



## **COVID-19 Guidance document for visitors to the Horizon Marketing Suite**

**04 December 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 currently open to the public, however, there are some new enhanced measures in place, as set out by the Government of Jersey while the virus is spreading here in the community. On-island suppression of COVID-19 via compliance with public health guidance is a critical component 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 or anyone within their household are not showing any symptoms of COVID-19, not self-isolating, or shielding because you are severely vulnerable to Covid -19. If you or anyone in your household have recently tested positive to be COVID-19, or are in self-isolation from being contacted by the Government's Track & Trace team, 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, which zone – green / amber or red and to confirm when they have received their 3<sup>rd</sup> negative test result from the Government, if returned from an amber or red zone country. Please also confirm you have not had any COVID symptoms in the past 14 days.
3. All visitors (over the age of 12) to the Marketing Suite must adhere to the Government guidelines of wearing a face mask. The Company's customer facing staff will be wearing protected face shields.
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 Two metres 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.**