

# Spectrum

## **Spectrum Covid 19 Working Practices**

The safety and long term health of our Staff, Respondent and Clients is our utmost concern.

We have implemented the required measures to conduct Research in a safe clean environment whilst maintaining social distancing and protecting the health and wellbeing of all people entering our facilities.

### **General Procedures**

All staff, clients and participants to be responsible for checking their temperature before arrival and not attending if any of the symptoms of Covid 19 are present. If symptoms are present, self –isolation UK government guidelines should be followed until they have been tested.

All staff to complete a formal online course administered by Virtual College a training provider, on the prevention of Covid 19 before returning to work.

It is recommended that all staff, clients and participants wear masks whilst travelling to the facility and wash their hands immediately on arrival. Mask can be safely removed during the interviews as Social Distancing measures will be in place.

All staff will be trained on the importance of Social Distancing and will clearly communicate expectations and requirements to clients and participants on arrival.

During food preparation disposable single use gloves will be worn and during the delivery of takeaway to clients.

One member of the team will be responsible for the entrance and exit of all people in and out of the building each day. The procedure for entering the building will be clearly explained externally, to ensure safe passage maintaining distancing into reception.

For toilets a system of single occupancy will be in place. Occupancy will be apparent to people waiting to avoid a bottleneck. Toilets will be deep cleaned on an hourly basis, in addition cleaning materials will be available so individuals can sanitise the toilets before and after use.

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## **Respondent welfare**

A clear queuing system leading into reception, with the recommended social distance visibly marked.

The Reception front desks will include a Perspex screen to provide a safe barrier.

The waiting area will be configured for appropriate social distancing to be kept.

Individual bottled water will be provided for respondent and there will be no snacks in reception. If respondent foods is required in the session, items will be for the individual only and presented in a sterile manner.

Where possible any signature sheets or consent forms will be completed in advance and respondent will be paid electronically by the Recruiter, Fieldwork Company or Research Company. If forms are required they will be individual ones.

All stationery items will be single use per respondent, and subsequently quarantined and sanitised before being used again.

Respondents will be escorted to the required room and designated chair, whilst maintaining distancing at all times.

Rooms will be clearly set up to maintain social distancing, walkways will be marked for the flow of participants if a group session is being run.

Group sizes will be limited so social distancing can be comfortably achieved.

## **Moderator and Client Care**

On arrival Moderators will be greeted by a member of the Management team and practices and procedures to be explained.

The room will be set up prior to the Moderators arrival to maintain a safe distance during their interview.

All stationery and equipment sanitised prior to their arrival, clear signage explaining this.

Any stationery used to be placed in a box for sanitising at the end of each interview, all items will be sanitised in this box at the end of the session.

Cleaning sanitiser and hand sanitiser to be available to the moderator, although surfaces will be cleaned at the end of each interview by the hosting team.

Single use tissues will be available in all rooms with rubbish bins readily available for disposal.

Any paperwork from the interviews can be scanned and destroyed for the moderator.

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All stationery items will be single use per client, and subsequently quarantined and sanitised before being used again.

The seating area for clients is clearly arranged and marked for social distancing adherence.

Client numbers will be communicated to the booker and monitored on the day to ensure the safety of the clients.

All takeaway ordered will be contact free and delivered to the client room unopened by a member of staff wearing single use gloves.

The Moderator will have no items to collect from reception at the end of the sessions, recordings and paperwork will be provided electronically. If required, original copies can be posted by special delivery.

## **Staff welfare**

All staff's temperature to be checked on arrival. Staff to not attend work if any of the symptoms of Covid 19 are present. If symptoms are present, the self –isolation UK government guidelines should be followed until they have been tested.

All Staff will be required to wear masks whilst travelling to the facility and wash their hands immediately on arrival. They will be required to change into clean uniform on arrival.

All staff to complete a formal online course administered by Virtual College a training provider, on the prevention of Covid 19 before returning to work.

Before undertaking any duties, staff will receive specific training on the implemented Covid 19 protocols when working at Spectrum, (which will include: the measures introduced to ensure social distancing, guidelines on face mask & glove wearing, the required cleaning and sanitising schedule and the critical times and areas of cleaning, additional guidelines and behaviours for the preparation and handling of food).

Spectrum will provide masks and disposable gloves, to protect the staff and clients from transmission of Covid 19.

