Implementation protocol teleworking

Remote work is central to Leader Field's operations. Our infrastructure and communication tools have been designed to ensure that there is no difference between remote work and in-person work, in terms of security, ergonomics, and work quality.

Principles:

• Connection to CATI via double security: SSL VPN with username and password + connection to Voxco also by username and password.

• No telephone: calls are generated by our machine located in our premises in Nice and transmitted by VOIP.

• Once connected, only investigators authorized on the project can access it.

• Since the CATI Voxco is accessible exclusively via a web browser, the investigator only has access to no data other than that presented to him on his screen during the call.

• All study data is stored on our servers hosted at the Equinix PA5 data center in Aubervilliers*. No data is processed on home hardware, and the VPN connection does not allow access to any shared folders.

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- VPN client configured by CSI (fortiClient)

- VOIP software configured by CSI (Jitsi phone)

- CATI accessible with the main web browsers (Google Chrome, Mozilla Firefox, etc.)

- Communication with management is done via the Jitsi platform, accessible via the main web browsers, and requiring no installation.

• The investigator connects to the CSI network via VPN

• The investigator uses their internet browser to connect to the Voxco Agent platform.

• The investigator opens his VOIP software to connect to the call center via the Voxco Agent platform

Means of communication

- The communication tools implemented, due to their practicality and effectiveness, are used both for on-site investigators and for teleworking investigators.

- Use of the Jitsi communication platform throughout the study in order to be in contact permanent with the investigators throughout the day.

- Use of instant messages via Voxco for direct information during the field.

- Communication via email outside working hours for the transmission of information important to investigators.

- Creation of briefing rooms for listening sessions. Individualized reception of each investigator, remote connections to the listening and supervision software which allows us to check connection and disconnection times and to quickly contact the investigator after listening.

- Once the study is launched, access to this platform is maintained whenever the investigator needs help or wants to ask a question. Live messages can be sent to investigators, and management can receive them on the same platform for feedback on listening or to assess quality or productivity. Management can observe and check the presence, connection and activity of each investigator on the study at any time.

- As part of a face-to-face and remote study, all investigators on site and teleworking gather on the Jitsi link dedicated to study for briefings and debriefings

The monitoring tools used in the context of face-to-face work continue to be used in the same way for monitoring investigators working remotely:

• Use of a timekeeping platform integrated with Voxco to record arrivals, breaks and investigators leave.

• Carrying out listening sessions, with screen viewing

• Possible control of recordings

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- We offer **remote listening** and can also carry out interview recordings.

- Possibility to attend briefings and debriefings in conjunction with the team leaders dedicated to the study and thus intervene to answer questions or raise important points.

- Respect for our commitments to our customers.

- Provide regular updates on the progress of the study via conference call or video-conference.

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• In order to guarantee and maintain the security of the information we process, we transferred all our servers to the Equinix PA5 datacenter in Aubervilliers in November 2021. These servers are monitored in real time and managed by our service provider SPIP Informatique.

Equinix Certifications:

SOC 1 Type II	SOC 2 Type II
ISO 27001	PCI DSS
HDA	OHSAS 18001
ISO 9001:2015	ISO 22301
ISO 14001:1015	ISO 50001

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