

ZERO CONTACT INSPECTIONS AND REPAIRS

HOW WE FOLLOW RIVM GUIDELINES AT YOUR HOME



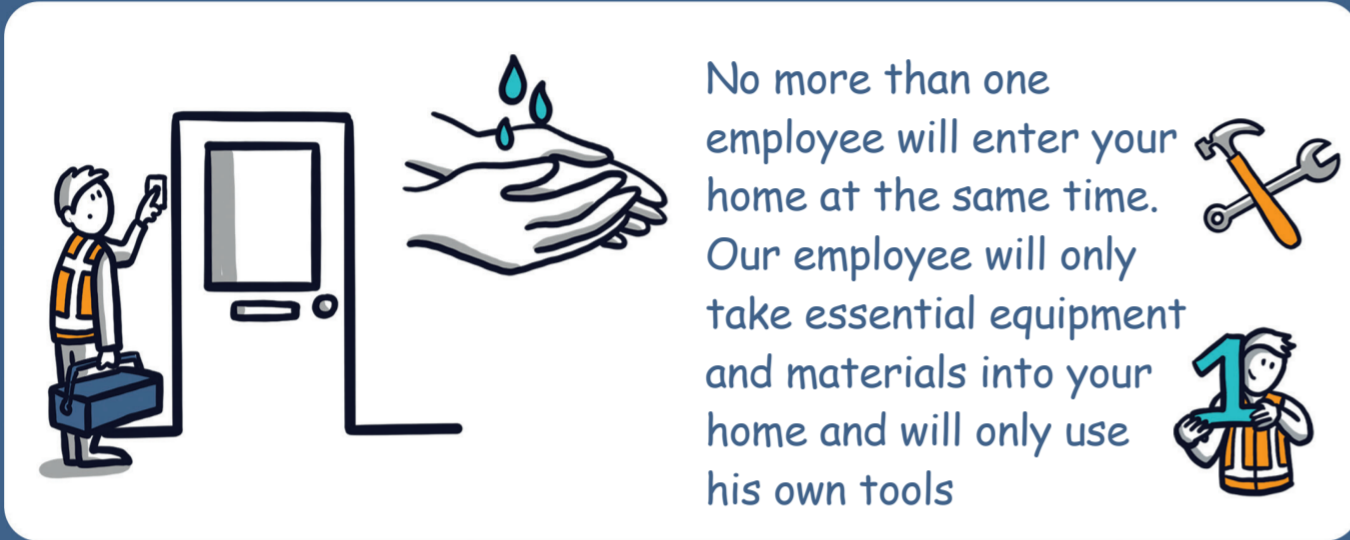
An employee of the grid operator and/or contractor will contact you to make a provisional or final appointment to carry out the work.

STEP 1

If the entrance of the working site happens to be in a public interior space, our employee will wear a mouth mask just like any other in the Netherlands. Public interior spaces include indoor shopping malls, municipal buildings, common areas in apartment buildings, and station halls.



STEP 2



No more than one employee will enter your home at the same time. Our employee will only take essential equipment and materials into your home and will only use his own tools

The employee will sanitise his hands, and ring the doorbell

STEP 3



The employee will take two steps backwards

STEP 4



The employee will wait until you open the door and will introduce himself

STEP 5



The employee will ask whether there is anything that will hinder and/or restrict him in carrying out his work safely

no

yes

STEP 5A



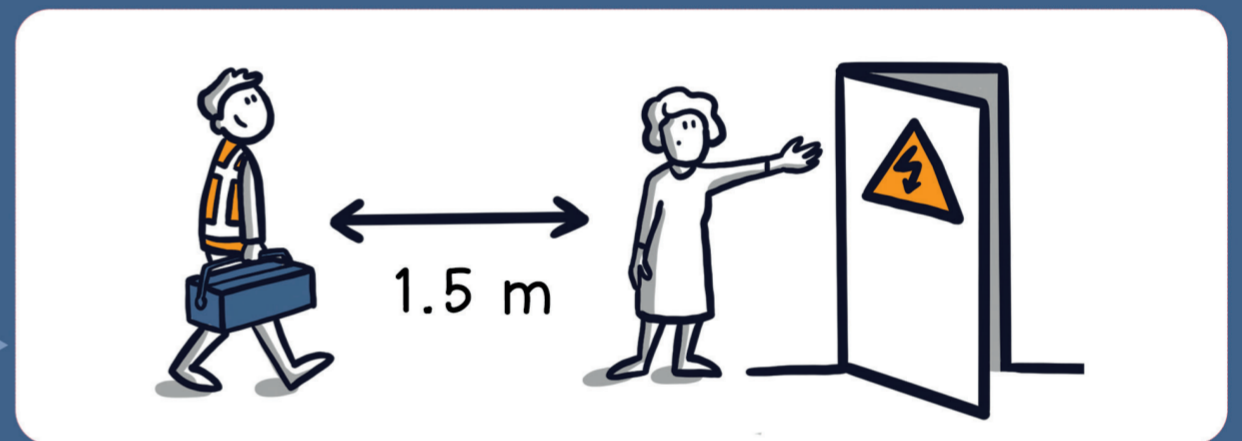
If you answer no, he will ask for permission to enter

STEP 5B



If you answer yes, the employee will wish you a speedy recovery and will leave. We will then contact you again at a later stage

STEP 6



The employee will ask you to maintain 1.5 metres distance, to give him free access to the meter cupboard (which should be free of obstructions), to open it and to go to another room with other members of your household and/or colleagues

STEP 7



The employee will undertake the work, always staying at least 1.5 metres away from you and members of your household and/or colleagues. To ensure the safety of our employee when he is working, he will remove his mouth mask and wear the protective gear that is suitable for his job

STEP 8



The employee will let you know as soon as he has finished and will leave

PLEASE FOLLOW THESE GENERAL GUIDELINES NOW



Do not offer any drinks

Do not shake hands. You should sneeze/cough into the crook of your arm, use paper tissues and stay 1.5 metres away



BY TAKING THESE MEASURES, WE CAN ENSURE THAT NECESSARY WORK IS STILL COMPLETED SAFELY!