



# 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 continuously review and monitor our enhanced safety and cleaning standards. As guidelines change, we are poised to react immediately to address new concerns.



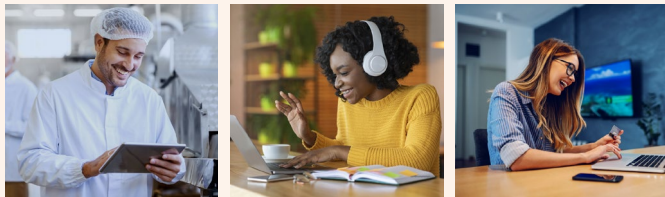
## MEET OUR SAFETY OFFICER

Tammy Ciliberti, our Facilities Director, has been with Curion for the past 13 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.



# 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. Masks are highly recommended when onsite. Additionally, we will still be monitoring feedback on consumer experience to ensure that their time at our facility is positive and enjoyable. As CDC guidelines change, we will continue to reassess our consumer facing requirements, to keep everyone safe. 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. As CDC guidelines change, we will continue to reassess our consumer facing requirements, to keep everyone safe.



## Certified Partnerships

We will continue to work together with Curion certified partner facilities 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 has been 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 Curion 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

