

# WHAT WE HAVE DONE

We have been talking to industry bodies and professionals, our staff, our clients, and checking, daily on the government advice to ensure that we are at the forefront of any changes to guidance and innovations within the market research viewing facility industry. We will keep this page and all attached documents filled

with the most up-to-date information ensuring that you have all of the tools that you need to feel confident about your time at i-view. If you have any further questions or suggestions please do contact us so that we can work together to deliver an outstanding experience for all visitors to i-view now and in the future.

## KEEPING YOU SAFE

### YOUR SAFETY AT I-VIEW LONDON & I-VIEW LEEDS

#### THE I-VIEW 16 POINT PLAN

- 1 Information banner at entrance to i-view on hygiene observance
- 2 Sanitisers at entry, reception desk and client rooms
- 3 Distance indicators where required
- 4 Hygiene guard clear screens at reception desk
- 5 1m gap between seating in the reception area
- 6 Signs with hygiene/wash hands at access to washrooms and reception area
- 7 Modular furniture ensuring 1m distance between participants in focus group rooms
- 8 PPE equipment supplied to all members of our staff tailored to their role
- 9 Provision of face masks for guests where they may be required
- 10 One way route floor markers where helpful and practical
- 11 Avoidance on handling cash incentives – bank transfers preferred
- 12 PDF guidance sheet for clients when making bookings
- 13 Risk assessment protocol
- 14 Social distancing and training for all staff and coordinators
- 15 Anti viral extra cleaning in all areas including door handles and furniture
- 16 Individual servings and single use of stationery such as pens

In addition we have a 3 point plan on room usage and configuration



Group sizes of up to 8 participants can easily be accommodated in our rooms at 1m spacing, double room opened up for up to 16 participants depending on layout



Allowing for extra 15 minutes for cleaning between groups



Staggering start times of groups / depths when several rooms at the facility in use