



## **Returning to work Health & Safety Surrounding Coronavirus**

15/05/2020

### **When will you be returning to work?**

We will be returning to work on Monday 1<sup>st</sup> June 2020 for residential customers, installations and consultations via emails. We have put into place new systems, ways of working and guidelines which both us and our customers will need to follow.

Initially we will have reduced slots as we learn to work under new guidelines, whilst we appreciate this may make it trickier to find a slot, this is for everyone's safety and we hope with many now able to work from home that this will allow for a degree of flexibility.

Our appointments will be with 1 member of staff and we ask that where possible, only 1 member of the household is present for your home appointment to reduce risk.

### **How can I book an appointment?**

The Government guidelines published May 11th state that a business should find digital or remote alternatives to in-home work where possible. We ask that where possible, customers can provide us with estimated sizes of their windows, email us photos of the windows when enquiring. This will allow us to give you an online pre-quotation / price estimate and give you an idea of the costs involved prior to a home visit.

During this stage of the lockdown, we encourage customers to be in a position to proceed with an order and only have us visit their home when necessary to reduce exposure and risk.

We will also be providing a home appointment service. We will be moving to an AM (9am - 1pm) and a PM (1pm - 5pm) slot for bookings. This will allow plenty of time between appointments to ensure safety is met and that tools and equipment are cleaned.

### **Who cannot book an appointment?**

**We will not provide a home appointment for anyone that is any of the following:**

- Classed as being 'at risk or vulnerable'
- Anyone self-isolating
- Anyone who has shown symptoms of coronavirus within the last 14 days
- Anyone that has travelled outside of the UK and returned within the last 14 days

## **How will we keep safe during a home measuring appointment?**

- We will ask customers to maintain a 2m social distance.
- We will use hand sanitiser before and after your appointment.
- We ask that customers can remove any items from window sills and that windows are easy to access with any furniture moved etc.
- If a room can be ventilated prior to our arrival this will also help.

## **Can I look at and touch samples?**

We will email you links, photos of samples prior our visit. This will allow us to reduce the number of samples brought into the home and reduce the risk associated with moving them between households. Where possible, we will show you the samples from a safe distance as this will reduce the amount of touching of the samples. If required, you can of course look at the samples closer, we ask that your hands are sanitized or cleaned before doing so and that you only touch what is 100% necessary. All samples will be cleaned between appointments also.

## **How long will my order take to be manufactured?**

We work with a fantastic team that manufacture the majority of our products right here in the UK. As a part of the lockdown, our manufacturing teams also closed and are now working through a backlog of orders from companies UK wide.

We estimate that a current turnaround of 4 weeks is likely, however, extensions to this in the short term may happen and any customers that place orders will be notified of this.

As our products are made to measure, we unfortunately cannot provide deposit refunds for cancelled orders due to these extensions.

## **Returning to install your blinds**

We will continue to provide our installation services, following government guidelines and safety procedures.

The first and ideal option for an installation would be for customers to leave their home to take exercise whilst an installation is carried out. This will allow us free movement throughout the property as required without worrying about maintaining a 2m social distance. Where this isn't possible, we will request that customers stay in separate rooms to where an installation is taking place, maintaining the 2m distance.

We ask that customers remove all items from their window sills and that windows are easy to access without moving furniture. We will open windows in rooms where possible to ventilate the space. Our tools and equipment will be cleaned between appointments.

**Adams Blinds – Bexmon Limited**

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