

## COVID-19 Consumer Policy

### INTRODUCTION

The COVID-19 Pandemic has necessitated many changes to enable safe working practices for staff and consumers entering the facility. This policy explains how SD will operate to minimise any risk.

### SCOPE

This policy applies to all consumers coming to the SD facilities to participate in consumer sessions on site or to collect samples for testing at home.

This document should be read and understood prior to participation in any study.

#### 1. Study Participation.

- a. The following consumer groups will be unable to take part in any testing until informed otherwise:
  - i. People that are vulnerable and/or shielding, including pregnant consumers.
  - ii. Consumers who are currently feeling unwell or have shown any of the following symptoms in the past 7 days:
    - High temperature
    - New, continuous cough
    - Loss of or change to your sense of smell or taste
  - iii. Consumers who live with, or are in a bubble with, anyone showing the above symptoms over the past 14 days.
- b. Consumers will be asked whether they understand the contents of this document and whether they agree to participate in studies following the procedures as specified, prior to arrival and again upon arrival to the facility. Consumers who do not provide consent will not be allowed into the facility to attend a fieldwork session.
- c. Consumers must consent to their personal details being passed on to a Government Track & Trace Service Provider to allow them to be contacted in the event of participating on a study alongside a consumer who later tests positive to COVID-19.

## 2. On-site Testing

### a. Sensory Dimensions Preparations

Prior to any on-site testing, Sensory Dimensions will carry out the following:

- i. All panel rooms will be cleaned and disinfected at the start of each day.
- ii. In addition, panel room booths, keyboards, mice, toilets and door handles will be cleaned prior to the start of each new fieldwork session.
- iii. A one-way system will be in place to move through the building.
- iv. Additional alcohol hand gel dispensing points will be in place as you enter and leave the building and you will be required to use these.
- v. All booth areas will contain a box of tissues and waste bag.
- vi. Booths will be allocated so that each consumer is sat with adjacent empty booths, with a maximum number of consumers allowed in each panel room.
- vii. Consumers may put their coats on the back of their allocated chair. Coat stands will not be available.
- viii. Consent forms will be programmed into the online questionnaire to allow digital consent to stop consumers having to handle pens and paper.

### b. Arriving at the Facility:

Consumers participating in studies must adhere to the following:

- i. Only participants in studies will be allowed entry. Family or friends will not be able to accompany you.
- ii. Consumers must arrive showing good personal hygiene and will be expected to cough or sneeze into tissues and clean hands as appropriate.
- iii. Consumers must queue outside the building observing the social distancing markers on the floor until invited in by a member of staff.
- iv. Consumers must wear a face mask upon entry to the building and must keep it on until seated at your allocated booth.
- v. When entering the facility, you must use the provided alcohol gel before proceeding through the building.
- vi. Consumers must move through the building following the one-way system as directed by a member of staff and the arrow signs displayed throughout. Social distancing must be adhered to at all times.
- vii. Consumers will have the opportunity to use the toilet facilities on your way through to the panel room but will be unable to use them after entry to the panel room, due to the one-way system in place.
- viii. In the panel room, consumers will be directed to a chair and booth where they must stay seated. The booths directly adjacent to your allocated booth will be empty to enable social distancing between participants.

c. Participating in the on-site study

- i. One staff member will be allocated to your panel room and will be responsible for delivering all samples to you.
- ii. Staff members will be wearing PPE including face coverings, lab coats and gloves to protect consumers and themselves.
- iii. Servers will place your test samples in a designated space close to your booth and step away before inviting you to collect your samples.
- iv. Once a sample has been evaluated, you will be instructed to place your samples back in the designated space if applicable before the server provides the next sample.

d. Leaving the facility

- i. Once the study has finished, you must remain seated until asked by a member of staff to leave the panel room. Consumers will be directed out one at a time, with the consumer nearest the door being asked to leave first.
- ii. Consumers must leave following the one-way system and via the designated exit, using the alcohol hand gel as they leave.
- iii. Consumers will not be allowed re-entry to the building.

**3. Collection of samples from the facility for testing at home**

- a. Consumers will be given their own designated pick up time to collect samples.
- b. Prior to arriving, consumers will be given clear instructions on how the collection will take place and where you must wait outside the facility.
- c. Consumers may be asked to quarantine samples at home before use.

Any consumer not following process will be asked politely  
to leave the facility and future participation in studies  
may be affected.