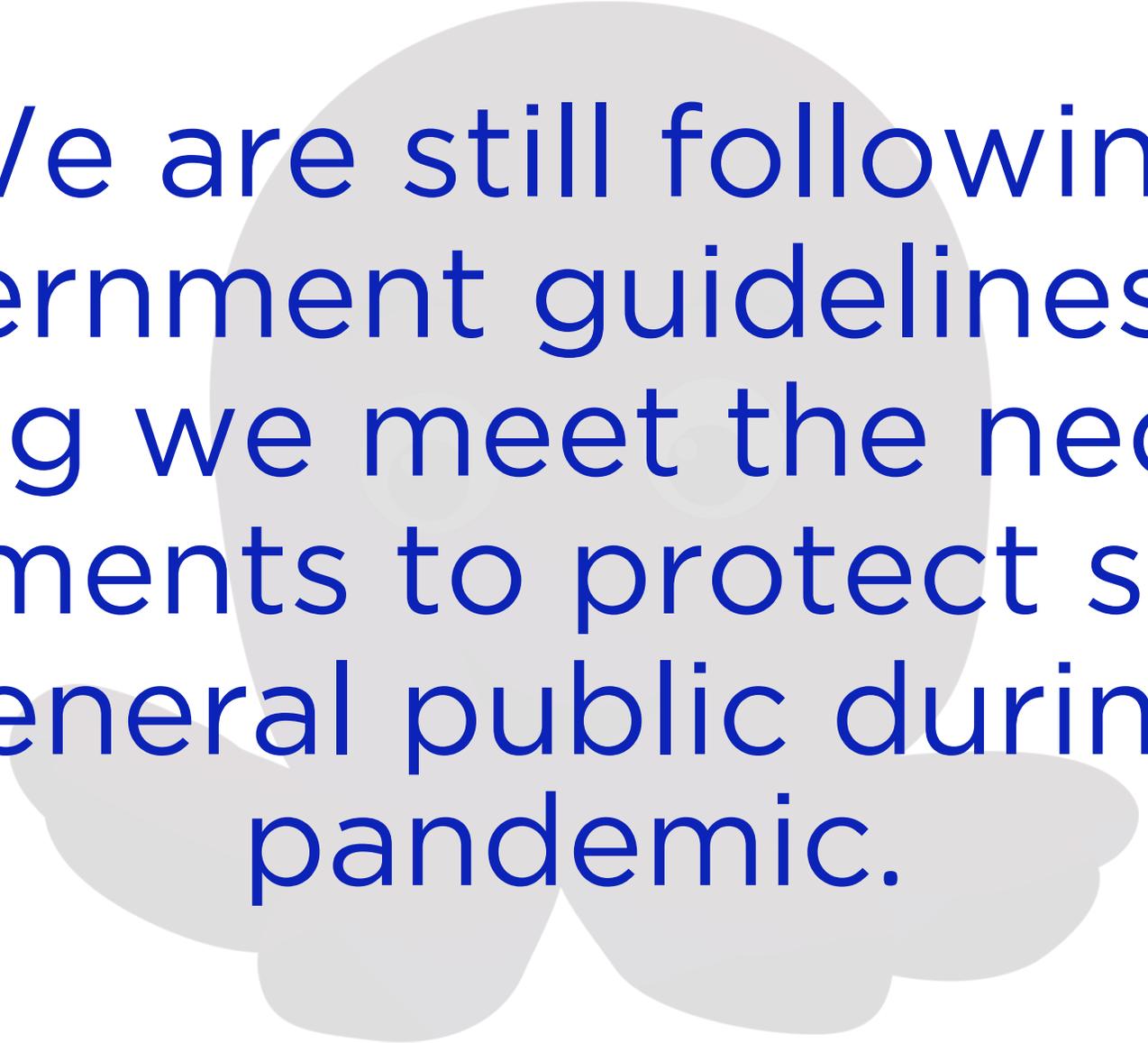


Field Sales

COVID 19 - GUIDELINES
July 2020

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We are still following
Government guidelines and
ensuring we meet the necessary
requirements to protect staff and
the general public during this
pandemic.

Do not go out in the field if you have the following symptoms:



Fever



Cough



Shortness
Of Breath



Loss/Change
to smell or
taste

PANDEMIC (COVID-19)

COVID-19 Guidelines

- All brand ambassadors should be carrying **hand sanitizer at all times**. Please use in between each customer interaction or every 15 minutes.
- Face masks or Face shields should be worn at all times** whilst in Octopus uniform. Once engaged with a customer, a Brand Ambassador **may only lower their mask if the customer requests it** The mask must be replaced to continue door knocking.
- BA's should **not enter any customer household, at any stage**, even if invited. During the sales process, if a customer feels uncomfortable about relaying any sensitive information, we would advise the customer to write it down or enter the details into their own mobile phone and **show the BA so they can enter the details** to enter into their iPad.
- BA's should explain clearly that the customer would **normally** tick the box to confirm they are happy with the information given. To **avoid customers touching iPads**, the BA must explain that **they need a clear 'yes' from the customer** so that they can tick the box on their behalf.
- BA's must ask the customer to confirm with a **CLEAR YES** that they were wearing the required PPE and that the COVID-19 working guidelines were met.

