



15th May 2020

We are writing to provide some information and reassurance around Impala's operation during the significant impact the COVID19 Coronavirus is having across the globe.

As a family owned Sydney based manufacturing and retail company we take our obligations of safety and sense of community to our staff and clients very seriously.

We have decided after consultation with all stakeholders to continue operations with the following staff and public safety measures put in place.

Factory and Installations

1. Upon entering the factory all employees are to wash their hands prior to the commencement of work
2. All joinery will be wiped down with solvent prior to leaving the factory
3. The new HIA "Making Space On Site" guidelines have been implemented (refer to <https://hia.com.au/>)
4. All installers will carry liquid soap and sanitiser and will wash their hands prior to commencing work in customers houses and contact will any joinery. Wherever practical they are to practice social distancing.
5. At completion of work all solid surfaces will be wiped down.

Showrooms

Our showrooms are open, with a maximum of 10 people. All clients will be politely asked to wash and sanitise their hands prior to the meeting commencing and maintain social distancing polices as specific by the Federal Government and the Australian Department of Health.

Design Consultants

We will work with our clients to move to online meetings. At the time of booking appointments clients will discuss the various options available, be it Zoom, Skype etc. We will work to meet the needs of our clients and first appointments using a platform that they are most comfortable with.

On-Site

Designers and Check Measurers are to ensure their hands are washed prior to entering a client's house. They are to practise social distancing and to avoid direct contact with customers such as shaking hands.

Infection Control Training

All Impala staff and trades have completed the Government Accredited Infection Control Training COVID 19.

If you have any questions with regards to your health and safety we recommend you refer to www.health.gov.au

We thank you for your co-operation as we move forward through this difficult period with kindness and support for each other.

Your faithfully
The Team at Impala.