

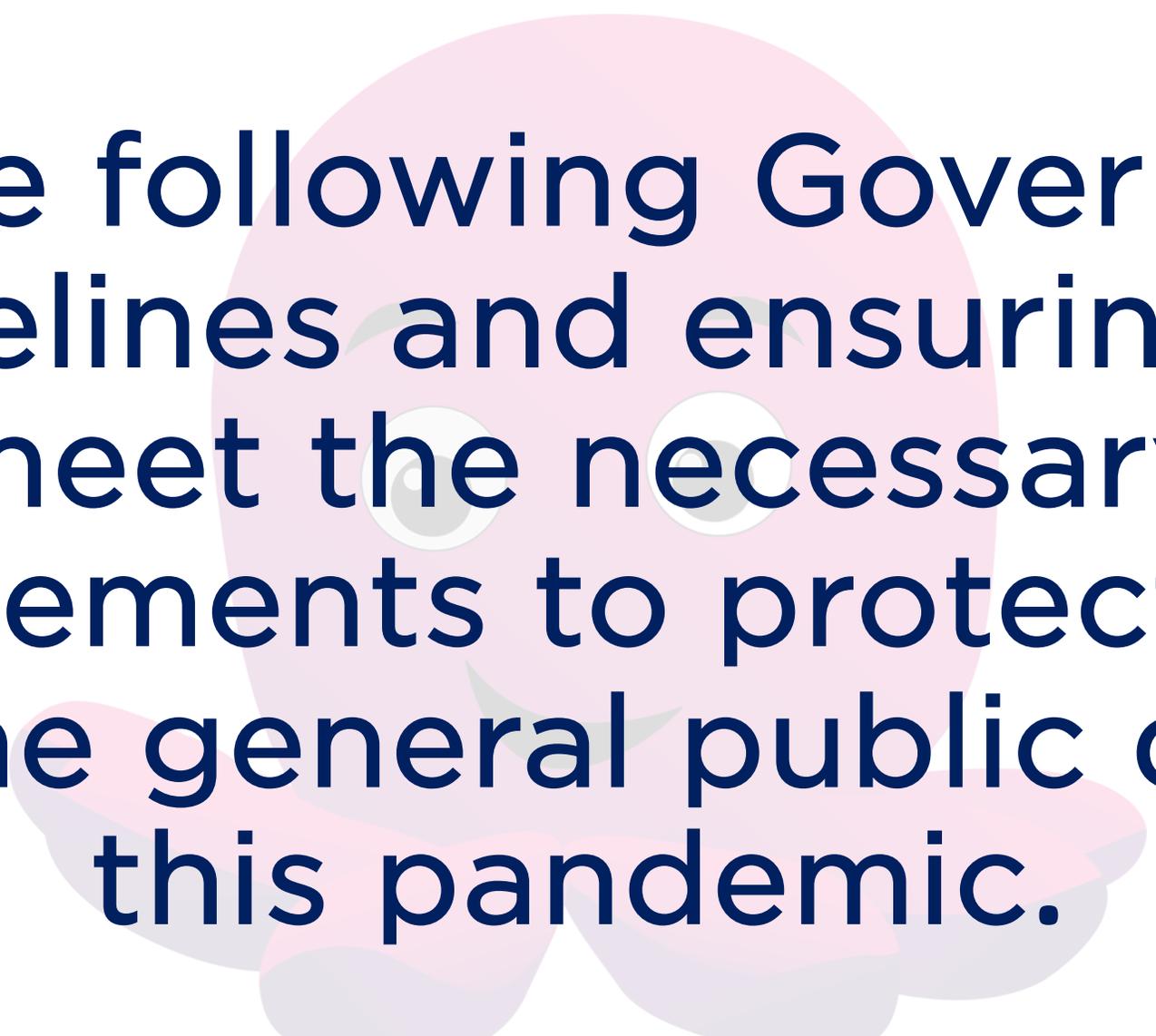
Government alert system

Field Sales – COVID-19 Guidelines

October 2020

octopus
energy





We are 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

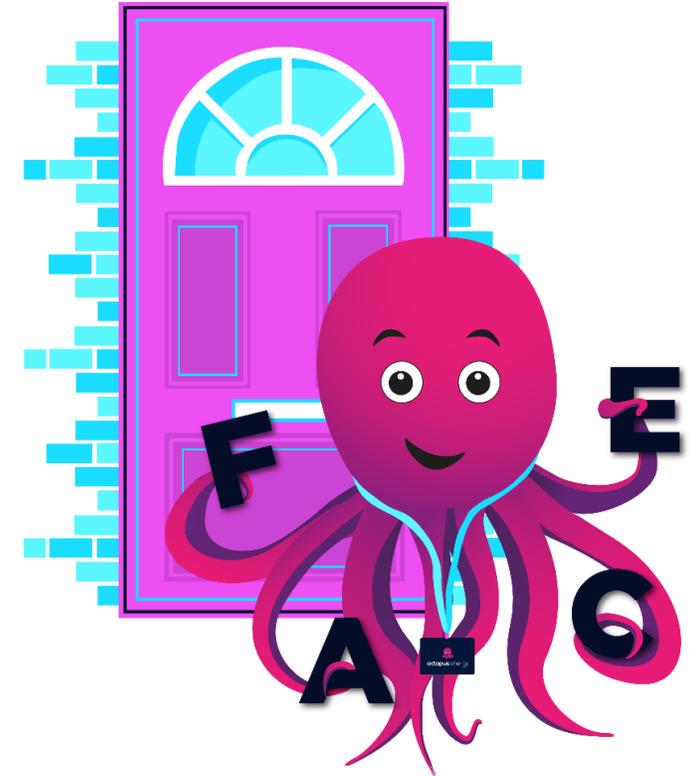


Loss/Change
to smell or
taste

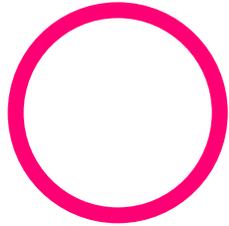
PANDEMIC (COVID-
19)

Covid-19 Guidelines

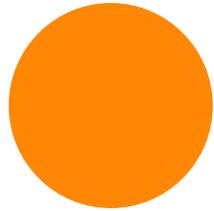
- **If you are operating in a medium or high alert area, you should take extra care. Follow all the guidelines we already have in place and be considerate that public concern levels are starting to rise again.**
