
Safety Plan for COVID-19

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The Verizon family of companies is committed to providing a safe and healthy workplace for all our employees, customers, and suppliers. From the outset of the COVID-19 crisis in early 2020, we have had a safety plan in place to mitigate the potential for exposure to and transmission of the COVID-19 virus in our workplaces and communities. This document sets forth the core elements of that plan.

Verizon leadership and response teams continue to closely monitor the COVID-19 virus, prioritizing the health and safety of all Verizon personnel worldwide. Verizon has developed **Coronavirus (COVID-19) Resource Pages** for employees to share information with Verizon personnel about health, response plans, policy changes, technical support, and safety. The COVID-19 Resource Pages are updated regularly as new information becomes available. Employees are encouraged to check the Verizon COVID-19 resource pages for any updates to the below information. In addition, Verizon maintains a public website that provides information for customers, public officials, and others regarding our response efforts (<https://www.verizon.com/about/news/our-response-coronavirus>).

This Safety Plan supplements Verizon's Business Continuity Plans and Crisis Management Programs. This plan is maintained at Verizon's headquarters by the Environment, Health, and Safety (EHS) organization. Verizon allows employee participation in the identification and evaluation of COVID-19 hazards.

Preparedness

A cross-functional team within Verizon has been continuously monitoring the COVID-19 virus outbreak and information from the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), and tracking news reports and governmental policies in all areas where Verizon has operations and conducts business. Verizon follows the guidance of the CDC, Occupational Safety and Health Administration (OSHA), and other relevant health authorities.

Worker Health and Safety

Employee health and safety is our top priority. At our facilities, we have implemented processes to ascertain whether our employees and visitors are experiencing symptoms or possibly exposed to the COVID-19 virus. We have a process by which employees can report to us if they do not feel well and stay home until they are better. We have also provided guidance and information on cleaning and disinfecting protocols, as appropriate, based on the type of facility or work site, and provided cleaning supplies for each of our facilities.

Verizon encourages its employees to report safety hazards, including potential COVID-19, to their supervisors or the EHS 24-hour hotline (+1-800-386-9639). Retaliation for raising workplace safety and health concerns or engaging in other protected occupational safety and health activities violates Verizon's Code of Conduct. Information about Verizon's paid time off, sick leave, and other available benefits are available on the COVID-19 landing page and provided to employees when required by state executive orders or regulatory guidance. Personnel with underlying health conditions can work with Human Resources to assess individual needs.

Contractors and Suppliers

We require on-site contractors, suppliers, third parties, and customers to follow the requirements outlined in this Safety Plan and guidelines issued by the CDC or other relevant health authorities. This includes requirements and guidelines related to social distancing, handwashing, use of face coverings, and not coming to our facilities when ill. We control visitors' access to many Verizon locations. Additional detail on screening contractors and suppliers can be found in this document.

More specifically, we have taken the following steps to monitor the situation and protect the health of our employees, and will develop further responses as may be warranted as circumstances change:

1. COVID-19 Virus

Coronaviruses are a large group of viruses common among animals, and in rare cases, they can be transmitted to humans and spread among people. Reported illnesses have ranged from mild symptoms to severe illness and death. **The COVID-19 virus is spread**

among people through exposure to respiratory fluids produced when an infected person coughs, sneezes, speaks, or breathes. Exposure principally occurs when (1) a person inhales fine respiratory droplets and aerosol particles containing the virus, (2) respiratory droplets and particles containing the virus land in the mouths or noses of people who are nearby, (3) a person touches a surface or object that has droplets of the virus on it and then touches their mouth, nose, or possibly their eyes, although the surface transfer is not thought to be the main way the virus spreads.

People are thought to be most contagious when they are the sickest. Not every infected person has symptoms, and those without symptoms can spread the virus.

