

# RESPONSIBLE IN-PERSON STUDIES

## ENHANCED HEALTH & SAFETY PRECAUTIONS

Updated May 24, 2021

### Our Commitment

Schlesinger Group has successfully conducted in-person research since June 2020 and our priority continues to be the **health and safety of our clients, partners, and employees**. We continue to monitor the Centers for Disease Control and Prevention (CDC) guidelines and re-evaluate and adjust precautions as needed.

### 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 are 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.

### Elevated Facility Standards

**Standards implemented at our facilities with an elevated focus on health and safety.**

#### PHYSICAL DISTANCING

- Physical distancing is required across all facilities and offices.
- Floor signs remind visitors of the requirement for physical distancing.
- Where it is feasible to create a one-way system, custom floor signs indicate a one-way people flow.
- Acrylic screens are installed at our receptions as a protective barrier for check-in and ID verification.
- Respondent reception areas are configured to ensure appropriate distancing.
- Conference rooms are configured to ensure appropriate distancing between respondents and the moderator.
- A 3-foot physical distance is required for groups with fully vaccinated respondents and a 6-foot physical distance is required for groups with respondents who are not vaccinated.
- Group sizes are limited 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.

## FOOD

- All food and beverages are individually packaged.
- Individual meals are served as delivered. Upon client request, family-style meals are available.
- Water bottles are 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.

## FACILITY CLEANING & HYGIENE

- We use hand-held electrostatic sprayers to disinfect all surfaces at the end of each day.
- Acrylic screens are used as requested for IDIs as a protective barrier.
- Each room is cleaned and wiped down between sessions, focusing on high-touch areas such as chairs, tables and door handles.
- Facilities are stocked with additional hand soap, hand sanitizer, tissues, and disinfectant wipes.
- Notepads, pens, etc. are not reused.
- Magazines, paper pamphlets, or other paper materials have been removed from all facility visitor spaces.

## People On-Site

Everyone entering the facility and workplace is 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 not be permitted entry.

## OUR STAFF

- Masks are required to be worn by our employees and any contractors.
- Our staff respects and oversees physical distancing.
- We continue to promote regular and thorough handwashing.
- We continue to promote good respiratory hygiene.
- If employees display even the most minor COVID-19 symptom, they must stay at home,
- We follow CDC guidelines on when employees can return to an office if he/she has been exposed or potentially exposed to the virus.

## OUR VISITORS

### Respondents

- We 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 are converted as additional waiting areas to extend physical distancing.
- Respondents are required to wear masks in common areas.
- We provide a disposable bag in which to store the mask when not being worn.
- Enhanced rescreening occurs in accordance with CDC guidelines and client requests relating to mask/no mask and vaccination status during the interview/discussion.
- Respondent reception seating is set up for the appropriate physical distancing.
- Respondents are encouraged to bring and use their own pen.

### Clients

We will request cooperation from our clients with the following:

- Clients are required to wear masks in common areas of the facility.
- We provide a disposable bag in which to store the mask when not being worn.
- During study planning, clients should request if they require all respondents be fully vaccinated and whether respondents should wear masks during interview sessions/groups.
- A traditional room set-up can be accommodated with fully vaccinated groups.
- Groups with non-vaccinated respondents will be limited to 4-6 + moderator with 6-foot physical distancing.
- If the group requires 8 respondents + moderator, and any of the respondents are unvaccinated, tables and seating arrangements may be changed to follow the physical distancing guidelines.
- Where more respondents are required, we can book two rooms and arrange viewing via monitors.
- 30 minutes is required between sessions to allow for extra time for check-out and cleaning (wipe down tables, chair arms, and door handles)
- The number of clients attending sessions is limited 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 suggest pre-ordering individual client meals, but upon request we can pre-order family-style meals.

## 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.
- 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 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](mailto:Info@SchlesingerGroup.com)

### Global Qualitative Solutions

**Sarah Briscoe** T. +1 612 483-7890 E. [Sarah.Briscoe@SchlesingerGroup.com](mailto:Sarah.Briscoe@SchlesingerGroup.com)

### In Europe

**UK:** Hanna Assouline T. +44 207 487 9290 E. [Hanna.Assouline@SchlesingerGroup.com](mailto:Hanna.Assouline@SchlesingerGroup.com)

**FRANCE:** Thibaut Robin T. +33 1 53 33 83 80 E. [Thibaut.Robin@SchlesingerGroup.com](mailto:Thibaut.Robin@SchlesingerGroup.com)

**GERMANY:** Stephan Lange T. +49 30-235096-15 E. [Stephan.Lange@SchlesingerGroup.com](mailto:Stephan.Lange@SchlesingerGroup.com)

**SPAIN:** Rosa Dalet T. +34 934 155 228 E. [RDalet@SchlesingerGroup.com](mailto:RDalet@SchlesingerGroup.com)