Business levels will be organised to ensure staff safety is not compromised.

Staff will be encouraged to raise any concerns prior to their return to work and once operational, to help their return to work to be as comfortable as possible.

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## **General Housekeeping**

The respondent room will be sanitised between each session all surfaces will be thoroughly cleaned and all items from the previous respondents will be removed. Respondent chairs will be sanitised before use.

Staff will wear single use gloves when appropriate e.g. the handling of food items, clearing and cleaning duties and any other areas where transmission could be possible.

The facility will have a documented hourly cleaning schedule throughout the day, areas will include but limited to the reception, toilets, hallway, doors, door handles, table tops, chairs and the kitchen area.

Masks will be available and worn in areas of the building where social distancing is not possible.

A weekly deep clean will take place.

The building will be well ventilated with windows open in all areas of the building.

Wash your hands signs and hand sanitiser will be available throughout the building.

Clear signage around the building to influence behaviours.

We will review our procedures regularly and amend if required.

We will continue to monitor Government advice and change our procedures and practices as required.

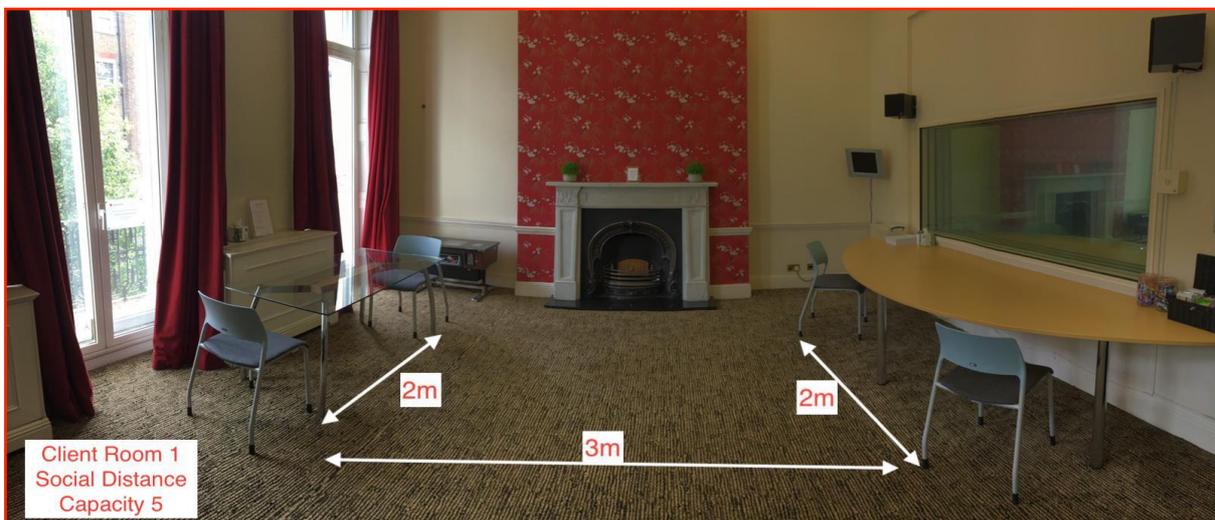
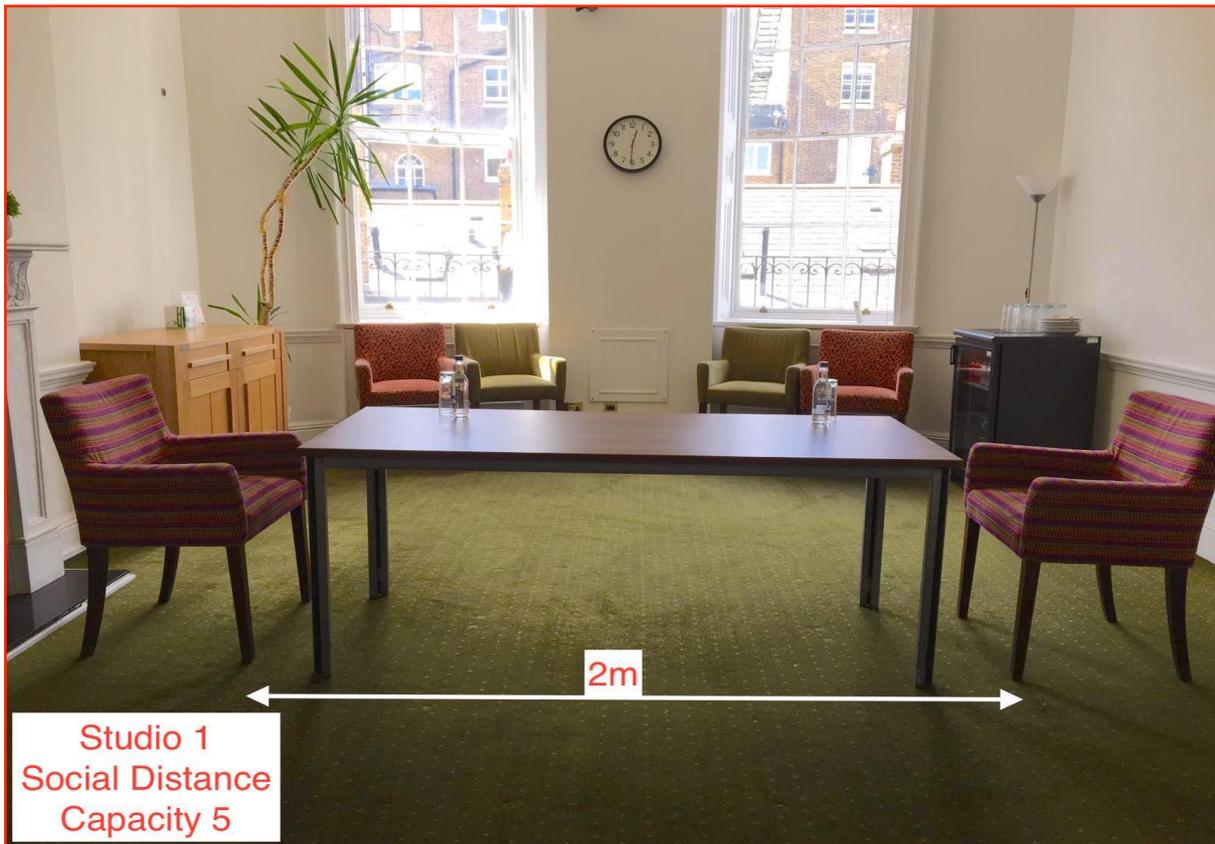
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## London & Leeds Studio & Client Room Occupancy Figures