Employees have been informed of and encouraged to self-monitor for signs and symptoms of the COVID-19 virus. Symptoms may appear 2 to 14 days after exposure to the virus and may include:

- fever or chills
- cough
- shortness of breath or difficulty breathing
- fatigue
- muscle or body aches
- headache
- sore throat
- congestion or runny nose
- nausea or vomiting
- loss of taste or smell

2. Vaccines

In the U.S., the Food and Drug Administration (FDA) has now authorized or approved several vaccines, and the CDC and OSHA advise that the vaccines are effective at keeping vaccinated individuals from contracting COVID-19 and reducing the severity of the disease if they do get sick. Verizon encourages all employees to get vaccinated.

The nationwide requirement for current employees to be vaccinated remains suspended. If you are not vaccinated, we encourage you to get vaccinated. Employees should plan vaccination appointments outside their tour of work and follow the normal process in their workgroup to request time off. Verizon will provide additional paid time for vaccination appointments only when local law requires it.

3. Employee Support

Verizon's leave policies promote employees' staying at home when sick, when they are required to quarantine, or when household members are sick with COVID-19. Verizon has policies to provide leaves or workplace arrangements for employees with medical or other conditions that increase their risk of severe COVID-19 illness.

Screening

Verizon has procedures to assess employees' health status before entering the workplace and for employees to voluntarily notify their supervisor when they are sick. Where required by law, before entering a Verizon facility or beginning work outside their home, employees must complete a self-screening process to attest that they have not:

- experienced any symptoms of COVID-19 (e.g., fever, new loss of taste or smell) in the last 48 hours, or if they have experienced such symptoms, COVID-19 has been ruled out by a negative test
- been diagnosed with COVID-19 (or if diagnosed with COVID-19, meet the criteria to return to the workplace), or
- been directed to quarantine

In those jurisdictions, an individual who affirms 'true' to the statement above may work outside their home at their primary location or another site. An individual who does not affirm the above statement should follow the guidance on the COVID-19 Resource Pages.

Where required by law, suppliers and visitors to Verizon facilities registered through the Verizon Check-In Tool are also screened for Verizon safety protocols and local guidelines using a question similar to the one listed above. Suppliers and visitors who do not complete COVID-19 certification will be denied access to Verizon facilities in these areas.

Case Reporting, Investigation, and Response

When the law requires, Verizon has procedures to record cases, communicate case information to employees, report cases to local health departments, and report work-related deaths and serious illnesses to regulators. Personally identifiable information about COVID-19 cases and individuals with COVID-19 symptoms is kept confidential, except to the extent disclosure is required by law.

Where required by law, employees are notified by email and alerted by text if there is possible exposure to an individual in their work location who has tested positive for the COVID-19 virus or has symptoms and is presumed positive. This notification is provided in a way that does not reveal any personally identifiable information about the COVID-19 case. Verizon provides instructions for obtaining testing to employees notified of potential exposure and information on benefits that may be available.

When an individual becomes ill with the COVID-19 virus symptoms at a Verizon site:

- If the individual can do so, he/she must immediately exit the workplace using the most direct exit path. Outside the U.S., where applicable, instead of leaving right away, the individual should follow local guidance on using a designated quarantine or isolation room.
- If the individual is unable to exit the workplace or if they are in a designated quarantine/isolation room, those on site will use the existing site emergency plan to arrange appropriate medical support and/or transportation.
- Local management will contact the Business Continuity and Emergency

Management (BCEM) team to initiate any appropriate closing/cleaning of the facility, communications, and quarantining of individuals. At BCEM's direction, the Global Real Estate team will initiate cleaning of any affected Verizon facility, if necessary.

- Those in the workplace should not make contact with any bodily fluids of any individual who became sick.
- If an employee's supervisor is unaware that the individual has become ill, the supervisor should be notified. After confirming that the employee is safe, the supervisor should work with Human Resources to ensure that the employee's time is coded correctly.

Employee submission of the COVID self-reporting form is voluntary outside of the U.S.