- **If a customer queries why you are knocking, please make them aware that Octopus are working in line with the government alert levels, which at both the medium and high levels allows household mixing outdoors.**
- **Be professional and polite at all times, we must be considerate of customers during the current pandemic**



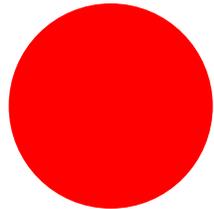
Covid-19 Guidelines – Alert Levels



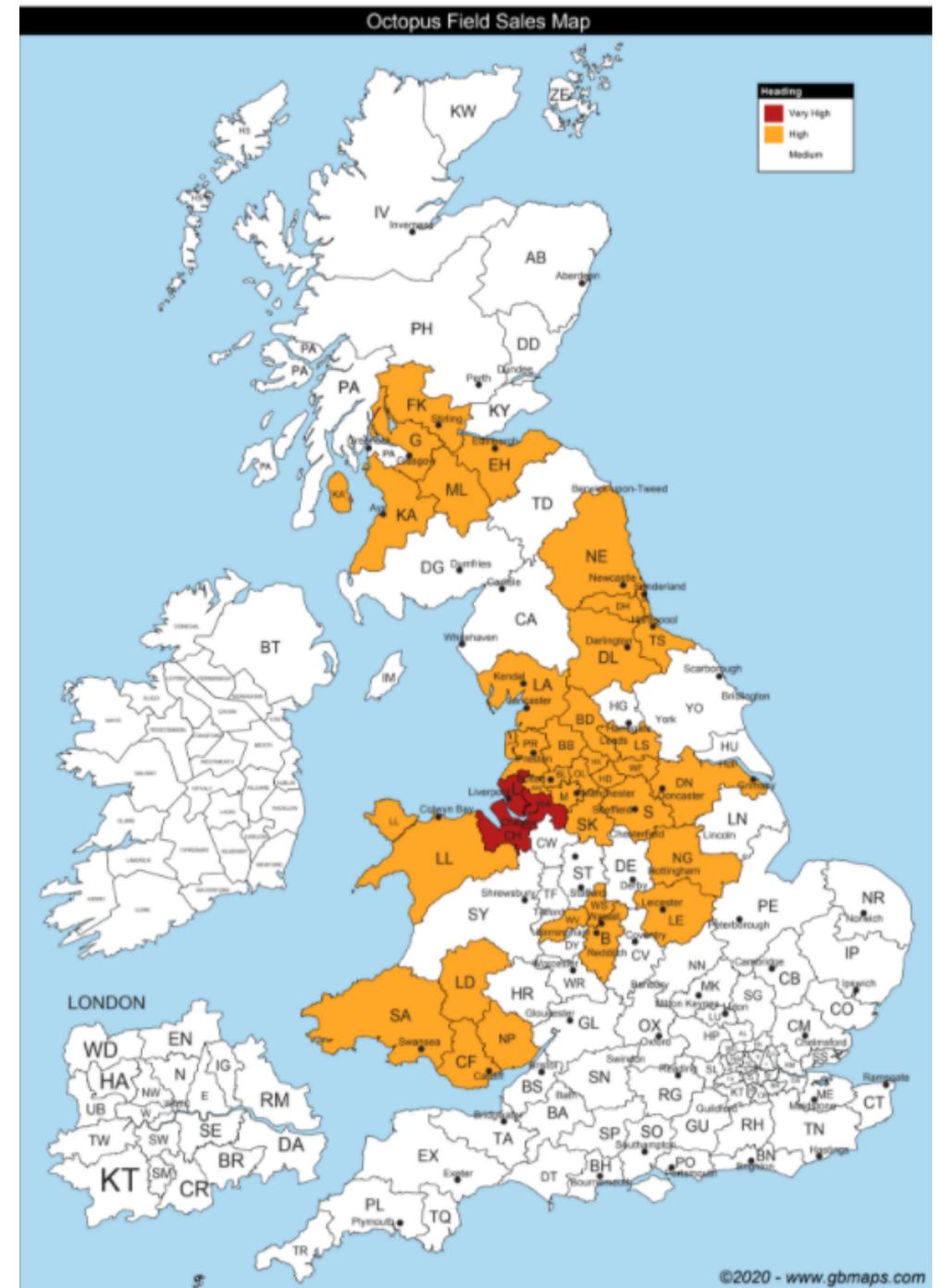
Medium(all white areas) = current national measures (curfew, rule of six)



