



Guidelines for Preventing the Spread of Novel Coronavirus

2020/6/4

Agenda

1. Restarting Face-to-Face Interviews and On-site research
2. Face-to-Face Interviews – Respondents and Facility-use
3. Face-to-Face Interviews - Clients and Backroom Observation
4. Policies for Travel and Renting Outside Facilities
5. Procedures in Case of Participant Infection

Restarting Face-to-Face Interviews and On-site research

In response to the Novel Coronavirus pandemic, and since the declaration of a state of emergency in Tokyo and throughout Japan, Sugata Research has been conducting all interviews (individual, group, and field surveys included) entirely through online formats.

Now that Tokyo has lifted its state of emergency, we are planning to resume in-person interviews at our facilities once we have deemed conditions to be safe and once the city reaches Step 2 of its reopening plan (currently scheduled to take effect Friday, June 19th).

However, all face-to-face interviews and on-site research will be done in accordance with the policies of our clients/end clients and related industries, and only on condition that the contents of research projects adheres to Sugata Research's policies related to respondents, staff, and facilities.

In the case that face-to-face interviews and on-site research are unable to be carried out by meeting the conditions of all parties involved, research will instead be carried out through online methods.

As of now, the following pages lay out our policies and rules for conducting face-to-face and on-site research in a safe manner to limit the risk of infection as much as possible.

Face-to-Face Interviews: Respondents and Facility-use

■ For recruiting respondents, add the following list of items to screening:

Items to include when Screening Respondents

- Have you or someone you live with been diagnosed with the Novel Coronavirus within the last two weeks, or been in close contact with someone else who has?
- To the best of your knowledge, have you been within arm's reach (within about 2 meters) of someone who has been diagnosed with the Novel Coronavirus within the last two weeks?
- Have you or someone you live with had strong, cold-like symptoms, extreme fatigue, or shortness of breath within the last two weeks?
- Have you been to abroad in the last month?

Face-to-Face Interviews: Respondents and Facility-use

■ Conducting FGIs, IDIs, and CLTs

Maximum Occupancy for Interview Facilities

- FGIs and CLTs will be done with the maximum no. of participants below (see next page):
 - SpaceA : 4 or less (including moderator)
 - SpaceC : 3 or less (including moderator)
 - New Facility (open Apr. 2020): 5 or less (including moderator)

Individual Precautions against Infection

- Respondents, staff, and moderators must all wear masks
- Respondents: When arriving at check-in desk, 1) have them disinfect hands w/disinfecting alcohol, 2) have them fill out a medical questionnaire, 3) take their temperature with a touchless thermometer
(If any issues w/medical form or if temp. is 37.5 °C or higher, have them return home)

Creating a Safe Facility Environment

- Have disinfecting wipes and gloves on hand at facility
- Thoroughly ensure that respondents and moderators avoid close bodily contact during interviews
- Avoid multiple people touching stimuli samples
- Use acrylic chairs that are easy to disinfect in the lobby
- Use air circulators as appropriate

Thorough Disinfection

- After every session, disinfect all chairs, desks, pens, doorknobs, hangers, whiteboard markers and erasers, and all such items with disinfecting alcohol
- Have disinfecting wipes available in all restrooms

Above measures to be posted when recruiting and at facility

Face-to-Face Interviews – Max Occupancy for Interview Rooms

Social distancing of 2 meters between participants will be maintained with maximum occupancy for each room shown below:



Max 4 people

- Moderator (1)
- Respondents (3)



Max 3 people

- Moderator (1)
- Respondents (2)



Max 2 people

- Moderator (1)
- Respondents (1)



Max 5 people

- Moderator (1)
- Respondents (4)

Face-to-Face Interviews: Client and Backroom Observation

■ Conducting FGIs, IDIs, and CLTs

Maximum Occupancy for Interview Facilities Creating Safe Facility Environment

- Max occupancy outside of interview rooms (incl. clients and Sugata members)
 - SpaceA: 6 to 7 people
 - SpaceC: 5 to 6 people
 - SpaceB : 2 people
 - New Facility (open Apr 2020) : 8 people

- Have disinfecting wipes and gloves on hand at facility
- Use air circulators as appropriate
- Only serve bottled drinks to clients
- Limit food and snacks to individually packed items

Individual Precautions against Infection

- Clients and staff to wear masks at all time
- Sim Trans. should wear masks or face shields
- Clients: 1) Disinfect w/disinfecting alcohol, 2) take temp. w/touchless thermometer upon entering facility (have them leave if temp. 37.5 °C or higher)

Thorough Disinfection

- After every interview, disinfect the following items w/disinfecting alcohol:
 - Headphones, Jp/En audio switch buttons, sim. trans. microphone, seats, desks, doorknobs, hangers, whiteboard markers and erasers, refrigerator doors, etc.

Face-to-Face Interviews – Max Occupancy for Backroom Observation

Social distancing of 2 meters between participants will be maintained with maximum occupancy for each room shown below:



Max 6-7 people

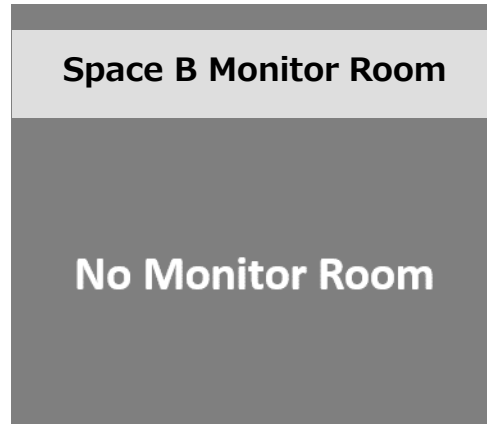
- Clients (3-6)
- Sim trans (0-1)
- Sugata staff (1-2)

Max 5-6 people

- Clients (2-5)
- Sim trans (0-1)
- Sugata staff (1-2)

Face-to-Face Interviews – Max Occupancy for Backroom Observation

Social distancing of 2 meters between participants will be maintained with maximum occupancy for each room shown below:



Max 2 people

- No clients
- Sim trans. (0-1)
- Sugata staff (1-2)

Max 8 people

- Clients (5-7)
- Sim trans. (0-1)
- Sugata staff (1-2)

Policies for Activities at Outside Facilities

- Research activities done at facilities other than SpaceYoyogi will only take place if we can confirm that said facilities can comply with our aforementioned safety measures

Procedures in Case of Participant Infection

■ For all involved in Research Projects

- If participants in research projects (incl. Sugata staff, respondents, clients, and vendors) test positive for coronavirus within 5 days following a project:
 - Sugata employees: Sugata informs all who came in contact with employee, including clients, respondents, and vendors
 - Clients & Vendors: If informed of an infection from client or vendor, Sugata will contact all who came in contact with infected party during research project
 - Respondents: Have respondents inform Sugata, upon which Sugata will inform all other parties involved in research project

※For Sugata Research employees/part-time staff, policies concerning infection below:

■ Infected person/s

- Take body temp. every morning
- Avoid coming to work if experiencing cold symptoms
- If experiencing a fever, get tested if possible
 - If test result is negative, can continue work as usual, and if unable to be tested work from home for minimum of two weeks
 - If test result is positive, Sugata Research will follow health department regulations, and have all employees who came in contact w/infected employee within the last 5 days work from home

■ People who have come in close contact with Infected person/s

- Seek testing for coronavirus if possible
 - Whether test result is negative or if testing was unavailable, employee will be required to work from home for 2 weeks minimum
 - If test result is positive, Sugata Research will follow health department regulations, and have all employees who came in contact w/infected employee within the last 5 days work from home