

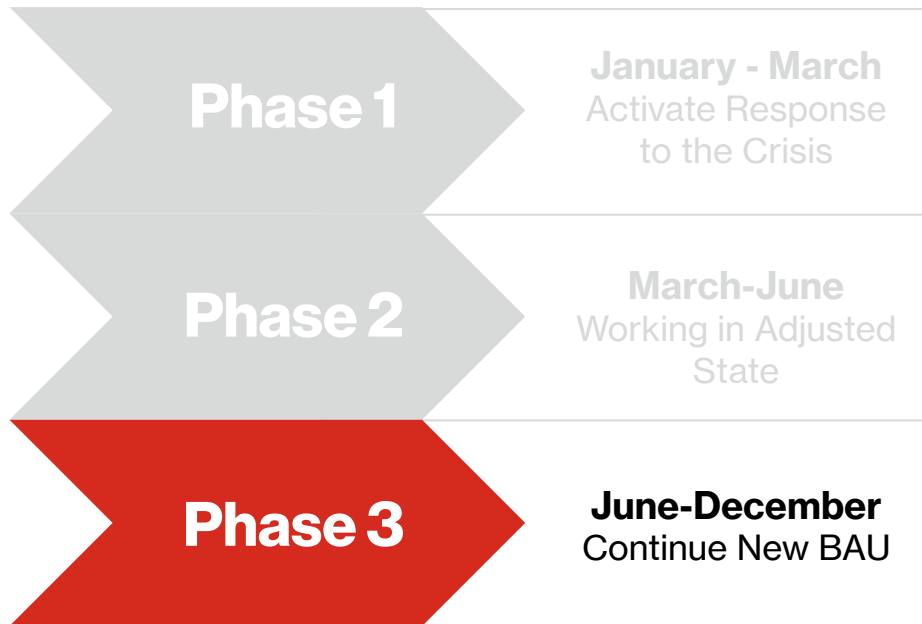
COVID-19 Response Strategy

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



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
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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
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4 Face Coverings

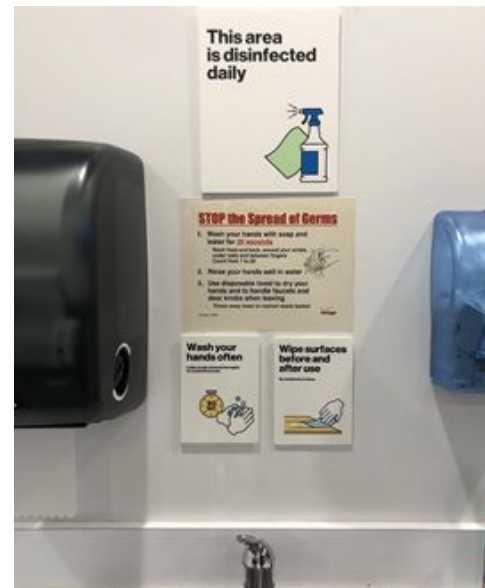
- Face coverings are required when accessing your work location
- If you received a group assignment and rotating office access you will receive five face covering (regardless if you intend to enter the office)

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



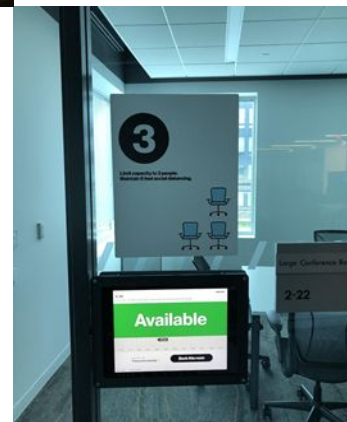
Office Etiquette

- 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

