

# Curion's Certified Safety Protocol in Response to COVID-19

Our continued promise to staff, clients and consumers is to hold ourselves to a gold standard of safety protocols and continue to provide authentic insights. Our mission has been heightened due to the pandemic, therefore, we are implementing new and enhanced safety and cleaning standards as we prepare to reopen our facilities.



## MEET OUR SAFETY OFFICER

Under the leadership of our safety officer, Tammy Ciliberti, our Facilities Reopening Taskforce, along with our facilities managers, we have successfully reopened all of our facilities. Tammy has been with Curion for the past 11 years, and has led our testing facilities to be best in class. As Curion's safety officer, she will continue to direct our facility operations, conduct ongoing training for staff and ensure all new safety and cleaning protocols are being maintained. As our government liaison, she is working to ensure we are up to code and all processes are being maintained and staff has appropriate certifications.

## MEET OUR TASKFORCE

Our facilities reopening Taskforce is comprised of experienced professionals in the field who are taking no measure too lightly, and working closely with many clients, staff and local counties to ensure our facility readiness.

Together with our Facilities Reopening Taskforce, safety officer, kitchen staff, and the entire client services team, we will continue to rise to the challenge of adapting to the changing policies and regulations. Together, we will get through this.



# Our continued excellence is exemplified through our partnerships, government relationships and staff.

You'll notice many changes, from the lobby, to our booths, kitchen and in our focus group rooms. Markers and signs have been placed throughout our facilities to indicate social distancing measures. We're requiring all employees, respondents, and clients to wear masks while onsite. Additionally, we will still be monitoring feedback on respondent experience to ensure that their time at our facility is positive and enjoyable.

Of course, these measures are in addition to our state-of-the-art sanitation procedures and extra precautions. As just one example of our advanced procedures, we have placed high-tech temperature scanners in entryways of our facilities to protect all visitors.



## GOVERNMENT RELATIONSHIPS

Curion is proactively taking steps to implement new processes, and safety measures in conjunction with government guidelines.

Curion's Safety Officer is our liaison representative and is following federal, state and local government agencies, and individuals, to ensure proper protocol is being met at each facility during this time of great change.



## CERTIFIED PARTNERSHIPS

We are working closely with Curion's certified partner facilities as they prepare to reopen their facility locations.

We will continue to work together and stay in touch to ensure that proper protocol is being followed, and all safety measures are being taken to meet our new safety standards and action plan.



## DEDICATED STAFF

Extensive training is being conducted for all facilities and kitchen staff with the rollout of our new safety procedures.

Sanitization of all kitchen surfaces, monitors, keypads will be increased on an ongoing basis and between sessions, and all kitchen staff is required to wear protective gear that has been provided.

# The health, safety and overall welfare of our clients, our consumers and our staff are of most importance to us.

## CONSUMER JOURNEY

In a recent Curion survey, consumers have an increased interest in participating in market research studies.

Under the leadership of our Safety Officer and Taskforce, an end-to-end audit of a consumer's journey was conducted. As a result, Curion has updated its recruiting methods to ensure only healthy individuals enter our facilities. Additionally, consumers sign an updated waiver form agreeing to indemnify Curion and its clients for damages arising from their participation

## TESTING BOOTH

Testing areas will now undergo in depth cleaning between sessions. Staff has been trained on additional cleaning measures to disinfect keyboards, iPads, chairs and all booth surfaces.

At each booth station, a bottled water, wipe packets, a wrapped cracker and disposable stylus for iPads where needed will be provided. Additionally, a plexiglass extension has been installed in each booth to provide further separation between respondents, beyond our current booth walls.

## LOBBY UPDATES

Safety measures begin in our lobbies, and therefore hired additional staff to sanitize lobbies and restrooms between sessions. In addition to daily cleaning and upkeep, a deep cleaning of all facilities will occur twice a week.

All persons are required to use temperature scanners that have been placed in the entry ways. Disinfectant wipes have been installed throughout our lobbies, along with a protective shield at all front desk check-in's. Moving forward, satisfaction stands will now be digitally available with QR codes.

## PRODUCT PACKAGES

To limit all risks, once testing products, all packages will need to be striped, wiped down and individually sanitized, where possible, before being inventoried and stored.

Together with our Safety Officer and teams, we will be sure to discuss the estimated time of arrivals and product handling & storing needs to ensure not only the safety of our staff, but the safety of our consumers and the safety & proper handling of your product.

## A CONSUMER'S JOURNEY

