

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



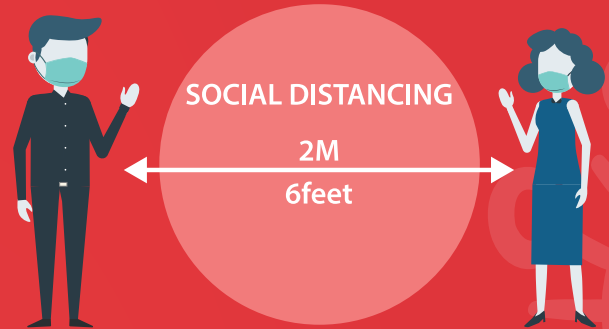
Staff will be adhering with the government guidelines if they (or anyone in their household) are feeling unwell



If staff start to feel unwell, they will be sent home immediately to self-isolate and/or seek medical advice



All staff are taking staggered break times



Our team members are always carrying out social distancing measures



Contactless payments such as bank transfer and card payments over the phone are being encouraged, however we will still accept cheques and have several finance options available.



Communication internally or with our customers will be via telephone, video call or email. Where face to face conversations are required, we will always maintain a safe distance.



Staff are following strict hand washing and hygiene guidelines



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



Exclusive showroom visits by appointment are available between 9am to 7pm



Only 2 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 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



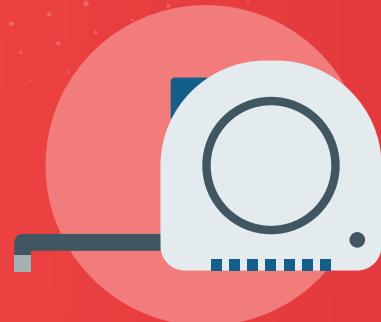
Representatives are carrying hand sanitiser in their vehicles for use prior and following home visits



Social distancing measures will always be adhered to



Surveys will be carried out minimising contact where possible with the homeowner



Measurements will be taken in a separate room to the home residents



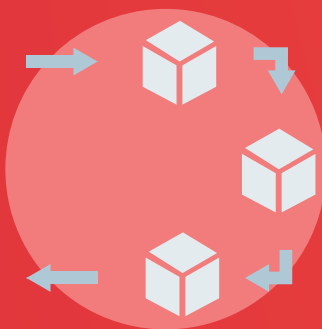
When face to face contact is required
2 metre distancing will be maintained
at all times



Representatives are carrying hand
sanitiser in their vehicles for use prior
and following home visits



Any follow up questions will be asked
after the visit via telephone or email to
minimise contact



Loading times at our warehouse are
being staggered to avoid congestion
and ensure social distancing is
maintained



Installers are carrying hand sanitiser in
their vehicles for use prior and
following home visits

Installations



Where possible we will be minimising contact with the residents and where required a 2-metre social distancing will always be maintained



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 alternate accordingly



The above measures will also be in place for service calls