



What we're doing about the Coronavirus

At SPI Flooring and Blinds our first priority is the health and safety of our customers, our staff and our team members.

In these uncertain times surrounding COVID-19, it's important that we ensure that everyone feels safe and protected.

That's why we are introducing safety protocols in our store and also when we are visiting our customers' homes.

- We will call ahead before each home appointment to confirm the home occupants are not self-isolating or showing symptoms, and to confirm that our SPI Flooring & Blinds representative is also not showing symptoms, to give all, peace of mind.
- We will wash and sanitise our hands before entering your home.
- Don't be offended if our representative doesn't offer to shake hands and maintains a little distance.
- We will offer video calls via FaceTime or Skype (or other methods) for in-home consultations.

Our representative will be able to get a good idea of your requirements.

They will be able to suggest specific products that will suit your existing décor, paint colours etc

Where possible, after the video consultation, we can leave samples at your front door and then collect the following day.

We will call you when they have been delivered and will wait for you to collect before leaving, standing a safe distance away from your door.

Our local store remains open at 291 Port Elliot Road, Victor Harbor:

Our store will:

- o Have sanitiser available for customers and staff.
 - o Ask that all payments are made via card or EFT to avoid handling cash.
 - o We will be cleaning and disinfecting our stores regularly.
 - o Ask that you delay visiting if you are showing symptoms or have arrived from overseas in the past 14 days.
- Our installers will also call ahead to confirm that installation can take place, and they will also sanitise before entering your home and throughout the day.

At SPI Flooring and Blinds, it's business as usual, but with a slightly more cautious approach. By adopting these measures, we are committed to keeping everyone as safe as possible.

Given the unfolding COVID-19 pandemic within Australia and across the world, it is important that SPI Flooring and Blinds puts in place measures to ensure that the risks to our visitors, customers and staff of contracting or transmitting the virus are minimised.

As an organisation, we are drawing on direct advice and information provided by both Federal and State government authorities, and, as per the Australian Health Protection Principal Committee (AHPCC) recommendations. With regards to this we will continue to be open at this stage.

For those visiting our shop's physical spaces, aligned with advice from the World Health Organisation and the SA Department of Health, we have implemented precautionary measures to minimise transmission, such as more frequent cleaning of surfaces ,and hand sanitiser readily available.

For the safety and health of the whole community and our team, we are also asking all of our visitors to practice good general hygiene and if feeling unwell, to remain at home.

Further to this, we have reinforced with our staff, the importance of monitoring their own health, and if they feel unwell or are showing any signs of illness, they are to remain at home. For this reason, we ask for your understanding if it is necessary to postpone a booked measure and quotes or installations.

From wherever you are, we encourage you to please continue to support our small business as we are committed to supporting your health and well-being as well.

We will continue to monitor the situation and Government health and workplace advice and update you with any significant developments.

Thank you for your understanding and support and we look forward to seeing you soon in person.

The SPI Flooring & Blinds Team