Returning to Work

For those with COVID-19, we'll be with you every step of the way through your recovery and when you are ready to come back to work. Please note the CDC guidance with respect to ending isolation can be found at [CDC ending COVID isolation](#). Upon ending isolation, please check the Company's Face Covering Policy.

I have been exposed to COVID-19:

You do not need to submit a COVID-19 reporting form or quarantine UNLESS required by local law. Regardless of quarantine requirement, the CDC advises that if you were exposed to COVID-19, you should wear a high-quality mask for 10 days and get tested on day five.

If you receive guidance to self-quarantine, remain home and out of the workplace, separate yourself from others and work from home when possible. Monitor your health, remain alert for symptoms, follow directions from your state or local health department, and seek advice by telephone from a healthcare provider if you experience symptoms.

If you are an international employee, complete the International COVID-19 reporting form to report you've been exposed to a positive case of COVID-19. The Case Management Team will review and provide guidance.

We closely monitor CDC and other guidance and will modify these criteria as appropriate.

Staying Home When Ill

As always, if employees believe they are sick, Verizon advises employees to:

- Stay home.
- Alert their supervisor via call or whatever electronic means are typically used in their workplace to report absences (e.g., text, email).
- Consult with their healthcare provider.
- Code their time; however, illness is treated in their workgroup (if unable to work from home).
- Follow their doctor's instructions. If they are diagnosed with the COVID-19 virus or

a physician tells the employee that they are presumed positive for the COVID-19 virus, contact their HRBP and follow the COVID-19 virus leave guidelines.

- Return to work when they are better.

Verizon has expanded our work-from-home strategy to include a significant percentage of our employees, and we continue to deploy other working arrangements to support employees during this time.

4. Social Distancing and Restriction of Large Gatherings

As employees, customers, and other visitors are vaccinated, and regulators and other authorities adjust their guidance, Verizon may relax social distancing requirements and remove or update signs and markers. In all cases, Verizon will abide by applicable law regarding social distancing at its locations.

More restrictive policies may apply in some countries or jurisdictions. In all cases, employees must follow any on-site requirements. Employees must check [Verizon's face covering policy](#) for the latest mask requirements where they are working.

In the U.S., Verizon has issued face coverings to employees working outside of the home and has offered KN95 respirators to employees who wish to use them voluntarily. Employees may choose to wear Verizon-provided face coverings even when not required unless wearing the face covering causes safety concerns because of the introduction of a hazard (for instance, straps getting caught in machinery). In these instances, consult with EHS. U.S.-based V Teamers may follow the [how to order a thermometer/face mask](#) guide to request KN95s.

Outside of the U.S., V Teamers should source KN95 or surgical-type masks from the onsite supplies at Verizon facilities.

Face coverings may be reused as long as they are in good condition. Disposable face coverings can be placed in any lined trash can. Cloth face coverings can be laundered in a standard washing machine.

The use of a face covering is not meant to be a substitute for other protective measures. You must continue to practice other safety requirements provided on this page and elsewhere.

If there is a reason an employee cannot wear a face covering, they should contact their supervisor or HR Business Partner.

5. Hygiene

General safety guidance has been provided to employees:

- Clean your hands often with soap and water, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If

soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash your hands with soap and water if your hands are visibly dirty. Do not use a waterless soap hand cleaner.

- Do not shake hands or contact others.
- Avoid touching your eyes, face, or mouth, even when wearing gloves.
- Cover your face before sneezing or coughing. If a tissue is available, use a tissue and then throw it in the trash. Use your elbow to cover your face before sneezing or coughing if a tissue is unavailable.
- Avoid sharing phones, other work supplies, or office equipment wherever possible.
- Never share face coverings or personal protective equipment.

As employees, customers, and other visitors are vaccinated and regulators and other authorities adjust their guidance, Verizon may relax some of this guidance. In all cases, Verizon will abide by applicable law.

