



ELECTRIC
NATION
VEHICLE TO GRID

COVID-19 POLICY DOCUMENT

VERSION 3.0 - REVISED FEBRUARY 2021

The document contains important information for customers regarding the Electric Nation Vehicle to Grid Project.

Please read this policy carefully and in full to ensure you understand the COVID-19 Policy and do note that this document will be updated regularly.

Further project information can be found at www.electricnation.org.uk and in the FAQ section.

GENERAL INFORMATION

It is important that you inform CrowdCharge immediately if you have any change in circumstances surrounding COVID-19 in the lead up to the point of installation.

If you have symptoms of COVID-19, however mild, OR you have received a positive COVID-19 test result within the past 2-weeks from your installation day, please inform CrowdCharge and follow the clear medical advice which has been outlined by the Government.

CrowdCharge is treating the COVID-19 epidemic with the upmost seriousness and has been acting to safeguard employees using the latest official UK Government advice.

CrowdCharge has implemented their own internal contingency plans and has been operating as normal during the initial stages of project recruitment.

CrowdCharge would like to ensure that we are committed to protecting the vulnerable, therefore it is extremely important that you inform us if you, or someone you have face-to-face contact with falls into the vulnerable category, so we can take the necessary precautions in alignment with the latest UK Government advice.

The project enquiry form was modified to help identify households where there is a higher risk of contact with those more vulnerable to COVID-19, for example older individuals and those with chronic underlying health conditions.

As the project moves into the next stage of the process - preparing for home installations, we will be continuously reviewing the risk assessments relating to the Electric Nation Vehicle to Grid project.



TRIAL IMPACT INFORMATION

As currently outlined, the project trial is due to run from June 2021 until June 2022 (*revised trial dates confirmed in February 2021*), with charger installations commencing from October 2020 and running through to May 2021 (all project dates are dependent upon COVID-19 delays).

CrowdCharge has been closely monitoring the latest Government guidelines and we anticipate being on track to continue home installations, however, due to the current circumstances surrounding COVID-19, installations may be delayed and therefore project dates may be impacted due to local lockdowns by UK councils and Government.

CrowdCharge has been authorised by the Project Sponsor, Western Power Distribution, to install project hardware assuming the following conditions are met:

1. The customer has formally asked for project hardware to be installed.
 - a. CrowdCharge will accept the customer has formally asked for the project hardware to be installed upon submission of the signed Participant Agreement (PA) form to CrowdCharge from the customer.
2. The customer is not in the high-risk Covid-19 category as informed by the customer during the CrowdCharge Qualification process. High risk is as detailed on the [gov.uk](https://www.gov.uk) Public Health England Site – Guidance on shielding and protecting people who are clinically extremely vulnerable. CrowdCharge will not be attending site if customers are within the high-risk category.



PROJECT INSTALLER AND INSTALLATIONS UPDATE

CrowdCharge have been working closely with our charger installation suppliers regarding their on-site installation COVID-19 policies, to help keep customers as safe as possible.

All installers will adhere to the following Covid-19 policy/process as outlined below:

General:

- All installer members of staff that have been treated for Covid-19 must have had a negative test result before returning to work, or a doctor's note confirming recovery.
- Installer staff will travel to and from site alone where possible. If lone travel is unavoidable then vehicle occupants will wash hands prior to entry, and wear a face covering while on route.
- Installer staff will wear a face covering when inside the customer premises where social distancing may be difficult.
- Installer staff will wash hands using 60% or plus alcohol-based hand sanitiser.
- Installer staff will not touch or shake hands with the customer.
- Installer staff will decline any offers of food and/or drink from the customer.
- If the installer staff feel unwell at any point during the installation, they will stop working immediately (once the electrical work completed so far has been made safe), wipe down any equipment that they have touched e.g. chargepoint, cables, consumer units etc, and leave the premises. Installer staff will then contact the customer by mobile, the installers office and CrowdCharge.
- Any windows in the vicinity of the electrical workspace/chargepoint location will be opened to allow for ventilation.
- Installer staff will request all members of the household remain at least 2-meters away (or 1-meter plus if this is not possible) from their work area for the duration of the install.



