



# COVID19 PRECAUTIONS

In light of the worldwide coronavirus pandemic we would like our customers to know that until government advice changes we are still operating nationally but are taking a number of precautions to ensure we are not spreading the virus. Those precautions include the following:

- No fitter that has been outside the UK within the past 30 days will be visiting customers.
- We will be speaking to our fitters everyday to check on their welfare and will be doing the same with our customers before we arrive on any fitting job.
- Any fitter showing symptoms of COVID-19 will be withdrawn from our fit teams immediately.
- We have obtained face masks for our fitters to wear if you request this.
- We will be making sure our fit teams have adequate supplies of hand sanitisers and ensuring they are all maintaining the government advice on washing hands regularly both on and off site.
- We will ask customers to remain in a different room to the room that we are fitting throughout the process.
- We will not be shaking hands with customers and will at all times try and keep our distance from other staff in commercial businesses, or from customers in the home.

We have also agreed with our delivery partners that they will not require signatures on delivery of our goods to avoid unneeded physical contact. Most deliveries will arrive via DPD and are tracked via GPS.

Thank you for helping us maintain these precautions during the installation of your new floor.

For further information contact Kerry Mottram on 0345 322 3519.