

# RESPONSIBLE IN-PERSON STUDIES IN EUROPE ENHANCED HEALTH & SAFETY PRECAUTIONS

## 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 government guidelines and will re-evaluate precautions as needed.

## We Have Applied Our Updated Precautions For In-Person Studies

## Communication for Success

### IN ADVANCE OF YOUR VISIT

- Our team will consult on the logistics 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

## 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
- Acrylic screens have been installed at our receptions as a protective barrier for check-in and ID verification
- Respondent reception areas have been reconfigured to ensure appropriate distancing
- Conference rooms have been configured to ensure distancing between respondents and the moderator
- Group sizes are limited to 4-8 people, depending on room size and configuration.
- Where more respondents are required, we can book two rooms and arrange viewing via monitors
- Should your clients have travel restrictions, we can provide an in-house streaming solution for them to view the groups/IDs remotely
- Wherever it is safe and practical, we will frequently open windows to allow ventilation

### FOOD

- All food and beverages are individually packaged
- Water bottles will be provided for respondents on the table before arrival
- For studies requiring food to be served, we will provide individually-wrapped sandwiches or boxed meals
- Outside delivery meals will be served as delivered
- Treats have been removed from facility reception areas and viewing rooms
- Tablecloths, napkins, and linens have been removed and replaced with disposals products
- Any studies involving food will be risk-assessed

## **FACILITY CLEANING & HYGIENE**

- A hand-held disinfecting sprayer will be used at end of the day in each room
- Acrylic screens will be used as requested or as deemed necessary for IDIs as a protective barrier
- Each room will be cleaned and wiped down between sessions with virucide and alcohol-based cleaning products, focusing on high-touch areas such as chairs, tables, equipment, and door handles.
- Hand-held devices that are to be reused will be placed in A UV-C light box for disinfection.
- 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.

### **OUR STAFF**

- Wearing masks and gloves is required of our employees and any contractors
- Our staff will respect and oversee physical distancing according to country regulation.
- Our staff will return to our facilities only once they have passed COVID-19 screening guidelines
- 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 government guidelines as a minimum and implement our own 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

### **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
- Enhanced rescreening will occur in accordance with government 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
- Payment will be encouraged to be non-cash
- Should payment be cash Respondents will be asked to remain in the studio after their session is completed enabling front desk to call them one by one

#### **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 require 30 minutes between group sessions and 15 minutes for IDIs 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 between 4 and 7, depending on the viewing room space which will all be set up for physical distancing.
- With prior planning, other rooms may be utilized for viewing via monitors
- Only the required amount of dishware, glassware, utensils 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.
  - Any respondent with any symptoms of or similar to COVID-19 will be screened out
  - All respondents arriving at the facility, including those not recruited by Schlesinger Group, will be asked to sign a COVID-19 general release of liability in accordance with Insights Association guidelines.
  - Respondents will be required to wear masks in our reception areas.
  - We understand that HCPs attending research at our facilities may be exposed to infected patients, and we will not ask them to sign the waiver as we consider that, as healthcare professionals, they are the most knowledgeable as to whether they should or should not attend research.
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## Planning for Responsible In-Person Research

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

### In Europe

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