

Level 4 Lockdown - Showroom re-open 07/05/2020

6th May 2020

Dear Valued Customer,

**RE: TAYLOR & NMC SHOWROOMS ARE OPEN (CAPE TOWN, JOHANNESBURG & DURBAN)**

Our showrooms in Durban, Johannesburg and Cape Town will resume trade on Thursday, 7th May 2020.

As mentioned in a previous letter, our factory is up and running from the 4<sup>th</sup> May already .

In order to ensure that both our employees and clientele enjoy the best possible protection in our retail and operational environment, Taylor and NMC has instituted the following safety measures against the risk of Covid-19 exposure in line with the directive recently issued by the Department of Employment and Labour (dated 29th April 2020).

For all clients and visitors, please note:

- Clients can only enter the store by wearing a face mask.
- Customers to please make an appointment before arriving so we can plan the number of people in our showrooms at any given time.
- Clients will need to keep a social distance of 1.5m – which also determines how many clients may enter the showroom at a given time.
- Temperature readings will be taken via infra-red laser thermometer for all clients entering the showroom.
- A signed register will be taken by our security guard.
- Hand sanitizers will be available to regularly disinfect all points of contact after each use.

According to the Department of Employment and Labour, Taylor and NMC have implemented the Covid-19 health and safety plan that includes but not limited to:

1. Buying all staff 3 cloth masks each
2. Full supply of sanitizers throughout workplace and on person
3. Adequate ventilation
4. Transporting our staff with company vehicles so that they can avoid public transport
5. Allowing our more vulnerable staff (over 60 or immune compromised) to remain in quarantine
6. Screening of temperatures and symptoms on entry to the premises
7. Dedicated work zones to ensure social distancing of minimum 1.5m
8. Fitting of physical screens between work zones
9. Staggered lunch & tea times to ensure no congregation
10. Dedicated health officer to ensure screening, monitoring, sterilizing of all utensils, tools, surfaces, etc.
11. Remote working from home for all admin and sales staff
12. Training of staff in terms of good practice and recognizing symptoms

Our working hours 7.30am – 4.30pm Monday to Thursday and Friday 7.30am – 4.00pm.

We unfortunately cannot take final measurements or do installations during level 4 COVID-19 restrictions.

I have also attached our risk protocol procedure document and our CIPC certificate.

We will confirm lead/delivery times in the coming weeks as they will vary because of the limited workforce. Delivery during this period will also be limited.

Kind regards



Anthony Mederer  
Managing Director  
Trellidor Innovations (Pty) Ltd