6. Workplace Cleaning and Disinfecting

Verizon follows [CDC's Guidance for Cleaning and Disinfecting Your Facility](#) or guidance issued by other relevant authorities as applicable. Our cleaning plan calls for regular cleaning of high-touch surfaces, such as handrails, elevator buttons, and door handles. In many high-traffic locations, such as retail stores, garages, and administrative buildings, surfaces are being wiped down daily (or more frequently if warranted). Surfaces at some locations are inherently low-touch because the locations have very few occupants or visitors so we may clean less often as appropriate in light of relevant guidance.

Disinfecting wipes and hand sanitizer are available in all Verizon locations. After use, wipes must be placed directly in a lined trash can. You should continue to wash your hands regularly and thoroughly.

If a person tests positive or is presumed positive for the COVID-19 virus, the facility will be cleaned, if needed, based on relevant guidance and the length of time since the person was last on site. In the U.S., cleaning solutions approved by the EPA and recommended by the CDC are used.

We recommend tools and the retail store demo devices be wiped after every customer engagement and again at the start and end of every day.

- Thoroughly wipe the tool, device, or product with a disinfectant.
- Dry with a clean cloth or paper towel, if applicable (to assist with removing any residue from wipes).

As employees, customers, and other visitors are vaccinated, and regulators and other authorities adjust their guidance, Verizon may relax some of these policies and guidance. In all cases, Verizon will abide by applicable law.

7. Work Environments

Verizon has implemented work-from-home for a significant percentage of our employees whose positions can be enabled to do so.

Risk Level Assessments

For employees working outside the home, EHS has assessed the “level of risk associated with various worksites and job tasks workers perform at those sites” and the controls necessary to address the risks. These risk assessments have been developed to evaluate the “raw risk” (without controls) and the risk with controls in place. The EHS group maintains these assessments. To reduce the risk of exposure or transmission, we have implemented a variety of measures, including self-screening for employees, leave policies, and requirements that employees observe social distancing as appropriate, maintain good handwashing practices and wear face coverings if it is required by law, as described elsewhere in this document.

If a customer we require to have a face covering does not have a face covering available, Verizon will provide a disposable one for the customer’s use. If a customer refuses to wear a face covering where required, the service will be postponed, or the transaction will be conducted remotely. If a customer claims an exemption, such as may apply to young children, Verizon will follow applicable guidance.

Offices and Retail Stores

Verizon has taken steps in operating our offices and retail stores to protect employees and customers.

Some of the safety protocols that may be implemented depending on prevailing conditions and local guidelines for **offices** include:

- requiring face coverings for employees and visitors following Verizon policies and applicable law
- posting signs indicating no person that has symptoms of the COVID-19 virus are permitted to enter
- cleaning and sanitizing high-touch areas, such as workstations, equipment, screens, doorknobs, and restrooms daily with appropriate, effective disinfectants
- discouraging the use of shared workspaces, where practical
- providing sanitizing stations in high-traffic areas
- implementing package handling and disinfecting procedures
- implementing an ongoing program to conduct a location-by-location evaluation of HVAC systems and take measures to enhance indoor air quality (such as increasing outdoor air supply, extending system run times, and upgrading filters) where appropriate in light of guidance, occupancy, and system characteristics

Some of the safety protocols that may be implemented depending on prevailing conditions and local guidelines for **retail stores** include:

- requiring face coverings for employees and customers following Verizon policies

and applicable law

- maintaining a minimum of two employees on the sales floor for safety purposes
- installing sanitizing stations in high-traffic areas
- implementing an ongoing program to conduct a location-by-location evaluation of HVAC systems and take measures to enhance indoor air quality (such as increasing outdoor air supply, extending system run times, and upgrading filters) where appropriate in light of guidance, occupancy, and system characteristics

Verizon implemented a touchless retail experience while in the store. During check-in, customers will be advised to use the available tools via the My Verizon App to help with their visit including

- mobile check-in process
- in-store checkout experience
- digital buy and checkout
- backup content evaluate device trade-ins
- Verizon pass (authentication and complete cash payments at the bill-payment kiosks)

If a customer would rather return a device to a store versus mail, our employees are instructed to wash their hands right after the return order is completed, and the customer has left the store. If the employee is not immediately able to wash their hands, they must use an alcohol-based sanitizer. Employees are instructed not to touch their faces before washing their hands.

