Return to the new BAU
Frequently Asked Questions

As of 5.22.2020

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What’s next.

What are the three phases?

We are currently focusing on three areas as we begin to map out our transition to phase 3 - our new business as usual - starting in June.

1. **Revise and update policies**
   We continue to refine our employee policies as the situation evolves, including health and safety, leave and travel policies, and sales and performance expectations. You will learn about any changes in advance.

2. **Transition to the new business as usual**
   We are not flipping a switch and having everyone return to work locations. Right now, we are defining who needs access to office space and when is the right time for those employees to return to a location.

3. **Develop tools to help with the transition**
   We are evaluating how we will use technology to help manage our new work environments and transition, including:
   - Managing access to office space
   - Supporting screening of employees and contractors who may be using our facilities
   - Reinforcing our ongoing case management
   - Enhancing communications to keep you up to date on any new information or recommendations
   - Enhancing communications to keep you up to date on any new information or recommendations.
What can we expect during phase 3 and when will it begin?

For most V Teamers, phase 3 will operate similarly to our current adjusted state and initiate the transition to our new business as usual (BAU). We will begin our phased approach in June, while we continue to support and serve our customers.

- **Retail:** We will continue to evaluate our current retail footprint and reopen stores gradually based on customer demand while continuing to uphold our Touchless Retail procedures.
- **Field tech and outside engineers:** We will continue to evaluate our dispatch protocols, adjusting as the environment changes.
- **Associates working from home:** We will continue our work-from-home strategy through June 30 and evaluate our approach beyond that.
- **Non-associate call centers, operations centers and telesales:** Many of these groups will continue to work from home through September.
- **Sales and office-based groups:** We have identified less than 500 employees who are approved to return to the office in June. Starting in July, we will be implementing a weekly rotating schedule that designates when specific groups can utilize their office space. No more than 25% of employees will occupy a location at any given time.

Furthermore, we understand that this situation isn’t static. We will continue to evaluate the protocols we have in place and adjust accordingly, just like we are by updating all of our COVID-19 related policies.

How are we taking account of countries and states starting to remove shelter-in-place orders?

From the beginning, we have anchored all of our COVID-19 policies around the guidance from the CDC and the WHO. With that being said, we understand that different countries, states, municipalities, cities, and counties have different timelines for shelter-in-place orders. We review these orders closely to ensure our compliance as we continue to evolve our approach to phase 3.

Work environment expectations.

Will Verizon's approach to phase 3 apply to V Teamers outside the United States?

Yes, although in some areas, policies and approaches may be subject to local information and/or consultation processes.

Given the open environment in some of our offices, how will we practice safe social distancing? What can we expect to change?

We have implemented comprehensive safety procedures and on-site protocols, including social distancing practices, piloting an app to aid with the transition to offices, a daily screening questionnaire, and face coverings. For the small group of employees returning to offices in June, we will provide further instructions on what to expect and how to adhere to our new operating procedures. To keep this process gradual and respect the safety measures in place, no more than 25% of employees will occupy an office at any given time.
Every office space is configured differently. Those offices that have open floor plans will look different than those that have assigned seating. Regardless of the floor plan in the offices across the business, we know that we won’t be using all of our desks to maintain safe social distancing. We will manage how our employees enter the buildings, where they’ll sit, as well as the workflow around the building. Certain facilities, like gyms and cafeterias, may remain closed to avoid large gatherings of employees.

**Is there the option of expressing a preference for the workplace categorization? What if I would prefer to return to the office or continue working from home?**

We have worked with our leaders to identify a small group of employees who may return to offices in June. A majority of V Teamers will continue to work-from-home until September with office-based employees having access to offices on a weekly rotating basis. We encourage you to keep an open dialog with your manager and HR Business Partner if you have any concerns or questions related to your work arrangements.

**When we return to the office, will we be tested for COVID?**

We will not generally be testing employees for COVID-19. However, we will ask employees who have COVID-19 symptoms to consult a medical professional and be cleared by their doctor or through testing before returning to the workplace.

**If we are required to wear face coverings, will they be provided?**

Facial coverings will be required to enter and move around Verizon locations, however, they will not be required at your desk if you can maintain six-feet social distancing. You must wear the company-issued facial coverings that will be provided to V Teamers returning to the office.

**What is the purpose and function of the beta app?**

We are piloting a beta app that will serve as another communication channel to keep office workers informed and updated. This work tool will offer features to help manage the office environment, including on-site protocols, and how to navigate safe social distancing practices around the office. If you are among those returning to a Verizon office, you will need to download the app before returning, and you will receive additional directions on how and when to use it.