COVID-19 Guidelines

- ✓ Brand Ambassadors should ensure they are following government guidelines at all times, including avoiding public transport where possible and **ensuring a minimum of 1M + whilst wearing a mask** between themselves and all other people (including colleagues).
- ✓ Ensure breaks are taken away from residential areas, ideally in a park or recreational area, adhering to government guidelines in terms of gatherings.
- ✓ Maintain professional conduct at all times. Remember you are representing Octopus Energy and therefore remain an ambassador.
- ✓ Should Brand Ambassador's encounter any hostility, **please always be polite, apologise and walk away.**
- ✓ BA's Should wear **Uniform – PPE (FACE MASK OR FACE SHIELD)** and ID badges should be on display at **ALL times!**



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You must confirm that you have followed your COVID-19 Guidelines with a customer at the end of the sale.

“Can you please confirm that I am in full PPE and have been for the entirety of our interaction?”

Can you please confirm that I have sold to you in line with the COVID guidelines e.g. social distancing?

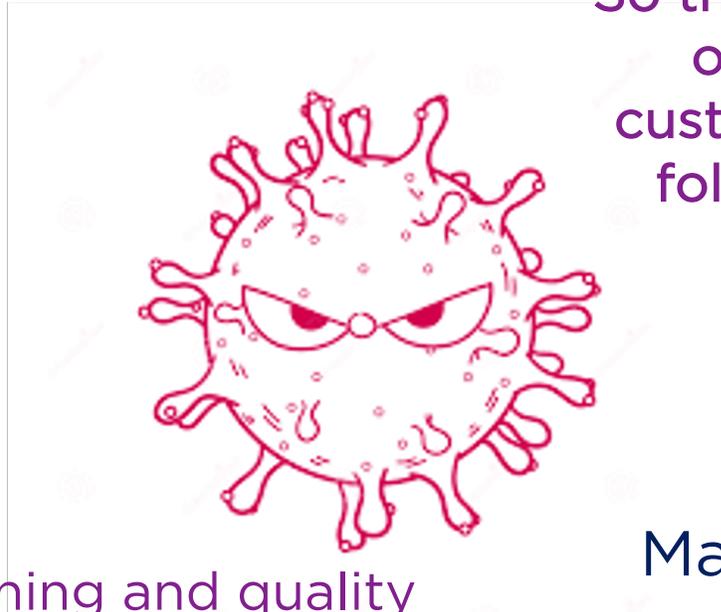
Can you please confirm that I have at no point made an attempt to or physically entered your property?



Wear PPE and your ID badge AT ALL TIMES

WHY?

It protects you and the customer.



Confirm with the customer that you have followed guidelines

WHY?

So that we have verbal confirmation on all call recordings and the customer can clarify that you have followed the guidelines in place

My IPAD is recording for training and quality purposes

WHY?

If a customer isn't told it breaches GDPR laws. Recording allows us to clarify with the customer that you were in appropriate PPE and following the guidelines set out.

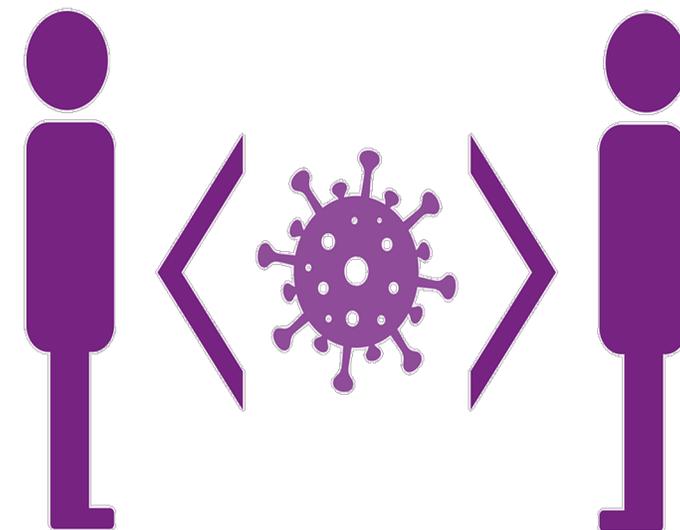
Maintain social distancing and do not enter customers properties

WHY?

It protects you and the customer. It eliminates any possible risks.

What does this mean to me?

- Until the government, NHS or WHO (World Health Organization) issue any further information this will continue to be our pattern of working.
- Some members of the public are isolating and are deeply concerned, please be mindful of their concerns!
- Obey all government and Octopus guidelines AT ALL TIMES
- Should a member of the public ask you to leave, please apologise, and politely leave immediately.
- Ensure that you are extra careful with hygiene and have adequate supplies of PPE to carry out your role.
- Do not enter a customer's property even if asked. Explain that you have been asked to keep a minimum of **1M+ social distance** as per the guidelines.
- Always confirm (with a clear yes from the customer) that you have been wearing PPE for the entire interaction.



