

Dear Valued Customer

I am writing to you today to share with you the policies we have set in place here at Degabriele Kitchens to keep you and your family safe during these uncertain times. I also want to assure you that we have put stringent measures in place in all areas of our business to ensure that we are keeping our Staff safe too. With these protocols in place, we believe that we will continue to be able to manufacture and install our designer kitchens and joinery.

In the Factory, we are closely monitoring the health and wellbeing of all staff members. We have established a minimum clearance of 2m between workshop benches and all staff are to wash and sanitise their hands upon entering the facility. We are then asking all staff to wear work gloves and masks for the entire time they are working on your kitchen.

In our Showroom, we have established a clear protocol for benchtop and kitchen cleaning and sanitization with 70% alcohol solution daily. Door handles and other touched areas will be sanitised again once visitors leave. All visitors are required to wash and sanitise their hands upon entry and we are ensuring that we are enforcing the social distancing policies as specified by the Federal Government and the Australian Department of Health. Meeting areas have been repositioned to ensure that a 1.5m distance is kept between customers and staff and that areas do not accommodate more than 1 person per 4 sqm.

For our onsite staff that may be visiting your home, we have established the following minimum contact protocols

1. Staff are to ensure that their hands are thoroughly washed and sanitised before travelling to your home.
2. Before entering your home, they must again sanitise their hands.
3. Please don't think us rude, but our Staff will not be shaking your hand and are expected to maintain a minimum distance of 1.5m at all times.

Our Staff have all signed a declaration that they will not report to work if they have any flu-like symptoms and we are very lucky that we don't currently have any Staff members that have recently returned from overseas or are in self-isolation awaiting Covid-19 test results.

We ask you to please advise us if you or anyone in your household are experiencing any flu-like symptoms, are in self-isolation awaiting Covid-19 results or have returned from overseas in the last 14 days.

In these times, I am very grateful that we control our own manufacturing facility and we will continue to take every measure to ensure that we can continue to offer you products and service of the highest and safest level.

I invite you to call me at any time if you have concerns about your project and I send you my best wishes to the continued safety and happiness of you and your family.

Yours sincerely

GENERAL MANAGER

Steve Catanea

