
Return to Office (RTO) tool

Frequently Asked Questions for International Employees

As of 7.13.21

What is the RTO tool?

We introduced a work tool to support our response strategy and assist you in navigating through the safety protocols at your work location. We've been rolling this tool in a phased approach as locations reopen and launch Work Forward and also to include our employees who have continued to work outside their home throughout the pandemic.

The tool acts as:

1. A platform for certification that must be completed on any day you are working outside of your home. This certification consists of conducting a wellness precheck that includes taking your temperature and attesting to certain criteria to confirm whether you can work at a Verizon work location.
2. Another communication channel to share updates and remind V Teamers of on-site protocols. As we continue to evolve a work tool, we welcome your feedback. If you have any suggestions, questions or need technical assistance, please email [International RTO Support](#).

What do I need to complete before returning to your work location?

You will receive an email from the RTO platform to complete an initial certification based on specific criteria. As part of the process, you must also complete mandatory protocol training to review the new procedures for your work location. The online training covers safety measures like respecting social distancing practices throughout your work location and managing the flow of employees in high-traffic areas.

What are the certification criteria?

You will receive a reminder via email to complete a certification that includes taking your temperature and attesting to a series of statements.

1. Complete the wellness precheck at home to verify your temperature is under 38.0° C or [country-specific temperature guidelines](#).
2. Complete the certification process through the RTO tool before entering your work location. If you are unable to access the RTO tool at home, you can complete the certification immediately upon arrival.

Why do I need to certify?

The purpose of the certification process is to confirm your eligibility to work from a Verizon office or another work location. If you work outside your home, before you leave home each day, you will need to complete certification and obtain approval to return to the office or another work location with a confirmation ID effective for that specific day. You may need to present this confirmation to Security when you are at the worksite.

Do I need to recertify on the days that I will not be going to the office or another work location?

No. You only need to complete the certification on the specific days that you intend to go to an office or are scheduled to work in another work location. You do not need to complete the certification if you're unwell and remain home - your manager does not need to complete it for you, either.

What if I am not authorized to return to the office or another work location?

- If you are an office employee and you don't meet the screening criteria, you will receive an automated response indicating that you are not authorized to return to the office. Please stay home. Your manager will also receive an automated response and a member of our COVID-19 case care team will reach out to you to review next steps.
- If you are a field technician and you don't meet the certification, please do not go to your worksite and contact your supervisor.

Here are the steps you or your manager should take, depending on your situation.

- **If you have COVID-19 related symptoms, have been exposed to COVID-19, or have been advised to quarantine**, please fill out the [COVID-19 reporting form](#). Completion of the form is entirely voluntary. A member of our COVID-19 Case Care team will contact you to assist.
- **If you are not feeling well, but have been diagnosed with something other than COVID-19**, please stay home to recover, notify your supervisor and follow local illness guidelines.

Manager action: If your employee is not feeling well, but has been diagnosed with something other than COVID-19, follow the local illness guidelines.

- **If you've mistakenly entered your acknowledgment**, you can request a certification reset without requiring manager intervention.

Manager action: If your employee mistakenly entered their acknowledgment and is unable to request the reset, you may submit an [exception request](#) to reset the employee's access to the tool. You may also [delegate](#) the submission of exception requests.

- **If you answered incorrectly for the temperature certification question, because you do not have access to a thermometer**, please notify your supervisor. You can purchase a thermometer for up to the equivalent of \$18 USD and submit an expense voucher through the T&E system.

Manager action: If your employee needs to order a thermometer, please encourage them to follow closely the directions highlighted in the above process.

When will I have access to the RTO tool?

The RTO tool is being rolled out internationally as countries reopen and/or launch Work Forward. In addition to employees in the locations that reopen, field technicians and certain other groups that work outside their home regularly are being granted access to the tool.

How can I access the RTO tool?

There are several paths to access the RTO tool depending on your organization and devices (if in doubt, follow guidelines provided by your leadership teams):

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- From your laptop on your [VZWeb](#) while connected to the Verizon VPN
 - On your Verizon-issued mobile device through the Verizon@Work app while connected to the Verizon VPN using Pulse Secure
 - And on your laptop or mobile device through the link in your reminder email or text message using multi-factor authentication, including your SSO credentials.

What if I can't submit the screening certification through the tool?

We continue to evolve the tool, so we appreciate your feedback. If you receive an error message or have other technical difficulties, stay home and contact [International RTO Support](#).

What if I am not feeling well at work?

If you are not feeling well at work or start to experience symptoms, please stay calm, notify your supervisor, immediately go home and consult your healthcare provider.

You may use the [COVID-19 reporting form](#) if you are exhibiting COVID-19 related symptoms, have been exposed to COVID-19, or have been advised to quarantine. Completion of this form is voluntary. You may also reach out to the Case Care team at vzintl-covid-19loa@intl.verizon.com from 8 AM - 8 PM (weekdays) and via Slack at "contact-intl-covid-response-team" from 9 AM - 5 PM local time.

What if I am authorized to return to the office, but am turned away when I get there?

Please note government-mandated or other local criteria may apply at your office location and require additional screening upon entry to the building. If you do not meet those criteria, you will be denied entrance despite receiving a confirmation ID and authorization message. If that happens, do not enter your work location. Reach out to your manager and they will connect with the HR team to advise you on next steps.

What if I am home-based but have a business need to access the office?

Reach out to your manager to discuss the business need to go into the office a minimum of 48 hours in advance. Your manager can submit an exception request to access the office. You will be required to take the mandatory RTO training and certify through the RTO tool.

What if I need to visit or work out of multiple locations during the day?

Through the RTO tool, you can also change your primary location and/or add up to five Verizon locations to visit during the day before certifying. Alternatively, you can enter one vendor/customer site per day for certification, until policy allows for additional locations. Note: This functionality is **not** intended for Field Technicians, who can continue to certify at their primary location. It can, however, be used to switch to an alternate location if the primary location is at capacity.

For more information on phase 3 of our response strategy, please visit the [COVID-19 employee resource page](#), which is updated regularly to reflect any new developments.