



## CHECK-IN AND SERVICE AT OUR FACILITY

### HAPPY THINKING PEOPLE IN MUNICH

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With the resumption of face to face studies in our facility the protection and health of our employees, respondents and clients is our top priority.

In order to meet the required hygiene standards, we are implementing the following measures with immediate effect:


#### **General Hygiene**

- The most important hygiene tips are posted prominently in the facility.
- Please wear mouth and nose covering in the publicly accessible areas of our facility, particularly if the distance of 1.5 meters to other employees, clients, respondents, or visitors cannot be maintained.
- Disinfectant for hands is available at the entrance and in the bathrooms.
- The disinfection of surfaces and door handles of publicly accessible areas (reception, waiting areas, group rooms, and bathrooms) occurs several times a day.

#### **Room/Space Safety**

- Signs in the entrance areas, corridors, and waiting areas indicate distancing rules (at least 1.5 meters distance).
- Seating in the waiting areas has been arranged to create proper distancing.
- Kitchens, bathrooms, group rooms and lounges are equipped with signs indicating the maximum number of people allowed in the room. The group size is limited according to the size of the room.
- Our studios (M-1 and M-2) can be occupied by 6 respondents + 1 moderator.



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- Our tables in the group rooms are equipped with cough barriers and are placed at appropriate distances from each other. Optional face visors are available as well.
  - A maximum of 4 (Lounge 2) to 6 (Lounge 1) people, including interpreter may occupy the client lounges. Masks must be worn in the lounges if a distance of 1.5 meters cannot be maintained.
  - Breaks between interviews or groups must be 60 minutes to allow for proper cleaning. The break length can be adjusted, e.g., for individual interviews.
  - The group rooms must be prepared for the next session in accordance with the hygiene guidelines during the breaks: Airing, disinfecting the tables, chairs, spit protection walls, new drinks, glasses, snacks, pens per seat.
  - The client lounges must also be aired during the interview/group breaks.

### **Screening and Data Collection accordingly to GDPR**

- We will include health issues related questions to COVID-19 in our recruitment guides. Unfortunately, test persons with cold symptoms cannot participate in studies.
- At check-in, the consent of the volunteers to participate in COVID-19 prevention measures is obtained for a second time, as well as their contact details in the event of any necessary contacting with regard to COVID-19.
- Visitors and clients contact details are recorded in the form of attendance lists which will be destroyed after 4 weeks.
- The information on private data protection rules according to GDPR are publicly posted at the reception area and can be delivered on demand at the reception desk.



### **Respondent Check-in, materials**

- Our check-in staff must wear a mask. Our check-in desk is equipped with a cough barrier.
- Disposable masks and latex gloves are available to our employees and respondents (if required) and can be obtained at the check-in.
- Each respondent will receive writing utensils at the check-in and those utensils should remain with the respondent.
- Pens handed out during the groups or interviews also remain with the respondents.
- Incentives will continue to be provided as cash in envelopes or by bank transfer as agreed with the accounting department.

### **Service and Catering**

- Our service staff wears mouth and nose protection and gloves during the service of clients/respondent.
- Beverages and snacks are individually packaged and assigned to each participant's seat (no open fruit, finger food, sweets, etc.)
- Coffee and tea for participants and customers are served individually at the beginning of the groups/interviews as desired - no cans, sugar/milk in single portions only.
- Catering for lunch and dinner will be provided packed in single portions and can be arranged on plates while the staff is wearing face masks and gloves - if desired.
- Cutlery is cleaned and packed in cutlery bags before the event.
- Buffets and finger food as well as conference plates cannot be provided at present.
- Oil bottles, sauces, pepper-salt shakers, sugar shakers, open milk jugs, etc. are no longer provided.