



Using our testing labs safely

Guidance for lab hire clients

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Using our labs safely

Whether you're running your own UX research or we're running it for you, conducting it in our purpose-built, superbly equipped user experience research labs in London will help you get the most from your sessions.

We've carefully considered the risks posed by working in our lab spaces during the current COVID-19 outbreak, and the advice provided by the Government on working safely.

Our health and safety team (as well as UX we provide health and safety consultancy too) have used their expertise to ensure that your visit to our labs will be as safe as possible.

By following the guidance in this document, which forms part of our detailed risk assessment for lab use, you'll help us ensure our lab space remains COVID Secure.

What you can expect when you use our labs

Getting here

As a London based business, we advise anyone travelling to our office to follow the **guidance from TFL** on travelling safely on public transport.

Entering the building

If the reception is busy when you arrive, please wait to enter the building, and try to maintain 2m social distancing wherever you can.

Our labs are on the second and third floors. We ask you to use the stairs if you can. If not, the lift can accommodate one person at a time.

We ask that everyone wash their hands before entering our lab or office space. The bathrooms are located just off the stairwell on every floor. The toilets have a maximum capacity of 2 people (there are two self-contained cubicles for sole use). And hand sanitiser is available as you enter also.

One of our team (one dedicated person) will meet you, your clients and participants on the designated floor throughout the day.

Use of the lab and observation space

We have set the maximum capacity of 2 people in each room of our lab spaces; we've displayed signs and put floor markings throughout as a reminder to social distance.

We advise that you have longer breaks between sessions to avoid having more than one participant in the lab space (including reception) at any one time.



You should let participants know that we will be sticking to strict arrival times, and we will be unable to have people wait in our reception for more than 10 minutes before an allotted session starts.

We offer a full secure online streaming service so that the sessions can be watched remotely by as many people as required.

There are anti-bacterial cleaning wipes in all areas for any equipment, desk, or chairs to be cleaned between participant sessions.

Enhanced cleaning

We clean our offices thoroughly at the end of each day.

We clean touchpoints frequently throughout the day, and we provide sanitizing wipes so you can clean surfaces and equipment between participants visits.

Hygiene & Handwashing

We ask everyone to wash their hands frequently throughout the day, using the hand sanitiser and soap and water provided and we have displayed posters reminding everyone of good hand hygiene.

Masks and face coverings

In line with Government guidance, you don't have to wear a mask when using the lab spaces. However, if you chose to do so, masks are available in the labs for you to use.