

# MEASURES TAKEN INSIDE OUR FACILITY FOR SAFETY



## LOBBY

- Disinfectant wipes and trash cans placed at entrances and exits
- A plastic shield has been installed at front desks
- Limited seating in lobby to adhere to social distancing
- Instructional video with new protocols streaming on lobby monitor screens
- All persons are required to pass through temperature scanners in the entryways
- 'Happy or Not' satisfaction stands now have a QR code to scan vs. button to press



## BOOTH

- Upon checking in, consumers must immediately go to their booth.
- A plexiglass extension has been installed in each booth to provide further separation between respondents, beyond our current booth walls
- Breaks between sessions allow for complete sanitization of all surfaces and areas
- Fragrance booths will also utilize an air vent after each session
- Provided at each space: a bottled water, wipe packets, a wrapped cracker and disposable stylus for iPads where needed



## KITCHEN

- Kitchen staff has undergone training for new safety protocols
- Kitchen staff will continue to wear face masks, in addition to standard gear like gloves, hairnets and lab coats
- All kitchen surfaces, monitors and keypads will be sanitized on an ongoing basis, and between sessions
- We may ask to receive products in advance to allow for time to have everything be wiped down, and sanitized extensively
- Proper storing methods have been evaluated to maintain the integrity when products arrive in advance

The health, safety and overall welfare of our clients, our consumers and our staff are of most importance to us.

## FACILITY HOURS

### Current Offered Scheduling

|                 |                 |
|-----------------|-----------------|
| Monday - Friday | 9:00AM - 8:00PM |
| Saturday        | 9:00AM - 3:00PM |
| Sunday          | Closed          |

## ADDED STAFF

- Additional staff designated specifically to ensure highly trafficked areas like lobbies and restrooms are sanitized between testing sessions.
- In addition to regimented daily cleaning, each facility will undergo a deep cleaning at a minimum of twice a week.

## A CONSUMER'S JOURNEY



### RECRUITING

An official reopening message with dates and new safety protocols has been sent to all consumers, along with ongoing outreach as new projects arise. We're expanding our screening process with COVID-19 related questions to minimize on-site risk.

### SCHEDULING

Adjustments to session times and hours of operation are being implemented in adherence to social distancing regulations. Additionally, breaks are in place between sessions for elaborate cleaning of booth, kitchen and all facility areas.

### ARRIVAL

Implementing a new arrival process that includes: Arriving 15 minutes prior to session time to limit the number of consumers in the lobby at any given time. Additionally only participants scheduled for a sessions will be allowed in past the lobby. All persons are required to use temperature scanners that have been placed in the entry ways.

### NO CONTACT CHECK-IN

Upon entry, each consumer must check in at the kiosks, and then receive their assigned ID at the check in desk. A valid ID is required, and a safety shield has been installed for everyone's safety, and the staff host will be wearing protective gear. Consumers will then be guided directly to the testing area.

### TESTING

Testing booths will be elaborately cleaned between each session and will be equipped with individual protective gear. All testing instructions will be read in the testing area as opposed to the lobby. A wipe will be available to everyone to be utilized before testing begins.

### SERVING

All Curion facility and kitchen staff employees are required to wear the protective gear outlined, and will be trained and monitored to ensure all new safety processes are being followed. A bottled water, a wrapped cracker, a disposable stylus (where applicable) will be placed at each booth station before a test begins.

### NO CONTACT CHECK-OUT

Upon completing a session, clear instructions on exiting the building will be presented onscreen, and an email communication will be sent with payment electronically. Curion will be communicating notifications from the health department if a consumer who has entered one of our facilities within two weeks contracts COVID-19.