COVID-19 Response Strategy

Our Priorities

1. Caring for the health and safety of our V Team
2. Maintaining the reliability of our networks for our customers
3. Helping society recover and become even more resilient

Our Phased Approach

Phase 1
January - March
Activate Response to the Crisis

Phase 2
March-June
Working in Adjusted State

Phase 3
June-December
Continue New BAU
Procedures in place to keep you safe:
Keeping each other safe

1. If you are feeling unwell, please do not come to work.

2. If you are experiencing any symptoms of COVID-19, stay home, contact your healthcare provider and notify your supervisor.

3. You should not come to work if you have been advised or required to quarantine as a result of possible exposure or due to recent travels.

4. If you don’t have access to a thermometer to check your temperature, employees can order one from our catalog and have it shipped to your home. V Teamers working in retail will receive thermometers in their stores.
1 Weekly Rotating Schedule

- Gradually reintroduce access to Verizon offices
- Based on a weekly rotating schedule starting in July - December
- No more than 25% of employees will occupy an office

2 Group assignments

- Some employees have been randomly assigned to Group A, B, C or D
- Group A will have access to the office starting the week of July 6
- Other groups will follow and rotate weekly
3 Return to Office (RTO) tool

- Continue to expand access to the RTO tool
- Complete the self-certification ONLY on the days you intend to enter your work location
- No action is required on the days you remain working from home

4 Face Coverings

- Face coverings are required when accessing your work location
- If you received a group assignment and rotating office access you will receive five face covering (regardless if you intend to enter the office)
5 On-site protocols

Getting ready

To ensure we foster a safe work environment, we've implemented the following:

• Cleaned and disinfected all workstations and common areas
• Instituted daily and weekly cleaning protocols
• Established hand sanitizer stations
• Designed measures to control the flow of people
• Reorganized the availability of workstations
• Developed clear signage to maintain social distancing practices
Social distancing

• Signage and markers have been placed throughout the building

• Workstations are marked as available or unavailable to maintain at least six feet (1.8 meters) of distance

• High-traffic areas, such as elevators, entrances, and restrooms are also marked
Office Etiquette

• Virtual meetings are strongly recommended
• Maximum occupancy of the room will be noted
• Markers on the chairs to maintain distance

Common areas and facilities

• While pantries are open and marked for the flow of traffic, other food, beverages, and amenities like on-site fitness facilities remain closed
• Common areas are marked and furniture rearranged to allow for social distancing
What you can do

• Read and understand all communications
• Complete the mandatory protocol training
• Follow the instructions in the RTO tool on the days you intend to enter your work location
• Follow guidelines for social distancing and wear a Verizon-issued face covering
• Participate in cleaning your work areas
• Continue to refer to the COVID-19 employee resource page for the latest information