

Stable Research Business Continuity Plan for COVID-19 (Coronavirus)

Given the unfolding situation relating to COVID-19 (Coronavirus) in Australia and across the world, we wanted to provide you with an update about the precautionary measures we are taking in relation to our people and continuing to support your organisation safely and effectively.

We have been closely monitoring the situation and are staying across the official health and workplace advice provided by the Australian Department of Health, Victorian Department of Health and Human Services and NSW Health.

Our three values are about making each other's lives better, delivering world-class work that is better every time and running great businesses. In this situation, these values continue to drive everything we do on behalf of you and our people.

We are, and will continue, monitoring the situation closely and any decisions we make will continue to be based on the best expert advice from the relevant local health authority. This includes if any team members:

- develop any of the identified symptoms or have been exposed to COVID-19 they are to seek immediate medical attention. They may not return to work until we have a medical certificate clearing them for work;
- are returning from international travel, they are to self-isolate for 14 days;
- have contact with a person with suspected COVID-19, they must immediately isolate themselves and work remotely for 14 days.

Team members may return to work if at the end of 14 days self-isolation they are showing no symptoms, or earlier if a negative test for COVID-19 is returned.

Remote working

Aligned with the current government and health advice, our office remains open. All Stable Research staff are set up with the necessary resources to work remotely to ensure our business can continue without interruption. Whilst our office remains open, all staff (both in the office and remotely) are implementing all recommended health and safety protocols, including isolation if feeling unwell and focusing on hygiene. Stable Research has cancelled all face to face meetings for the time being, with all client meetings taking place via virtual methods.

International and domestic travel

We have restricted all international travel and are minimising domestic travel.

Hygiene

While we have strict hygiene practices and cleaning standards in place, as a precaution, we have introduced a number of additional measures to reduce the risk and support a safe environment.

Data security

We continue to have a strong focus on data security with all remote-working team members adhering to our data security protocols. Stable Research fully endorses and complies with Australian Privacy Principles in the Privacy Act (1988) and the Market and Social Research Privacy Code (2014). We are also enhancing protocols as required moving forward.

Primary points of contact

If your key point of contact in our business needs to be out of work for an extended period due to illness, we will contact you with a plan for the duration of their absence. Our team members are all cross-trained, and their ongoing thorough record-keeping enables them to step in for one another if needed. If Stable Research experiences widespread absences due to illness, our business is equipped with the tools and processes to continue business operations uninterrupted.

Working with our Soapbox Community

During this time, it is understandable that our Soapbox community members will be concerned for their own health and safety and will be looking to us for reassurances that health and safety procedures are being followed by you, our clients, and any facility being used for focus groups and interviews which are being conducted face to face. We will be providing health and safety information to our members who are due to participate in market research that has been provided to us by our clients and facility providers where possible. In the interests of minimising disruptions during this time, can you please provide Stable Research with your health and safety plans around COVID-19 that we may pass on.

Methodologies

We continue to work with our research partners to ensure methodologies deliver research that acknowledges the health and safety needs of research participants. We are ideally placed to offer our clients a variety of methodological approaches. This includes migration of projects from a reliance on face-to-face approaches to online and virtual approaches (online focus groups and communities, webcam interviews, messenger chats etc).

We continue to conduct in-person qualitative research as appropriate but recommend the migration of some projects to other methods based on the composition of the target audience (e.g. vulnerable groups, elderly). We also note that response rates to both online and telephone (CATI) surveys are holding up and, in some cases, increasing.

Stable Research offers an Online Community Insight Solution, called Stable Fusion, as a web-based approach to research. Please [click here](#) for further information on Stable Fusion.

Flexibility

We stand ready to review methodological approaches for any of our clients to ensure that your insights programs meet your needs.

Lastly, thank you for your continued support as we ensure we are here every step of the way to support you. In times like these, it is our humanity that needs to shine through as we work together to support each other, our people and the community.

Yours sincerely,

Mitch Gross

Mitch Gross
CEO
Stable Research

Pip Hooper

Pip Hooper
Director
Stable Research

Katie Ferro

Katie Ferro
General Manager
Stable Research

Level 2, 862-874 Elizabeth St
Waterloo NSW 2017
PH: (02) 8556 8800

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A Division of Bastion Stable Research Pty Ltd ABN: 80 627 059 643