

INSIGHTS CENTER

Insights Center Commitment to Health and Safety

To our valued research participants,

If you are like us, your email inbox has been flooded by communications from companies detailing their responses to the COVID-19. Before we share with you what we are doing at Insights Center, we want to take a moment to share with you an optimistic thought.

The challenge that this outbreak represents to you, and to your family, friends and community is likely not like anything you have seen before. All of us currently find ourselves having to process our way through uncertainty, understandable anxiety and heightened risk. At some point though, hopefully sooner rather than later, the world will return to normal. Throughout history, people have always risen to meet whatever challenges have been thrown their way — usually emerging stronger than ever.

What is most important now is that you stay safe and healthy. To that end, here is what Insights Center is doing to help ensure the safety and health of our research participants and team members as we resume research studies.

LIMITING SEAT CAPACITY IN ALL RESEARCH STUDIES

- To give you more personal space within our office, we are limiting our group sizes.
- Within each research study, we are following social distancing guidelines by seating all respondents at a reasonable distance.
- We will actively comply with the most current federal, state and local authorities' directives on social gathering.

ENHANCED OFFICE CLEANING

- Insights Center has instituted enhanced cleaning protocols, which ensure that throughout the day within the building our team has increased the frequency of cleaning and disinfecting high-touch point areas, with a focus on kiosks, counter tops, restroom areas, glass, clipboards, and doorknobs.
- Hand Sanitizer and sanitizing wipes are available throughout our facility to staff, clients, and research participants. All participants are asked to use hand sanitizer as they enter the facility.
- All staff are practicing proper and frequent handwashing as well as changing gloves and other protective gear.
- Every research room is cleaned and sanitized after respondents depart and before the next group arrives, with extra attention paid to high-touch items such as computers and computer accessories.
- Acrylic screens provided at front desk and other common areas of interaction to provide a barrier between staff and research participants

GUIDANCE FOR RESEARCH PARTICIPANTS AND OUR STAFF

- Insights Center has mandated that any staff member who feels ill is excused from work and should not come to the office.
- We are screening research participants at the recruitment and reminder call phase to make sure if they have any health concerns, have traveled to a region that has had a severe outbreak, or who have been in contact with someone who may have or has tested positive for COVID-19, that they do not come to the office to participate.
- Employees are completing a health screening daily before starting work

We have taken great pride in testing new products and services with local consumers in the Denver area. Insights Center remains firmly committed to offering you, as one of our most valued guests, a clean and healthy environment every time you come to enjoy one of our research experiences.

Sincerely,

Jeff Bryles
Managing Director

Melissa Fredette
Facility Director