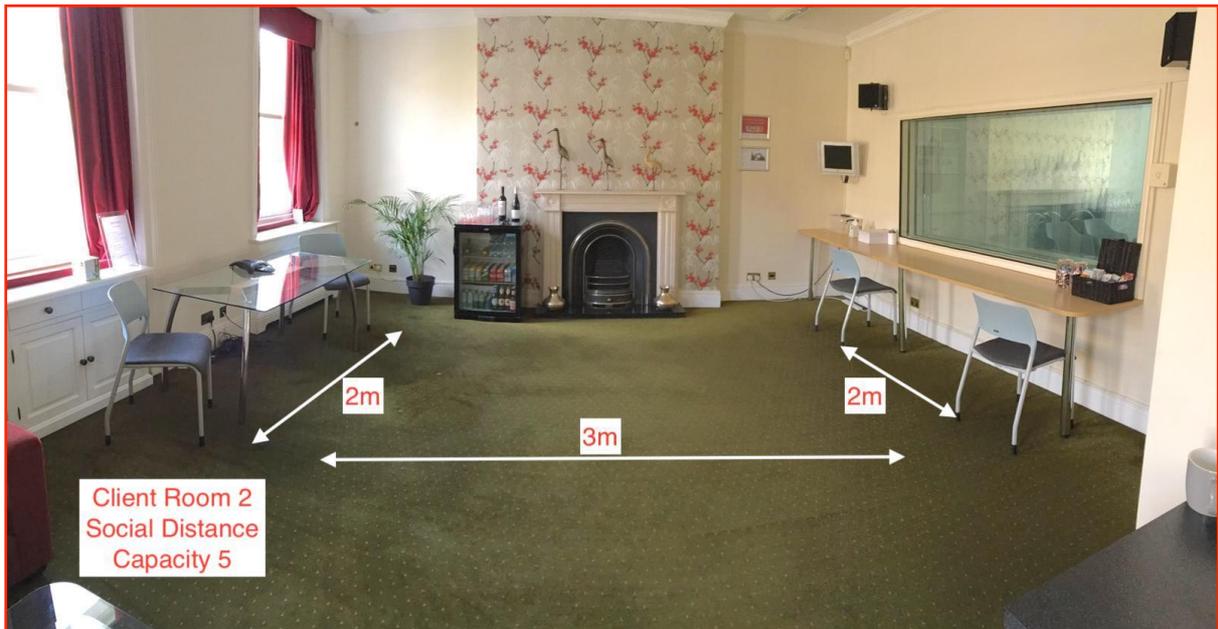
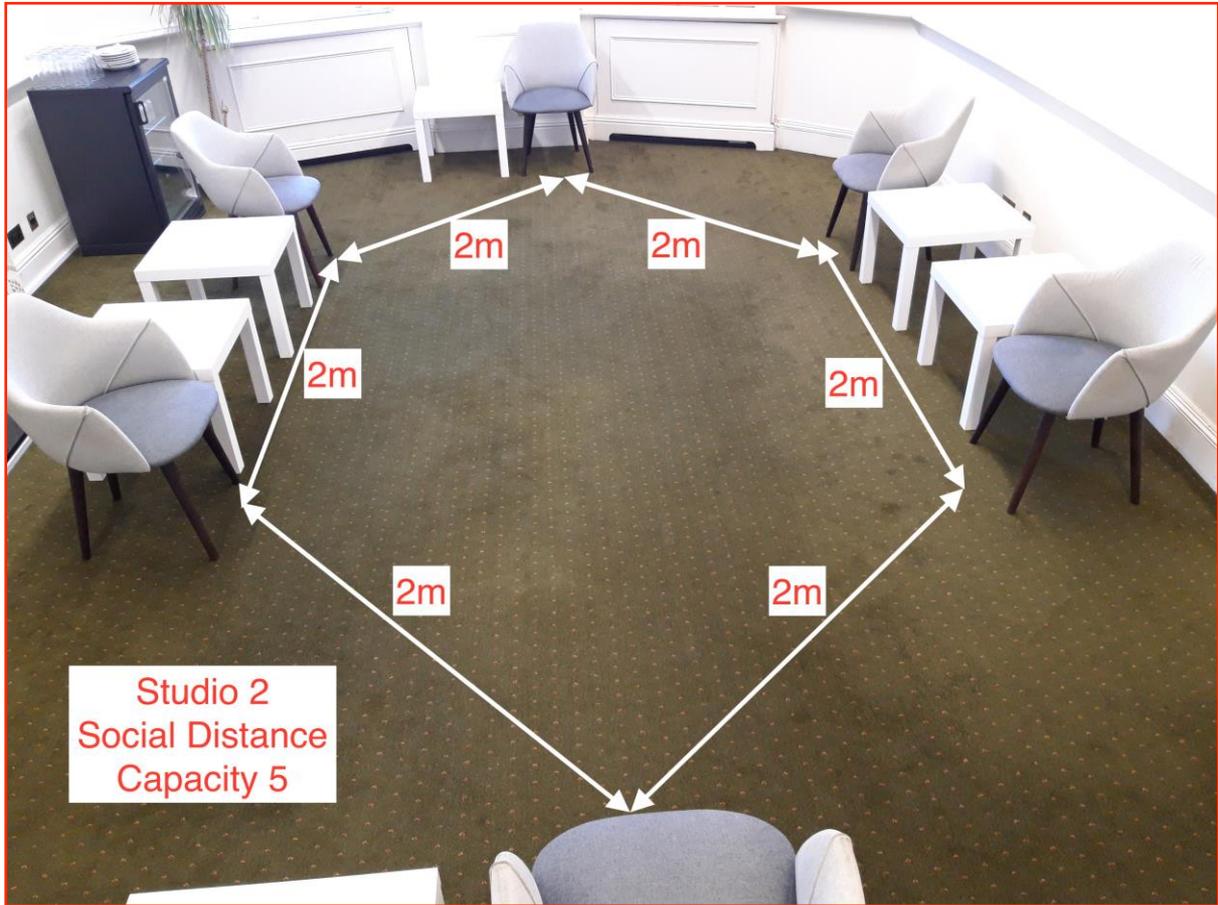
We have configured our studios and client rooms to conform to social distancing measures.

Images below illustrate the setup.

If you would like your ideal setup illustrated please contact us and we will set it up and send you a picture.



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