

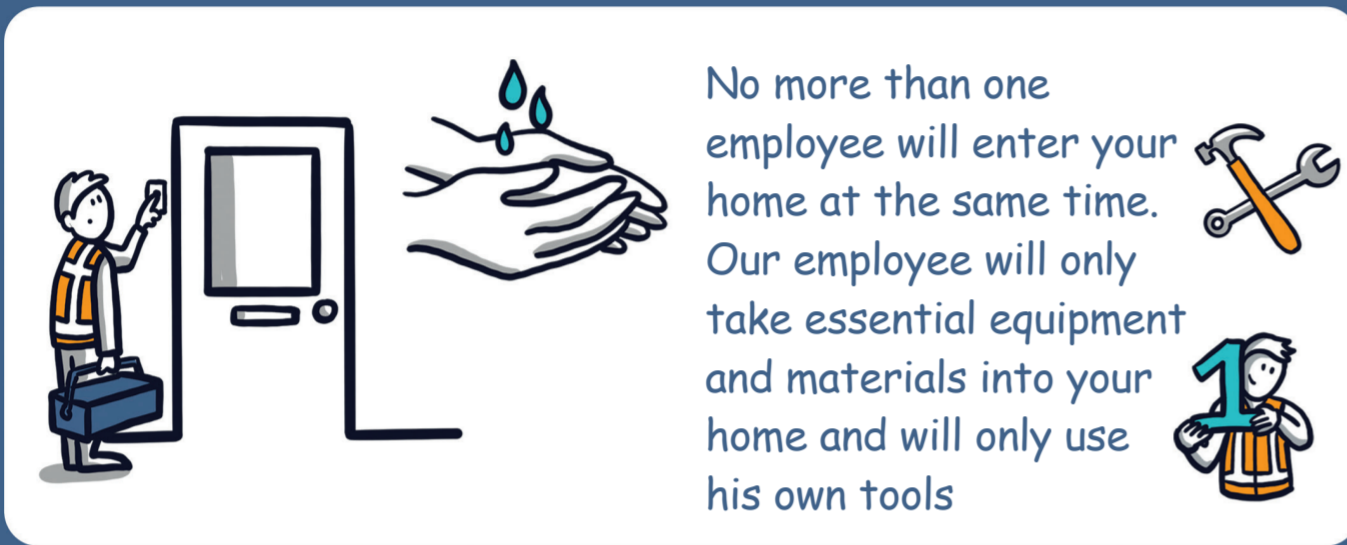
ZERO CONTACT INSPECTIONS AND REPAIRS

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



The employee will sanitise his hands, and ring the doorbell

STEP 2



The employee will take two steps backwards

STEP 3



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

STEP 4



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

no

STEP 4A



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

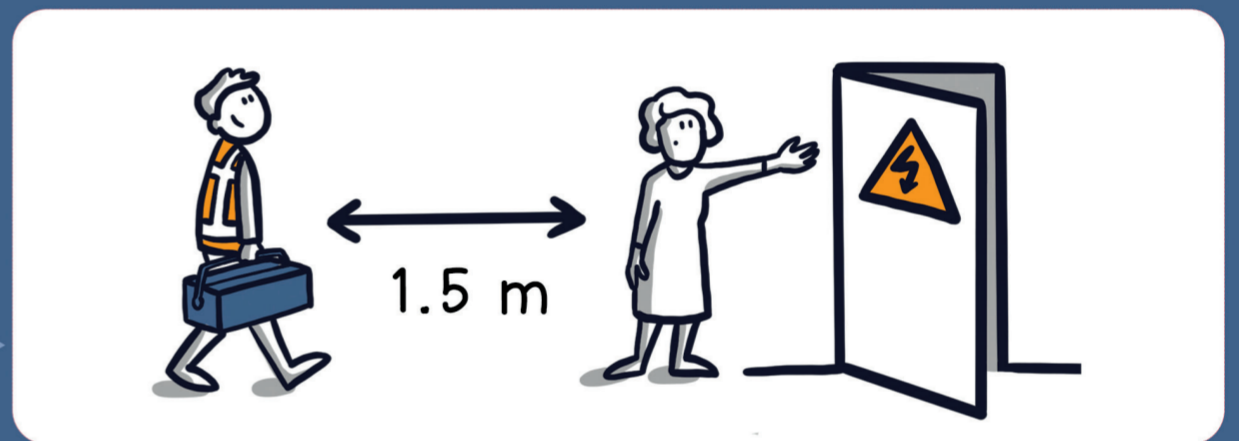
yes

STEP 4B



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 5



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

STEP 6



The employee will undertake the work, always staying at least 1.5 metres away from you and members of your household. The employee will carry out a Last Minute Risk Analysis

STEP 7



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!