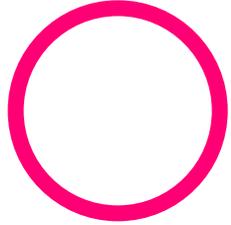
High(amber areas) = Prevent all social mixing between households indoors, rule of 6 outdoors



V high(red areas) = Base line prohibiting social mixing indoors, closing bars and pubs

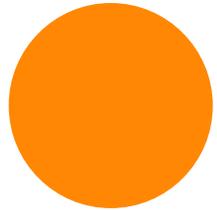


Covid-19 Guidelines – Alert Levels



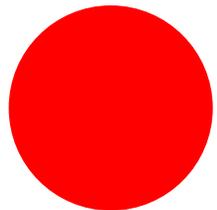
Medium = current national measures (curfew, rule of six)

Field sales activity to continue with PPE, social distancing, following government guidelines for the local area and daily temperature checks of brand ambassadors



High = Prevent all social mixing between households indoors, rule of 6 outdoors

Field sales activity to continue with PPE, social distancing, following government guidelines for the local area and daily temperature checks of brand ambassadors.



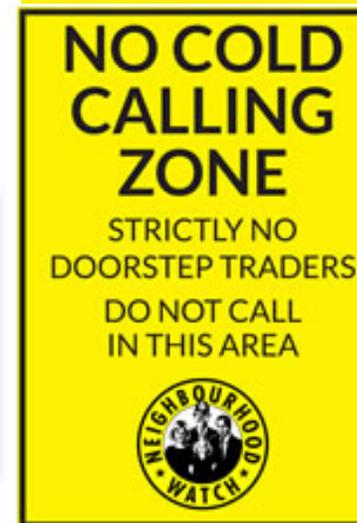
V high = Base line prohibiting social mixing indoors, closing bars and pubs

NO FIELD SALES ACTIVITY

Do not call areas:

When in the field please be aware of the following out of bounds areas/doors:

- We **cannot** knock in **'Very High'** or **RED** areas due to lockdown restrictions.
- We **cannot** knock in any 'No cold calling zones'
- We **cannot** knock on any doors/houses with a 'No cold calling' sign
- *Please be aware of your surroundings when on the field*

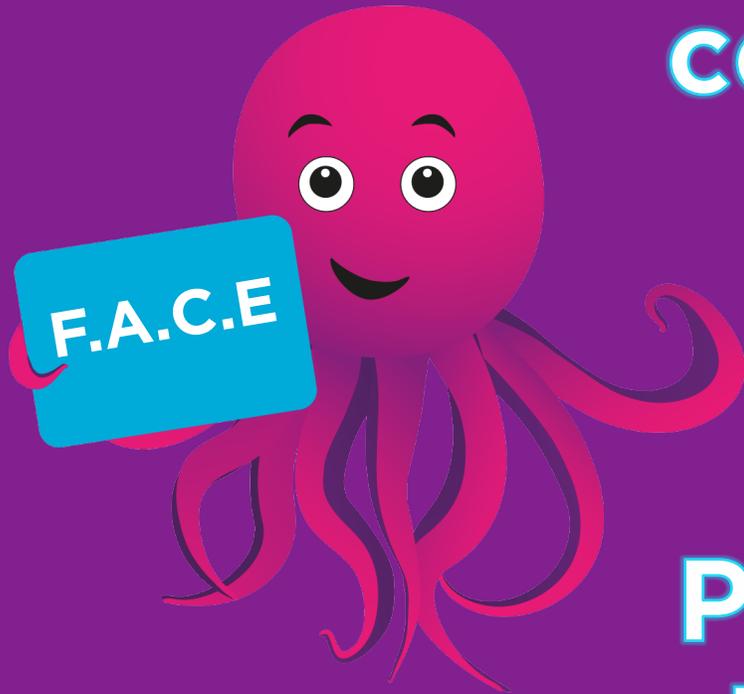


COVID-19 Guidelines - RECAP

- ✓ 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 must keep their mask on even if requested for this to be lowered**
- ✓ 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.
- ✓ **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.

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

**Thank you for all of your
continued hard work and
for being the **FACE** of
Octopus Energy**



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