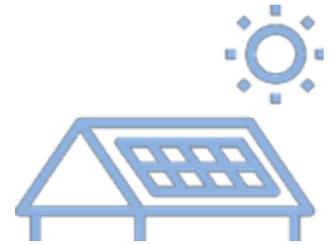


Solar Savers and COVID-19



Solar Savers is committed to ensuring the health and well being of our customers, staff and installers, as well as to our responsibility to take all measures necessary to reduce rates of infection in our communities. Solar Savers has decided as of March 16th to indefinitely cancel all information sessions and events, and we are currently conducting all meetings online and working remotely. Please note we are still available from Monday - Thursday via email or phone to answer any questions or concerns you may have. While we are still proceeding with business under these new measures, we do anticipate this may cause delays to our process, and we will continue to reevaluate as new information and recommendations are made available. Please see below the current response and actions that will be taken by our installers.

As of Tuesday, March 17th, our installers **eko energy** and **Macedon Ranges Solar Power (MRSP)** have implemented their response to COVID-19, taking measures to help minimise the spread of infection and protect the health of staff and customers.

In addition to general good hygiene practices, face to face interactions will be reduced as much as possible and where necessary, protective gear will be utilised.

eko energy

Initial consultations:

Are undertaken over the phone, and in most cases quotes are able to be provided without a site visit.

Installations:

eko energy installers are predominantly isolated to either working on householders' roofs outside, with the property switchboard, or with lighting fixtures. On the occasion that an install team member is required to undertake cabling works or light replacements inside the property, personal protective equipment (PPE) will be worn where possible.

Precautionary measures will also include:

- Contacting households prior to an installation to determine potential quarantine site/ visitor restrictions.
- Formal risk assessment in the form of a COVID-19 site declaration.
- Staff and customer distancing, keeping 1.5m from face to face interactions.

Macedon Ranges Solar Power

MRSP have advised that they will be implementing precautionary measures, particularly regarding their initial site visits where they would typically have contact with the householder in their home.

In house consultations:

To be delayed or rescheduled in the interim. Alternatively, initial consultations can be conducted via video link, telephone or email. In the event a customer accepts an in house consultation and does not elect the above alternatives, MRSP will adhere to the following procedure:

- Strictly no human contact (handshake etc)
- Sanitation of hands both prior and at the conclusion of consultation
- Maintain a distance not closer than 1.5m
- Conduct an in house consultation at a time where the number of occupants in the home is restricted to a minimum. For example conduct a consultation prior to the customer's children arriving from school

MRSP have also put a temporary ban on customer's attending their premises to minimise risk of infection.

If you have any queries or concerns regarding the safety procedure in place by Solar Savers and our installers, or you would like to put your registration on hold, please contact us on 1300 548 598, or email at info@solarsavers.org.au