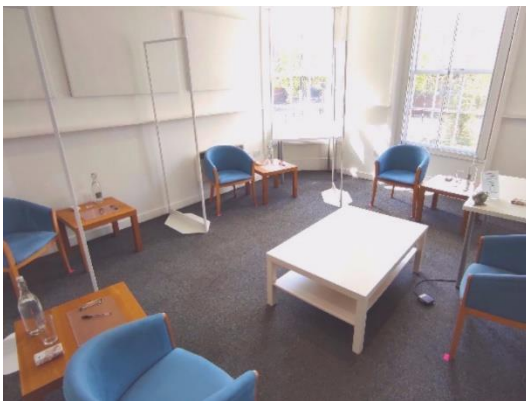


the **talking** shop

COVID-19 PRECAUTIONS



Online research has provided a lifeline for the research industry during the past 6 months, but sometimes there is no substitute for face-to-face research and the opportunity it offers to study participants' body language more closely. That's why we have implemented all kinds of safety procedures at our facility to give you peace of mind:

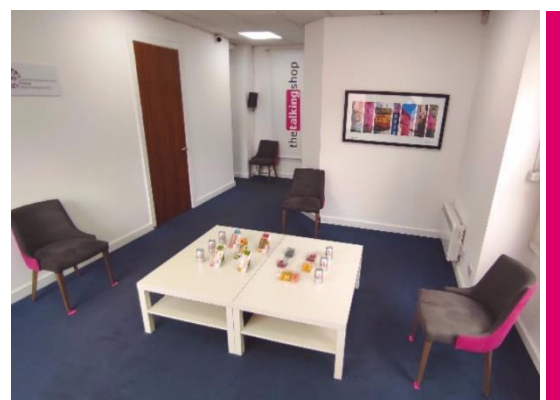


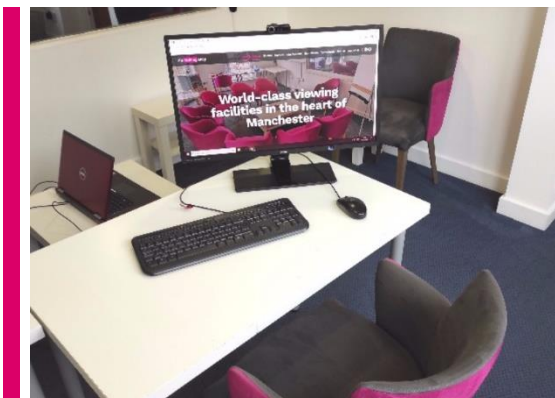
Social distancing that allows interaction

Visibility is key in our job, so as well as following social distancing guidelines, we have also invested in large but unobtrusive, free-standing screens which will provide extra protection for each participant without losing sight or sound of their reactions.

Occupancy management

We are also staggering start times, limiting the number of studios in use at any one time, and limiting the numbers of participants and observers who can attend each session.



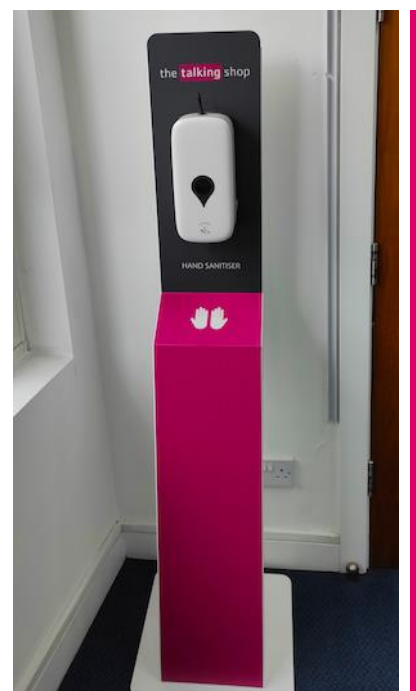


Remote viewing

It may not always be possible for the whole team to attend the fieldwork in person, so we offer a range of streaming options including Stream Team and Focus vision. For User Testing, we have a free option using GoToMeeting.

Health and hygiene protocols

- Pre-entry health checks for participants, moderators, clients and staff
- Installation of touch-free hand sanitiser stations on all floors
- Thorough cleaning of equipment, furniture and stationery before and after each session
- Masks and disposable gloves are available for every visitor
- All snacks we provide are individually packaged



Moderation services

What's more, if you need the benefits of face-to-face research but prefer not to travel at the moment, we can provide you with experienced, local researchers who can moderate the sessions on your behalf.

We have implemented everything we can think of to ensure that we can offer a useful service whilst also keeping everyone safe, but please don't hesitate to get in touch if there are any additional precautions you would like to see, or have any project-specific requests that you would like to make.