

## TO ALL OUR VALUED CUSTOMERS AND SUPPLIERS

What exceptional times we live in at the moment. In a very short space in time our world is facing immeasurable challenges and as a result we are having to adjust our lives to a new reality and way of life. As you can appreciate Blind makers are moving forward with the best approach to ensure the safety of our staff, customers and suppliers by limiting person to person contact.

In view of the potential for exposure to the Coronavirus (COVID-19), it has become critical to invoke **new procedures** for visitors to our premises for both customers and suppliers. **Tony and Susanne**

## COVID-19 SAFETY PROCEDURES TO REDUCE RISK

**Blind Makers - is implementing the following critical health and safety initiatives** as part of overall workplace health and safety provisions to protect everyone.

### CUSTOMERS

**NO PERSON** visiting the Blind Makers factory or showroom has free access to enter the building or to our **reception/office, factory, or staff amenity (toilet) areas.**

All persons seeking to visit us must do so **ONLY by prior agreed arrangement.**

We do this for everyone's safety so - **please do not be offended by these actions we are taking.** We love all our customers and are here to support you through these tricky times.

**Supply only goods:** In an effort to get you on your way with as little delay as possible, please ensure that you **CALL, with fair warning,** to allow up to get your goods out and ready for collection from our loading dock. Should **payment** need to be made, please ensure this is done **over the phone or via bank transfer prior to arriving** as goods will not be released until we have cleared funds.

Our showroom is sanitized frequently and hand sanitizer is available. We ask that all customers sanitize their hands on arrival and maintain a 1.5-meter Safe Social Distancing

Anything that can be done over the phone or email, please take this action in the short term so we can all get on top of this situation.

We will be keeping **other doors locked** so that **NO** person may enter inside the warehouse or showroom.

Please respect our staff and give everyone the space we need to limit the spread of this virus **so we can all get back to doing what we love faster!**

## **BLINDMAKERS CUSTOMER SALES APPOINTMENTS**

All face to face Meetings will need to be **conducted following strict adherence to Safe Social Distancing.**

For the convenience of our customer's appointments can be made with the use of, **FaceTime, WhatsApp, Skype and other means.** In the event that electronic meetings need to be established then clear instructions will need to be scheduled in advance.

Should a meeting be unavoidable, the strict adherence to **Safe Social Distancing** will need to be adhered to. We want to protect our staff as well as our lovely customers in this difficult time!

## INSTALLATION OF GOODS

Installation of goods should be completed by our installers with strict adherence to Safe Social Distancing.

We ask that installers be allowed to complete their installation without the supervision of the customer particularly in confined spaces and internal installations.

Payment for all goods will need to be made in advance of the installation, please ensure this is done **over the phone or via bank transfer prior to arriving** as goods will not be released until we have cleared funds.

Please respect our staff and give everyone the space we need to limit the spread of this virus **so we can all get back to doing what we love faster!**

## DELIVERIES TO BLINDMAKERS

Courier & delivery drivers have no access - to any internal portion of the Blind Makers premises other than warehousing. If possible, please call prior to arriving.

There will be a **"Door Bell" at our showroom door**, please press this and someone will come and assist you (while adhering to Safe Social Distancing at all times)

Please call: **0754497722** should you have any further queries.

## SUPPLIER REPRESENTATIVES

All supplier representative visits are **cancelled** until further notice; all communication should be **via email or telephone ONLY**.

# COVID-19 SAFETY PROCEDURES TO REDUCE RISK

These provisions are to add increased protective measures for on-site employees and visitors alike, from the potential for illness from the current world wide spread of the Coronavirus.

Currently there are many very good sources of information regarding COVID-19. Particularly: managing employees, managing workplace safety and employee mental health, and managing digital safety. Go on-line and see for yourself, for those who are members of HIA, their website has particularly good information. The Department of Health is also closely monitoring the situation and providing regular updates and advice on <https://www.health.gov.au/>.