



**JERSEY
DEVELOPMENT
COMPANY**

COVID-19 Guidance document for the re-opening of the Horizon Marketing Suite

8 June 2020

This document sets out guidance on how our Sales Team can welcome visitors to the Horizon Marketing Suite. A risk assessment has been completed which identifies sensible measures to control the risks of the public visiting and interacting with employees at the Horizon Marketing Suite.

While we are currently following Government guidance of the Safe Exit Framework, the Horizon Marketing Suite will be open to appointments only until the Government has updated the Safe Exit Framework to a sufficient level. This also provides us the opportunity to ask questions prior to your visit. This is to ensure your appointment at our offices are safe for both you and our team.

1. We will call you 24 hours prior to your appointment to confirm the time of your visit and to confirm that you are; not showing any symptoms of COVID-19, not self-isolating, or shielding because you are severely vulnerable to Covid -19. If you confirm to be COVID-19, symptomatic, self-isolation or shielding because you are severely vulnerable to COVID-19, you must not attend the appointment. We can continue the appointment via video call.
2. We will also ask prior to your visit if you feel more comfortable for the sales advisor to wear a face mask during the meeting.
3. Please arrive a few minutes prior to your appointment time and wait outside the main door to reception, until a sales advisor opens the door for you (if closed) and safely direct you to the demonstration area. This will minimise any contact on touch points.
4. We ask only two person per appointment at one time and politely advise not to bring pets or children.
5. The Sale team will log your visit to our Marketing Suite, this may be helpful should the need to track and trace.
6. On arrival for your appointment, we will ask you once again to confirm you are not showing symptoms of COVID-19 before entering the suite.

7. We will ask you to sanitise your hands on arrival at the desk with the sanitiser provided.
8. We advise you not to touch any items or surfaces in the Marketing Suite. We will ensure all books, magazines, paper materials are removed. If you would like any literature to take home with you, ideally, we would prefer to email you a pdf version.
9. Physical distancing. To protect both staff and clients, please make sure you stand two metres apart from the sales advisor.
10. Any seating and touch points will be extensively cleaned before and after your visit
11. We kindly ask you to not bring any unnecessary items with you – handbags, umbrellas, shopping or coats, this is to reduce the risk of contact on any of our surfaces and furniture.

<https://www.gov.je/health/coronavirus/Pages/Index.aspx>

We thank you for your co-operation and look forward to welcoming you to our Marketing Suite.