

RESPONSIBLE IN-PERSON STUDIES

ENHANCED HEALTH & SAFETY PRECAUTIONS

Updated June 22, 2020

Our Commitment

Schlesinger Group's priority continues to be the **health and safety of our clients, partners, and employees**. We have revised how we conduct in-person studies **responsibly**. We monitor Centers for Disease Control and Prevention (CDC) guidelines and will re-evaluate precautions as needed.

We Will Apply Our Updated Precautions For In-Person Studies

Communication for Success

IN ADVANCE OF YOUR VISIT

- Our Clients Solutions leaders consult on the feasibility of your project with attention to our COVID-19 enhanced health and safety procedures
- Our Project Managers will communicate the final details of your project with attention to our COVID-19 enhanced health and safety procedures

ON THE DAY OF YOUR VISIT

- Our enhanced procedures will be communicated and supported through verbal welcome instructions, reception signage, floor signs, viewing room monitors, and on-going communication between our facility staff and your clients

Class 'A' Facility Buildings in the USA

Our US facilities are located in modern, **Class A buildings** with high-quality infrastructures, superior systems for air filtration, and professional building management in line with new ASHRAE guidelines on COVID-19.

Elevated Facility Standards

New standards implemented at our facilities with an elevated focus on health and safety.

PHYSICAL DISTANCING

- Physical distancing will be implemented across all facilities and offices
- Floor signs will remind visitors of the requirement for physical distancing
- Where it is feasible to create a one-way system, custom floor signs will indicate a one-way people flow
- Acrylic screens will be installed at our receptions as a protective barrier for check-in and ID verification
- Respondent reception areas will be reconfigured to ensure appropriate distancing
- Conference rooms will be configured to ensure distancing between respondents and the moderator
- Group sizes will be limited to 4-8 people, depending on room size and configuration. In some cases, we will be able to use our larger rooms
- Where more respondents are required, we can book two rooms and arrange viewing via monitors
- Wherever it is safe and possible, we will frequently open windows to allow ventilation

FOOD

- All food and beverages will be individually packaged
- Individual meals will be served as delivered
- Water bottles will be provided for respondents
- For studies requiring food to be served, we will provide individually-wrapped sandwiches or boxed meals
- Candy dishes/treat baskets have been removed from facility reception areas and client lounges
- Tablecloths, napkins, and linens have been removed and replaced with disposals products
- Any studies involving food will be risk-assessed

FACILITY CLEANING & HYGIENE

- All facilities will have had electrostatic disinfecting cleaning prior to re-opening
- We have purchased electrostatic a hand-held disinfecting sprayer for each facility to be deployed at the end of the day in each room
- Acrylic screens will be used as requested for IDIs as a protective barrier
- Each room will be cleaned and wiped down between sessions, focusing on high-touch areas such as chairs, tables and door handles.
- Facilities will be stocked with additional hand soap, hand sanitizer, tissues, and disinfectant wipes
- Notepads, pens, etc. will not be reused
- Magazines, paper pamphlets, or other paper materials have been removed from all facilities visitor spaces

People On-Site

Everyone entering the facility and workplace will be encouraged to exercise good health practices.

TEMPERATURE TAKING

We are conducting temperature on arrival taking for facility visitors. Where a person's temperature is raised above 37.8° C / 100.4° F or higher, they will be not be permitted entry.

OUR STAFF

- Wearing masks and gloves is required of our employees and any contractors
- Our staff will respect and oversee 6ft physical distancing
- Our staff will return to our facilities only once they have passed COVID-19 screening guidelines
- Staff who are not required on-site for studies will continue to work from home until further notice
- We will continue to promote regular and thorough hand-washing
- We will continue to promote good respiratory hygiene
- If employees display even the most minor COVID-19 symptom, they must stay at home,
- We will apply CDC guidelines as a minimum and implement our own stringent restrictions on when employees can return to an office if he/she has been exposed or potentially exposed to the virus
- Our Recruiting and Facility teams are undergoing a strict and holistic training program. This includes passing our test before they can recruit for or support in-person studies.

OUR VISITORS

Respondents

- We will stagger the arrival time of visitors as much as possible
- We have adapted our check-in/check-out procedures to accommodate physical distancing of respondents. When necessary, viewing/conference rooms will be converted as additional waiting areas to extend physical distancing
- Respondents will be required to wear masks in common areas
- We will provide a disposable bag in which to store the mask when not being worn.
- Enhanced rescreening will occur in accordance with CDC guidelines and client requests relating to mask/no mask during the interview/discussion
- Respondent reception seating will be set up for physical distancing
- Respondents will be encouraged to bring and use their own pen

Clients

We will request cooperation from our clients with the following:

- Clients will be required to wear masks in common areas of the facility.
- We will provide a disposable bag in which to store the mask when not being worn.
- Clients will need to request during study planning if they want respondents to wear masks during interview sessions/groups
- If the client requires a traditional room set up, we can only accommodate 4-6 respondents + moderator.
- If the client needs 8 respondents + moderator, then tables and seating arrangements would be changed to follow the physical distancing guidelines
- We will require 30 minutes between sessions to allow for extra time for check-out and cleaning (wipe down tables, chair arms, and door handles)
- We are limiting the number of clients attending sessions to 5 without prior approval of the Facility Director
- With prior planning, the number of viewing clients may be increased as some viewing rooms have higher capacities and, when necessary, other rooms may be utilized for viewing via monitors
- We will encourage clients not to cluster around the front desk but instead to telephone the host
- We will need to pre-order individual client meals
- All dishware, glassware, utensils will be disposable, and only the required amount will be put out

Respondent & Client Screening Precautions

Additional screening questions will continue to be included in all screeners for in-person/in-facility projects.

- If a respondent has come into contact with someone who has been exposed to the virus, he/she will be disqualified from in-person research. In the case of HCPs, additional screening questions will be applicable to assess risk before a decision is made in consultation with our client.
- Any respondent with any symptoms of or similar to COVID-19 will be screened out
- Where respondents visiting our facilities have not been recruited by our team, the client will be asked to confirm these respondents have been pre-screened
- Any client or visitor who has come into contact with someone who has been exposed to the virus will be asked to monitor the research online and not visit the office
- Respondents will be required to wear masks in our reception areas. They will also be required to agree to remove the mask during discussions unless requested to retain them
- Respondents will be advised that on arrival. They will need to agree to have their temperature taken and that it is above 37.8° C / 100.4° F or higher, they will be not be permitted to enter the facility

COVID-19 General Release of Liability

Upon arrival at the Schlesinger Group facility, we will ask respondents to sign a COVID-19 general release of liability in accordance with Insights Association guidelines. Respondents have the opportunity to review the release of liability during the above screener process in advance of arrival. The full screener and release of liability document is available for review upon request.

Precautionary Procedures Set Out By:

Laura Livers | EVP, US Qualitative, in consultation with the Schlesinger Group COVID-19 Task Force.

Planning for Responsible In-Person Research

We are here to consult with you on the responsible planning and execution of your important studies.

In the USA Contact your Account Manager or info@SchlesingerGroup.com

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