly deep cleaned during the lockdown
- We will continue to carry out a regular and enhanced cleaning programme
- The showroom especially commonly touched surfaces (such as door handles) are being cleaned regularly throughout the day
- Showroom visits are available by appointment (if preferred)
- Only x groups of people from the same household will be permitted in the showroom at the same time
- Staff showing you around our showroom will ensure a safe social distance is observed at all times

### **Appointments**

- We are offering virtual appointments via video call

### **Home Visits**

- We will talk to you prior to a home visit to obtain as much information as possible in advance and follow up with any questions after the visit to minimise contact
- Representatives are carrying hand sanitiser in their vehicles for use prior and following home visits
- Social distancing measures will be adhered to at all times

### **Surveys**

- Representatives are carrying hand sanitiser in their vehicles for use prior and following home visits
- Surveys will be carried out avoiding contact with the homeowner
- Measurements will be taken in a separate room to the home residents

- When face to face contact is required 2 metre distancing will be maintained at all time
- Any follow up questions will be asked after the visit via telephone or email to minimise contact

### **Installations**

- Loading times at our warehouse are being staggered to avoid congestion and ensure social distancing is maintained
- Team members will travel to the installation separately
- Fitters are carrying hand sanitiser in their vehicles for use prior and following home visits
- We will be avoiding contact with the residents and where required a 2-metre social distancing will be maintained at all times
- Where possible team members will work independently, where this is not feasible appropriate distancing and protective measures will be taken where possible
- We will work in one space whilst the home residents are in another area of the property then swap
- Staff will bring along their own food and drink
- Staff will use portable toilet facilities

### **Post installation & Service Calls**

- The above measures will also be in place for service calls