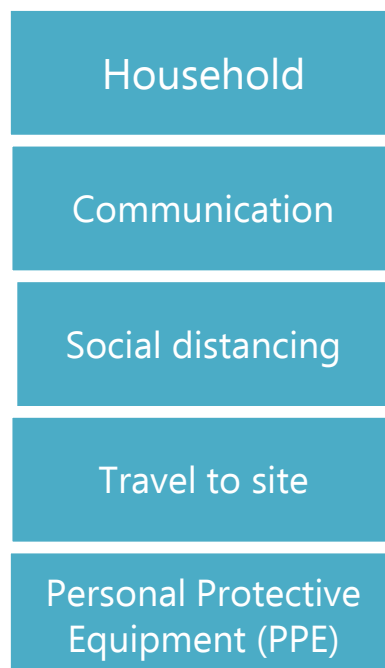


Energy Efficient Scotland: Area Based Scheme

What we are doing to protect you, your family, workers and the community against COVID-19.

The Highland Council and E.ON Energy Installation Services (E.ON) are working closely to make amendments to the delivery of the Highland Energy Efficient Scotland: Area Based Scheme (EES:ABS) to ensure compliance with Scottish Government guidance, to keep you and our workers safe.

There will be some notable changes to works moving forward around;



Household

Prior to works restarting or commencing a new project/ installation, E.ON or their sub-contractor will contact householders to communicate plans to restart/ commence works. Where the householder or someone in the household is shielding or self-isolating works will be postponed in line with current guidance.



Works will only commence to a property where householder consent has been obtained and local stakeholders have been made aware of restart plans.

As principle contractor, E.ON will hold the COVID register for the programme and ensure workers and subcontractors adhere to all guidance issued by the Scottish Government.

Communication

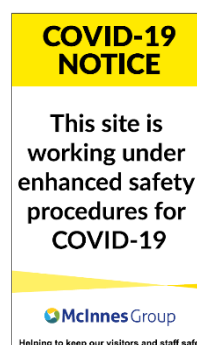
We want you to feel comfortable with the work that will begin on your property and will ensure that you are kept up to date throughout the process.

- If you or someone in your household is shielding, work to your property will be postponed in accordance with current guidelines.
- The week before your planned installation date, E.ON or the subcontractor will make contact.
 - They will confirm that your household is happy and able to proceed.
 - Please note that if you have concerns these can be raised with E.ON and where possible rescheduled.
- 24-72 hours prior to the booked installation you will receive a text or email notifying works will start and requesting you make contact if anyone in the household has any of the COVID-19 symptoms or has been recently diagnosed with COVID-19.
- Details for your site supervisor will be provided and used to raise any concerns.

Social distancing

All those working on the EES:ABS programme will be fully briefed on social distancing.

- Workers on-site will be limited and kept to a minimum
- Signs will be erected on every site advising social distancing is in effect
- There will be some changes to deliveries to site, this excludes deliveries to the property, i.e. Royal Mail, food and other deliveries.
 - Please make the on-site workers aware when a delivery is expected.



Travel to site

Safe travel options will be identified for workers which conform to social distancing advice, this in some cases will include staggered start times and breaks for workers.

Some workers will be required to travel and use temporary overnight accommodation, this will be undertaken in the safest way to protect you and the workers.

Some of the teams delivering External Wall Insulation currently are and will continue to co-habit for the duration of the programme. Therefore, they will travel together and may be seen within 2 meters of one another. Households will be made aware of this in advance.

Personal Protective Equipment (PPE)

Before commencing any works, all necessary PPE (as identified by the Risk Assessments) and cleaning products, including soap, water and hand sanitisers (where available) will be provided to workers.

This will include:

- Extra hand washing and welfare facilities on or close to site
- Enhanced cleaning procedures



Appropriate PPE will vary depending on the measure being installed and will be outlined in the Risk Assessments and Method Statements provided by the contractors, it will include disposable gloves, aprons, shoe covers, cloth or dust masks etc. All items of PPE will be bagged and disposed correctly.

For External Wall Insulation works, disposable gloves are not suitable and will be replaced with appropriate gloves which will follow a strict cleaning and use procedure.

If you have any questions you can email The Highland Council EEA-ABS@highland.gov.uk. Alternatively you can email or call E.ON's Inverness office on 0800 141 2283.

Working in partnership with E.ON Energy Installation Services Limited

The E.ON logo, consisting of the letters 'e.on' in a stylized, lowercase, red font.