Personal Protective Equipment

Masks or Face Shields **MUST** be worn at all times whilst in Octopus Energy uniform.

You must hand sanitize at every new interaction or every 15 minutes (whichever is sooner). If you are wearing gloves these must be regularly sanitized and changed. Don't forget to regularly clean/wipe down your **IPADS!**

THESE GUIDELINES ARE IN PLACE FOR THE PROTECTION OF ALL OF OUR BRAND AMBASSADORS AS WELL AS THE PROTECTION OF THE GENERAL PUBLIC.

HOW TO WEAR A MEDICAL MASK SAFELY

Do's →

- Wash your hands before touching the mask
- Inspect the mask for tears or holes
- Find the top side, where the metal piece or stiff edge is
- Ensure the colored-side faces outwards
- Place the metal piece or stiff edge over your nose
- Cover your mouth, nose, and chin
- Adjust the mask to your face without leaving gaps on the sides
- Avoid touching the mask
- Remove the mask from behind the ears or head
- Keep the mask away from you and surfaces while removing it
- Discard the mask immediately after use preferably into a closed bin
- Wash your hands after discarding the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

[who.int/epi-win](https://www.who.int/epi-win) World Health Organization



We are following Government guidelines on social distancing

You should always be lone working other than on the occasion where a manager may visit.

You should always remain a minimum of 1m+ apart from members of the public

Should a person try and engage you to enter their property or come within a meter, please explain that you need to keep distance as per guideline training

We MUST adhere to these measures in order to keep ourselves and the public safe. Failure to do so will result in disciplinary action.

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Times are scary and ever changing, but we must always maintain our professional conduct.

Remember that whilst in uniform you are always representing Octopus Energy.

Whenever you are wearing uniform you are the FACE of Octopus Energy



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**Any deviations from the guidelines provided WILL result
in disciplinary action.**

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F.A.C.E



FACTUAL

Ensure that you remain factual in all conversations with members of the public



ACCURATE

Keep social distancing!
Ensure information in conversation is always accurate .



COMPLIANT

Wear your PPE at all required times.
Keep 1m distances



**EXCELLENT
CUSTOMER
SERVICE**

You are a brand ambassador – follow the guidelines and **KEEP PEOPLE SAFE**

The
customer
is at the
HEART of
everything
that we do

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Guidelines RECAP

IF GLOVES ARE TO BE WORN THEY ARE TO BE CHANGED OFTEN

If a Brand Ambassador chooses to wear gloves they will need to be regularly changed.



FACE MASKS ARE TO BE WORN AT ALL TIMES

Face masks or shields are to be worn whenever the Brand Ambassador is in uniform. BA's must create a 2M distance should a customer request you to remove a mask



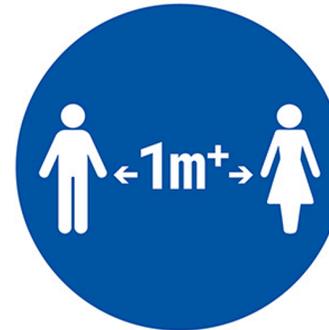
HAND SANITIZER SHOULD BE USED FREQUENTLY

Hand sanitizer should be used as a minimum at new door interaction or every 15 minutes (which ever comes first)



KEEP AT A 1M+ SOCIAL DISTANCE FROM OTHERS

Brand Ambassadors should always maintain at least a 1M+ distance away from others.



Guidelines RECAP



BA'S SHOULD WORK INDEPENDENTLY

Brand ambassadors should be working independently, other than visits from their team manager.



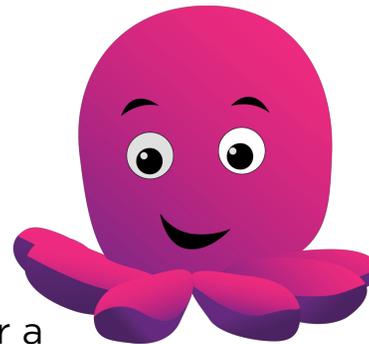
GET A CLEAR YES THAT YOU WERE WEARING PPE/ FOLLOWING GUIDELINES

Ask the customer to confirm that you followed all the necessary precautions and guidelines surround COVID-19



DO NOT ENTER A CUSTOMERS PROPERTY EVEN IF ASKED.

Brand ambassadors are not permitted to enter a customer's property. If the customer requests that you enter you must politely decline and state, you are following the company COVID-19 guidelines.



BE POLITE, AND ALWAYS WALK AWAY FROM HOSTILITY

Should Brand Ambassador's encounter any hostility, please always be polite, apologise and walk away.



YOU are the FACE of Octopus Energy



We will continue to support you and all of the hard work that you do!

Please take your time on the following test – the passing score is 100%