



Working Safely in 2021

Our COVID-19 Safety Practices

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Introduction

Working Safely in 2021

Paradigm Energy Services was founded on the belief that everyone deserves **dignity** and an improved **quality of life**. We design, develop and install energy upgrades that improve building infrastructure, enhance quality of life, and reduce operating expenses.

Using strict health and safety protocols developed in 2020 through MassSave®, Paradigm Energy Services has been working in multi-family buildings since field activities resumed in June 2020. We have been performing upgrades in individual apartments along with common and exterior areas. We have worked closely with property managers to address any specific safety concerns about each project.

The success of the COVID-19 vaccination efforts to date has made it even safer to do energy efficiency work.

This document explains our latest COVID-19 safety precautions for the two major phases of energy efficiency work — energy assessment (identifying energy saving upgrades for a site) and project delivery (installing the upgrades). Our safety measures ensure that our work proceeds with minimal risk to the people who are at the heart of our mission, including building occupants and staff, our team, and the public.



What To Expect on a Multi-family Building Energy Assessment

Before your assessment, we have taken these safety precautions:

Our staff and subcontractors have received training based on MassSave®' COVID-19 safety training program for energy efficiency workers.



We've informed your building staff of our safety measures, and we've made sure to comply with local regulations and your own protocols.

We've given your team members a “How to Make Your Energy Assessment Go Well” package. It explains our safety precautions. And it helps limit the time we spend on site. Specifically, we ask your team to prepare a list of apartments for us to audit. We prefer to audit two vacant apartments of each type of floor plan. If there are no vacant apartments available, we will only enter one unit of each type. This is a precaution designed to minimize contact with residents.



All of Paradigm's staff members are either fully vaccinated OR are tested weekly for COVID-19. In case of a suspected exposure to COVID-19, we have contact tracing procedures in place.

On the day of the assessment:

Personal protective equipment and physical distancing: Your project developer will wear a mask and will observe physical distancing during their entire time on site.



15 minutes before your energy assessor arrives on site, they will call your on-site staff member to confirm their arrival time, parking, and a meeting place. This avoids unnecessary contact with your residents and staff.

We value the dignity and safety of your residents and staff. If you have questions about our procedures or health and safety precautions, please contact us!

The assessment in detail:

Your project developer will visit several areas in the building to take photographs, notes, and measurements. At all times, they will wear face masks and will stay at least 6 feet away from others. They will wear extra PPE if the customer requests.



Your project developer will visit the following areas of the building, usually in this order:



Indoor common areas such as hallways, stairwells, the mechanical room, any attic, and shared spaces like community rooms, lobbies, and laundry rooms.

This portion of the assessment may take up to 4 hours depending on the number of areas that need to be checked.



Individual apartments.

We exercise extreme caution on visits to individual apartments:

In occupied units, we make every effort to limit our time to 15 minutes. We must be accompanied by a member of your building staff, and we maintain proper physical distance from any residents who may be home.

In vacant apartments, we may spend up to 30 minutes.

We will also temporarily remove faceplates from thermostats and electrical outlets to take photos and test the wall insulation.

We will examine:

- Under the sink
- Faucets
- Shower heads
- Windows
- Thermostats
- Baseboards
- Electrical outlets
- Lights



Outside: Parking lots, pathways, exterior walls, and the rooftop. We may open some face covers to inspect fixtures. The exterior areas may take up to 1 hour.



What To Expect on a Multi-family Building Energy Retrofit



Our staff and subcontractors have received training based on the MassSave® COVID-19 safety program for energy efficiency workers.

We work with your staff ahead of time to create a project-specific safety plan.

- ❑ We remind you to give your tenants advance notice and let them know what precautions they will need to take.
- ❑ We make sure you understand our COVID-19 safety precautions. If necessary, your staff may request stricter precautions than those outlined here.
- ❑ We will provide email and signage templates upon request.



Personal protective equipment and physical distancing: Our team follows the MassSave® COVID-19 safety protocols. Face masks must be worn indoors at job sites, and Paradigm staff and subcontractors maintain a minimum physical distance from other people. We ask residents to wear a mask and/or relocate to another room during in-unit work.



Ventilation. We will turn on fans and open windows where possible while work is in progress.

Worker and tenant health

- All of Paradigm's staff members are either fully vaccinated OR are tested weekly for COVID-19. Our subcontractors are required to undergo COVID testing if they suspect they have been exposed. In case of a suspected exposure, we have contact tracing procedures in place.
- Workers will not be present who have symptoms, feel sick, or are under instruction from a medical professional to stay home from work.
- With assistance from staff, we will check on the residents' health as we enter any unit.



Our project planners provide information about how many crew members will be needed on each project, the involvement of your building staff, and how long we will need to work in each area. Please feel free to contact us for more information.