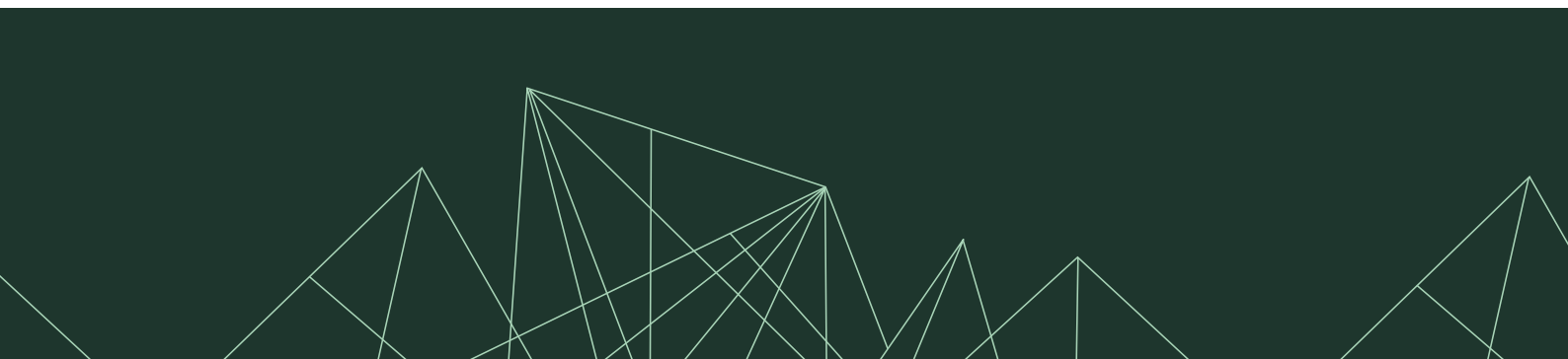
PROJECT INSTALLER AND INSTALLATIONS UPDATE

On arrival:

- Installer staff will call the customer on their mobile to announce arrival and explain the installation procedure. Installer staff will agree with the customer on the phone how to gain entry and any special instruction the customer may have for the installer.
- Installer staff will follow strict social distancing measures of 2-meters from members of the public during the installation, or 1-meter plus where 2-meters is not possible, at all times. Installer staff will ask the customer to re-locate to another room if possible.
- Installer staff will wear a face covering when inside the customer premises where social distancing may be difficult. (Face covering will be taken away by installer).
- Installer staff will wash hands using 60% or plus alcohol-based hand sanitiser.
- Installer staff will open windows in and around their working location if possible.
- Installer staff will inform customer of Project's Covid-19 policy on arrival, conduct the health and safety risk assessment documentation, and inform customers of the installation work/plan for customer approval and signature.

During installation:

- Following social distancing and good hygiene rules.
- Installer staff will ensure they follow the agreed access routes.
- Installer staff will wear a face mask when inside the customers premises where social distancing may be difficult. The face covering (if disposable) will be taken away by the installer and disposed of safely.
- Installer staff will enter the customers premises as little as possible to complete the electrical work required.
- When needing to access the property, the installer will call the customer on their mobile and let them know, so the customer is able to move to another room.



PROJECT INSTALLER AND INSTALLATIONS UPDATE

Installation completed:

- All project hardware and electrical equipment installed will be wiped down with anti-bacterial disinfectant at the conclusion of the install, and before allowing the customer to use the project hardware.
- Installer staff will show the customer what electrical work has been completed for their approval -installer staff will follow strict social distancing measures of 2-meters from the customer during this, or 1-meter plus where 2-meters is not possible, at all times.
- When returning to the company vehicle, if the face mask is disposable, it will be disposed of carefully.
- Installer staff will wash hands using 60% or plus alcohol-based hand sanitiser.

CrowdCharge and the Project Installers ask you not to do the following while we are working:

- Avoid close contact and follow the social distancing rules. Please go into a separate room and stay there while our installers are inside your property.
- Keep at least 2-meters apart at all times.
- Ensure access to work areas are clear.
- Ensure all other family or household members follow the same social distancing guidelines.
- Open the windows or outside doors in the area that the installer is working, if possible.
- Avoid smoking or vaping while our installers are in your property.



SUPPORT AND FURTHER INFORMATION

We understand this is an anxious time for everyone, we will always look to keep our information up to date and try and keep all participants and interested parties informed regularly with any project decisions and necessary changes.

CrowdCharge would like to thank you for your support and interest in this innovation project.

If you have any questions, queries, or concerns, or you Covid-19 situation has changed since your application to the project, please contact CrowdCharge by email to ElectricNation-V2G@crowd-charge.com

For more information on Covid-19 visit: <https://www.gov.uk/coronavirus>

Electric Nation Vehicle to Grid is the customer facing brand of Electric Nation PoweredUp, a Western Power Distribution (WPD) and Network Innovation Allowance funded project. WPDs collaboration partner in the project is CrowdCharge.

