



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

10 August 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.

The Horizon Suite is now open to the public, however even with the Government Safe Exit Framework at Level 1, there are still measures in place while the virus is still spreading around the world. On-island suppression of COVID-19 via compliance with public health guidance is a critical complement to the Government's contain (test, trace, isolate) capacity.

Every customer will be asked a number of questions before a sales advisor can meet with you. This is to ensure your appointment at our offices are safe for both you and our team.

1. If you have made an appointment, we will call you 24 hours prior to your appointment date to confirm the time of your visit. All visitors must confirm they 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. You will be asked to declare if you or a member of your household have travelled within the past 14 days. If this is a yes, you must advise the destination(s) you/household has recently returned from and to confirm when they have received their negative test result from the Government. Please also confirm you have not had any COVID symptoms in the past 7 days, since your return to the Island.
3. 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.
4. 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.

5. We ask only two person per appointment at one time and politely advise not to bring pets or children.
6. The Sale team will take your contact details when visiting the Marketing Suite, this may be helpful should the need for track and trace.
7. On arrival, if you have made an appointment, we will ask you once again to confirm you are not showing symptoms of COVID-19 before entering the suite.
8. We will ask you to sanitise your hands on arrival at the desk with the sanitiser provided.
9. 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.
10. Physical distancing. To protect both staff and clients, please make sure you stand one metre apart from the sales advisor.
11. Any seating and touch points will be extensively cleaned before and after your visit
12. 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.

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