






The New Zealand Government has recently announced a move to COVID-19 Alert Level 3 on Tuesday 28<sup>th</sup> April which means we are pleased to confirm that Carpet Court will be resuming some of our operations. We have developed a Level 3 safe working procedure for installation services in accordance with the COVID-19 guidance and the Construction Health & Safety NZ COVID-19 protocols. While all our retail stores will be closed to the public, our sales consultants are available to provide virtual consultations and can deliver samples to your home during Level 3.




There are a number of health and safety procedures that we have set up during this time to maintain the safety of you, our valued customer and our team including health and risk assessments of staff and customers, hygiene measures, practicing safe distancing, appropriate PPE and recorded contact tracing.

#### **Every customer will be phoned prior to their installation or service and asked the following questions:**







-  Are you and everyone in your household free of symptoms of COVID-19?
-  Have you and everyone in your household been in New Zealand for at least the past 14 days?
-  Can you confirm that neither yourself or anyone in your house is aware of having been in close contact (within 2 metres for 15 minutes or more) with someone who has been confirmed or suspected of having COVID-19?
-  You agree to our staff member or contractor entering your premises?
-  No one at the property is within high risk or vulnerable categories?

If you have answered no to any of these questions, unfortunately we will need to reschedule for a time in the future when safe to do so.

#### **If installation is able to proceed you will receive a call on the day to confirm details and we ask you do the following at the site:**

-  Maintain a 2 metre separation from our installers
-  Clean the work area by vacuuming or mopping floor, disinfecting door handles and stair balustrades etc.
-  Open windows and doors where possible to maximise ventilation

#### **When we arrive on site our installers will go through their safety checklist**

-  Practicing safe distancing while on site, keeping at least 2 metres separation from the household
-  Have a sanitiser station set up and used regularly on hands and surfaces touched
-  Remove all their rubbish and dispose of it off site
-  Vacuum carpet and/or clean floor with disinfectant
-  Wear appropriate PPE including work shoes and in some cases gloves, masks and protective gear
-  All equipment will be sanitised before and after installation

**Thank you for your understanding, and with the above steps in place we will ensure the safety of you and our team**