**At what point can we expect travel restrictions to be lifted?**

We strongly encourage virtual meetings whenever feasible and no in-person meetings or events requiring travel will be approved at this time. In regards to customer requests for travel to customer sites for on-site support, we are in the process of developing additional protocols and will share additional details in June. Should you have travel deemed business-critical, in-country travel will require VP approval and international travel will require additional VLC approval. Please note that pre-approval for travel is required for any bookings through Concur, and the system will not process the request
without VP approval. Should you decide to travel personally, please familiarize yourself with current travel restrictions before making arrangements. There are still self-quarantine procedures in place when traveling to and from certain regions.

**Will our dispatch protocols and touchless retail remain the same?**

If there is anything we have learned from the COVID-19, when faced with adversity, this team can deliver. We have implemented policies and procedures that have contributed to a safer environment for our employees and customers. They have also set the stage for more streamlined policies and procedures in the future. We will continue to evaluate our protocols and implement best practices as we transition to our new business as usual.

**How should we conduct any face-to-face meetings?**

We strongly encourage virtual meetings whenever feasible, and no employee in-person meetings or events requiring travel will be approved at this time. In all workplaces, any in-person meetings must adhere to social distancing practices (six-feet (1.8 meters) apart). Therefore the number of attendees will depend on the size of the space to allow for these guidelines. Employees must also comply with Verizon’s and the destination’s safety protocols, such as face coverings, frequent hand washing, and distancing guidelines.

**What if a customer is requesting I come back on-site to their location immediately?**

Currently, we strongly encourage virtual meetings whenever feasible and no in-person meetings or events requiring travel will be approved at this time. In regards to customer requests for travel to customer sites for on-site support, we are in the process of developing additional protocols and will share additional details in June.

**How will facilities and equipment be cleaned once employees begin to return?**

We are adhering to health and safety standards set by the CDC and internationally other authorities regarding cleaning and sanitizing protocols.

**Can I go to the office and pick up my equipment? What about my other belongings?**

You are not permitted to enter a Verizon facility unless you were approved to return to the location. You cannot remove any Verizon equipment from a facility unless you have expressed permission to do so from your leader and the Business Continuity and Emergency Management team.

**If I continue to work from home, will I receive better equipment?**

We continue to evaluate and address employee needs for tools and equipment to enable an effective
work environment at home. As we transitioned to work from home at the beginning of phase 2, V Teamers in VCG and VBG call centers received required equipment through bulk orders coordinated for by their business.

A few weeks ago, we also made our Staples and our At Your Service catalogs available for employees outside of these groups to order specific equipment that they may need, subject to appropriate approvals. Please visit our Ship to Home page for more information. Additionally, we updated our ship to home policies to expedite delivery directly to your home.

Will our office protocols apply to those who visit company offices?

As of right now, we are not permitting visitors to enter our offices, and we are currently defining standard guidelines for when those restrictions are lifted.

**Caregiver needs.**

**Will Verizon continue to offer leaves of absence related to COVID-19 caregiving and health needs?**

Yes, we will continue to provide a COVID-19 leave of absence policy related to caregiving and health needs on a case-by-case basis. As the environment changes, we will adjust as needed. Please refer to the COVID-19 Related Leave page for more detail.

**What if a loved one in my home is diagnosed with COVID-19 after I returned to a work location?**

If a loved one in your home is diagnosed with COVID-19, we ask that you contact your HR Business Partner. Your HR Business Partner will follow up with you and pending that discussion, you should remain out of the workplace, stay alert for symptoms, limit contact with others and seek advice from your healthcare provider.

**What are my options if I need to return to a work location as part of the new BAU, but my children’s school, camp, or daycare remains closed?**

With many schools, camps, and daycares remaining closed, we are extending the back-up/elder care reimbursement program. The reimbursement program will be administered ‘in-house.’ We expect this change to create a streamlined and straightforward process for reimbursements. For temporary child/elder care services by a caregiver of choice, you will continue to be reimbursed $15 per hour with a maximum payout of $100 per day, per family. For additional program details, refer to the Back-up Care Reimbursement Policy.
What are the expectations for employees with underlying health conditions in terms of returning to the office? What about those taking care of loved ones with COVID-19?

Every situation is different, which is why we introduced policies that offer flexibility. If any employee has a concern related to their health or that of a family member, please reach out to your HR Business Partner and refer to the COVID-19 Resource page for the most updated information about our COVID-19 policies.

**Looking to the future.**

How do you see our company continuing to grow - especially with our 5G buildout - while dealing with COVID?

We are performing according to our plans for the continued expansion of 5G and fiber. Our teams are doing amazing work finding new ways of working so they can continue to keep our customers connected while we build out our 5G footprint.