For non-emergency transactions, such as device upgrades, bill payments, or account questions, customers can use My Verizon 24/7 to complete their transactions on their cell phones.

Field Operations

In several cases, including for some operations center teams and other groups not typically enabled for work-from-home, we have provided the equipment necessary for them to perform their job functions from home.

Some of the safety protocols that may be implemented depending on prevailing conditions and local guidelines for **field operations** include:

- screening customers for exposure to the COVID-19 virus and scheduling an appointment for service
- implementing a restocking process where employees do not have to visit a Verizon garage each day; each employee has a tablet or smartphone that can provide dispatch assignments and enables reporting progress and issues
- providing face covering, soap and water, and hand sanitizer to our employees so they can wash or sanitize regularly
- providing disinfectant wipes or other disinfectants to clean tools and equipment.
- requesting drivers disinfect commonly touched surfaces before and after vehicle use

- implementing an ongoing program to conduct a location-by-location evaluation of HVAC systems and take measures to enhance indoor air quality (such as increasing outdoor air supply, extending system run times and upgrading filters) where appropriate in light of guidance, occupancy, and system characteristics

Aviation

In addition to this Safety Plan, all Verizon Aviation personnel should monitor and review the Center for Disease Control and Prevention ([CDC](#)), Federal Aviation Administration ([FAA](#)), [Verizon](#) COVID resource page, and National Business Aviation Association ([NBAA](#)) guidelines and recommendations for the handling of COVID-19 issues. The COVID procedures and protocols included here are in addition to our established policy and procedure manual and statement of procedures.

8. Communications and Training

COVID-19 virus information for employees is updated frequently and is available to Verizon employees on the Verizon COVID-19 resource pages at <https://www.verizon.com/about/news/v-team-coronavirus-resource-page>.

Employees have been provided information on what the COVID-19 virus is, how it is transmitted, ways to prevent illness, available vaccines, where they can go to be tested, and benefits to which they may be entitled under Verizon policy or applicable federal, state, or local laws. Employees are required to follow hand-hygiene protocols and receive training on face coverings and PPE. Employees have been asked to monitor themselves for symptoms and not report to work if they have any.

Verizon's COVID-19 safety information has been available on VZWeb since the onset of the COVID-19 pandemic. Likewise, this Safety Plan document will be available for all employees to review on the COVID-19 Resource Page. Employee involvement is essential in successfully developing and implementing our Safety Plan for COVID-19. We have solicited employee suggestions and feedback regarding various work activities within Verizon and conducted risk assessments of work operations during the COVID-19 pandemic. Each employee will receive return-to-office training, which covers the elements in this plan. In selected states or countries, employees may receive additional training.

If you have any further concerns or require additional guidance, please contact a representative of the Environment, Health, and Safety (EHS) organization by calling the **24-hour EHS hotline at +1-800-386-9639**.

9. Oversight

This plan will be administered and implemented under the direction of the BCEM director and the Environment, Health and Safety director.

Designated Health Officer and Workplace Coordinator

Each Supervisor will be a Designated Health Officer responsible for ensuring that the precautions and practices applicable to their employees or locations are followed. This individual will have the authority to stop or modify activities to ensure compliance with health and safety requirements and will conduct periodic inspections as needed to identify unhealthy conditions, ensure compliance with work practices and work procedures. BCEM Director (Mark Paff) and EHS Executive Director (Pam Cox) are the Verizon COVID workplace coordinators. All employees are responsible for complying with all parts of this safety plan. We encourage our employees to ask questions, raise safety and health concerns, and offer suggestions related to the plan and its implementation.