



## JB Market Research Services COVID-Safe Plan (South Melbourne)

This document seeks to outline the precautions we are taking to minimise the risk of an outbreak at our facility. We will be constantly reviewing and updating our practices to ensure a safe environment for all. We will be adapting to meet any changes required by the Health Department and our government

### WHAT JBMRS ARE INTRODUCING TO OUR FACILITIES TO PREVENT THE SPREAD OF COVID-19

1. Limitations on number of users of our facilities
  - a. No more than 20 users at any one time
  - b. Capacities on our group rooms to ensure at least 4m squared per person
  - c. Spacing of chairs of at least 1.5m between any two people
  - d. Respondents will be directed from signing in into the group rooms to avoid any potential spread in waiting rooms and to directly track and minimise locations where respondents have been.
2. Mandating use of face masks within our facilities at all times (including signing in, during group discussions and during group observation) unless eating or drinking.
3. Limiting focus groups to 1.75 hours, ensuring that respondents are not kept in a closed environment for over 2 hours (as per guidelines of close proximity time limitations of 2 hours)
4. Requesting and monitoring self-exclusion of our facility's users who are unwell, have travelled internationally or have been in contact with someone suspected to have had COVID-19
  - a. Utilisation of IR thermometers on all users of our facilities to monitor symptoms of high temperature
5. Increased signage about:
  - a. requesting self-exclusion of those who are unwell before entering the building.
  - b. Coughing/sneezing etiquette
  - c. Health warning, the signs of COVID-19
6. Compulsory use of hand sanitiser or hand washing prior to respondents signing in.
7. Thorough surface sanitisation in group rooms, bathrooms and on high-contact areas (including door handles and stair rails) between groups.
8. Introduction of soap dispensers and paper towels in our bathrooms to minimise contact.
9. There will be at least one staff member 'traffic managing' our facility in the hallways, to ensure all pedestrian traffic is single directional at any one time and a distance of 1.5 m is maintained.
10. Catering changed to single serve pre-packaged snacks and water bottles. Rooms will include lidded bins and tissues.
11. Recommendation that clients/viewers watch the research via our live-stream service rather than come into our facilities to minimise risk.

### UPDATED REQUIREMENTS ON OUR STAFF

- Staff required to wear masks at all times while within the premises.
- Additional hygiene measures are being taken by staff including use of disposable gloves when handling food products and cleaning the rooms
- Frequent hand washing with soap



- Staff are requested not to work if they are displaying any flu like symptoms, including sore throat, sneezing, or coughing.
- If staff start to demonstrate flu like symptoms at work, they will be treated with our below mentioned COVID-Safe plan

#### RECRUITMENT OBLIGATIONS

- In screening, do not accept people who have:
  - Displayed flu like symptoms within the last 14 days (and they should notify the recruiter if they develop flu like symptoms before their focus group)
  - Travelled overseas within 14 days prior of attending group
  - Been in contact with anyone who has COVID-19 within 14 days prior of focus group
- Notify respondents they will not be allowed entry into our facility until 10 minutes before the group's commencement time to ensure our facility does not exceed 20 users.

#### OBLIGATIONS ON MODERATORS

- Must wear face masks at all times while within the premises.
- Must notify senior staff of any respondents who display flu-like symptoms (coughing or sneezing) within the focus group.
- Ensure that respondents follow the seating guide such that 1.5 m is maintained between respondents

#### OUR PLAN IF SOMEONE DISPLAYS COVID-19 SYMPTOMS AFTER ENTERING OUR FACILITY

1. Direct the person to our isolated courtyard. This ensures they exit through a rear exit without contaminating our entranceway.
  - a. Only staff can access this courtyard.
2. Staff dealing with them will wear safety equipment (face mask, protective eyewear and gloves)
3. Staff will contact Maureen as business owner, who will in turn contact the DHHS hotline (1300 651 160)
4. The person's details will be recorded to ensure tracing can be conducted, including the locations visited within the premises (including bathrooms)
5. They will then be asked to vacate the property via the rear entrance.
6. All areas they have been in contact will be thoroughly sanitised.
7. Weather permitting, open outside doors and windows to increase air circulation during cleaning.
8. If notification comes through that someone has utilised facilities while infected, immediately notify WorkSafe Victoria on 13 23 60.
- 9.

#### ACKNOWLEDGEMENT OF RESPONSIBILITY AND OBLIGATIONS

- At JB MRS, we put the safety and wellbeing of all of our users first and foremost. Consequently, we understand our responsibilities and obligations to look after all of our facility users by ensuring our facilities are the safest that can be.
- We commit ourselves to carrying out our COVID-Safe responsibilities, to ensure our obligation to promote our facility users' safety is met.
- We acknowledge that we must also meet our obligations under the Occupational Health and Safety Act 2004.