

## VISITORS TO THE DESIGN CENTRE

The key components to our social distancing in the design centre will be to:

- Limit interaction between visitors, other visitors and exhibitors
- Ensure that everyone can always maintain a 2m distance.
- Minimise the visitors and exhibitor's interaction with possible contaminated surfaces.

We will be officially open for pre-arranged showroom appointments from 1<sup>st</sup> June 2020, subject to the trial office reopening and government guidelines.

### Pre-Registered Visitors Only

To ensure we can manage building occupancy, arrival times, departure times and movement through the building we will be operating on a strict appointment basis. We will not be able to accept any unauthorised visits to the design centre.

This will be communicated by Sky House to visitors via the below means:

- A notice on the contact us page on the website
- A sign and barrier across the entrance to the driveway at Sky House
- A sign and barrier across the walkway that leads to the entrance door in the Courtyard at Sky House

We encourage all exhibitors to make it clear via their own marketing and communication channels that showroom visits are by pre-arranged appointment only.

Pre-registered visitors will be sent an automated email via the sign in app before their visit. This will include the below rules for their visit and a link to an informative video about what to expect during their visit. It will also include a QR code to allow them to sign into the building without contact.

### Visitors

Visitors include any person or persons coming to the showroom who are not members of staff. This includes:

- Workmen for exhibit refurbishments
- Sales or supplier representatives
- Professional visitors such as accountants or health and safety reps
- Clients visiting the showroom

### Maximum Visitors

So that we can always maintain a reasonable distance between all building occupants and visitors we will have a maximum of 3 groups of visitors within the showroom at any one time.

We will also encourage visitors to visit the showroom alone or in groups with the maximum of two people. We will strongly discourage visitors from bringing children with them.

### Meeting Scheduling

Showroom visits should be scheduled to start at 20-minute intervals. This will allow time for each visit to have been greeted and moved onto a different area of the showroom.

In order to properly manage the arrival times of visitors, all visits must be confirmed by the showroom manager. When you have a potential visitor and preferred time and date of appointment this must be emailed to [ana.k@iqglass.group](mailto:ana.k@iqglass.group) who will confirm what appointment time is available. The visit will then be pre-registered in our appointment schedule and the visitor sent an automated confirmation email.

### Waiting Area

In order to minimise the interaction visitors, have with possibly contaminated surfaces, we will close off the waiting area by the reception desk. Instead, visitors will be greeted for their showroom visits as below.

### Meeting Arrivals

In order to minimise visitor's interaction with other visitors and building occupants, we will instruct all visitors to call us from their car on arrival. We will inform them when we are ready for them to come to the Courtyard.

On arrival visitors will be offered hand washing facilities.

### Signing In

In order to minimise visitor's contact with possibly contaminated surfaces we will encourage all visitors to sign into the building via the QR code. All visitors will be pre-registered and sent a QR code via email prior to their visit.

On arrival into the Sky House building the sales advisor will touch the iPad screen, selecting the QR code option. All the visitor has to do is scan the QR code.

On signing in visitors will be required to watch a short video which runs through the social distancing rules for their visit. They will need to acknowledge that they agree.

### Hand Washing Stations

Hand washing facilities will be available to visitors throughout their showroom visit. The sales member showing the visitor around should lead by example by using the hand washing stations whenever possible. This will encourage visitors to do so too.

### Cleaning

Cleaning stations will be located next to all major showroom items that will be interacted with by hand. The person conducting the showroom visit is responsible for cleaning all surfaces that have been touched by visitors or themselves after use and before they move onto the next stage of the showroom visit.

This includes the knobs of the cassettes within the design centre, door and window handles and any hand samples.

### Business Cards + Printed Materials

No business cards should be handed to visitors. Instead the salesperson should ensure that visitors have their details via email.

We encourage the use of digital marketing materials wherever possible including digital versions of brochures.

IQ staff will have a selection of pre-packaged document packs for visitors to take away. These will be packaged ahead of time into a sealed plastic bag by a member of the sales support team.

- Printed materials will be pre-packaged into sealed plastic bags
- The date on which the printed materials were sealed away will be written on the front of the bag.
- These marketing material packs must not be given to visitors until 24hrs hours after they were packaged
- Marketing material packs must not be opened by us once sealed and dated.

### Refreshments During Visits

To minimise visitors contact with shared items we will not be offering tea and coffee during showroom visits. We can provide water on request in disposable cups.

### PPE

In accordance with PHE guidance we will not require visitors to wear PPE during their showroom visit. They may choose to if they wish. We will instead focus on ensuring a 2m distance is kept wherever possible and on the proper and frequent washing of hands and shared surfaces.