

Our priority continues to be the well-being of our clients, partners, employees and respondents. As we continue to conduct qualitative studies online with success, we have planned for conducting in-person studies responsibly. Our operational procedures abide by all local and government mandatory measures. Precisely for this reason we will evaluate, together with our customers, the feasibility of carrying out a F2F project at our venue in Rome.

PHYSICAL DISTANCING

Physical distancing will be applied in all of our office spaces and floor signs will remind visitors of the requirement for physical distancing. Our venue has an entrance and a separate exit therefore one-way people flow will be applied. Respondent reception areas will be reconfigured to ensure appropriate distancing. Conference rooms will be configured to ensure distancing between respondents and the moderator. Group sizes will be limited to 4 people and where more respondents are required, we can book two rooms and arrange viewing via closed circuit TV. Windows will be frequently opened to allow ventilation .

FOOD

Client food and beverages will be individually packaged and served as delivered. Water bottles and individually-wrapped snacks will be provided for respondents. Candy dishes have been removed from all venue areas. Tablecloths, napkins and linens have been removed and replaced with disposals products. Any studies involving food will be risk-assessed.

FACILITY CLEANING & HYGIENE

Our facility has been professionally disinfected by a specialized external company who has released an official certificate of sanitation. High-contact areas such as chairs, tables and door handles will be cleaned after every session. Our facility is stocked with hand gel sanitizer and disinfectant wipes. Masks will be provided for visitors that arrive without them. If gloves are required, we will provide them should visitors not have their own. Magazines, brochures and any other paper materials have been removed from visitor areas. Everyone entering the facility will be encouraged to exercise good health practices.

OUR STAFF

In-house employees and any free-lance professionals working with RFR International are required to wear masks. Before entering our office, staff will confirm that they have checked their body temperature; staff manifesting any COVID-19 symptom are required to stay home. Our staff will respect and oversee that physical distancing is abided by. We will continue to promote regular and thorough hand-washing and good respiratory hygiene. Staff not required on-site will continue to work from home.

PARTICIPANTS

We will stagger the arrival time of respondents as much as possible. Before entering the venue, respondents' body temperature will be measured. Respondents will be required to wear masks. Additional waiting areas, besides the reception area, will be accommodated to respect physical distancing requirements. Respondents will be encouraged to bring and use their own pen. Respondent incentives will be offered in digital format (gift coupons/vouchers) and will be sent to participants via email after they have successfully completed the study. We will ask respondents to sign a COVID-19 general release of liability form.

CLIENTS

RFR International will offer its own proprietary video streaming service free of charge until December 2020 so clients can view research remotely from the convenience of their own preferred location without the need to travel to Rome.

If the client requires a traditional room set up:

- We can accommodate a focus group of at most 4 respondents + moderator.
- If the client requires more than 4 respondents, we will accommodate the seating arrangements across more rooms in order to abide by physical distancing guidelines.
- We will require 30 minutes between sessions to allow for cleaning of high contact areas. We are limiting the number of clients attending research.
- We require clients to inform us of the exact number of people that will be attending before field date so that we can accommodate viewers in an appropriate setting that respects physical distancing requirements.
- We have different rooms with different capacities and we also offer CCTV viewing.
- Clients will be required to wear masks.
- Catering at venue: we will need to pre-order individual meals and food will be served upon delivery.
- All dishware, glassware, utensils will be disposable.

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