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 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 around the world. 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 is available. Employees are encouraged to check the 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 is following the guidance of the CDC, Occupational Safety and Health Administration (OSHA), and other relevant health authorities.

Protecting our workers and ensuring continuity of our service and operations and our preparedness in response to the evolving COVID-19 virus is a top priority. We are committed to safety in our retail stores and maintaining our 24x7 Network and Operations Control Centers, although operations could change depending on conditions in a region and guidance from local or state officials.

We monitor our networks 24 hours a day, 365 days a year, and our support teams and engineers stand ready to address any issues that may arise. Our networks are designed and built to meet current and future demand as businesses, schools, and other organizations require employees to work remotely and as students take classes online.

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 have possible exposure to the COVID-19 virus. We have a process by which employees can report to us if they do not feel well, and to 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 providing cleaning supplies for each of our facilities.

Verizon encourages its employees to report safety hazards, including potential COVID-19 hazards, 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 is a violation of 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. The COVID-19 virus was first identified in Wuhan, China. 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 the virus on it and then touches their own mouth, nose, or possibly their eyes, although 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 are able to 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 include:

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

2. Vaccines

Verizon encourages its employees to get vaccinated with a vaccine authorized by the relevant authority in their jurisdiction. In the United States, the Food and Drug Administration (FDA) has now authorized several vaccines, and the CDC and OSHA advise that the authorized vaccines are effective at keeping vaccinated individuals from contracting COVID-19 and reducing the severity of the disease if they do get sick.

To give employees greater opportunity to get vaccinated, Verizon has provided paid time off to employees who are only able to get their vaccine during work hours. As vaccine
availability becomes more prevalent, Verizon will discontinue paid COVID-19 vaccination time and encourage everyone who has not already been vaccinated to do so outside of their work schedule or to use other available paid time off, such as personal days. In the event any law, regulation, or policy provides paid time to receive vaccinations, Verizon will comply.

3. **Employee Support (screening and stay at home policy)**

Verizon's leave policies promote employees staying at home when they are sick, when they are required to quarantine or when household members are sick with COVID-19. Verizon has policies in place to provide leaves or workplace arrangements for employees with medical or other conditions that put them at increased 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. In select locations, employees may be screened for temperature. In other locations, before entering a Verizon facility or beginning work outside their home, employees must complete a self-screening process to attest that:

1. I have not experienced any symptoms of COVID-19 (e.g., fever, cough, unexplained shortness of breath, new loss of taste or smell) in the last 48 hours, or if I have experienced such symptoms, COVID-19 has been ruled out by a negative COVID-19 test.
2. I have checked my temperature today and my temperature is less than 100.4°F (38° C).
3. I am not currently subject to quarantine as a result of: (a) direction by a medical professional or public health official; (b) return from any international travel or any inter-state travel that requires me to quarantine upon return (see U.S. State Travel Quarantine Restrictions).
4. In the last 10 days I have not had close contact (e.g., within 6 feet for more than 15 minutes) with anyone while they had COVID-19 OR in the 48 hours before they had COVID-19. Respond ‘True’ if you have been asymptomatic and (1) have been fully vaccinated at least two weeks prior; or (2) have been diagnosed with COVID-19 within the last 3 months and have recovered.
5. I have not been diagnosed with COVID-19 or if I was diagnosed with COVID-19, I have reported my case to Verizon and been approved by Verizon to return to the workplace.
6. I have reviewed Verizon’s list of additional guidelines that apply in certain countries/states/cities/counties. I am in compliance with the guidelines that apply where I work.
7. I have reviewed and will comply with Verizon’s Policy on Face Coverings.

An individual who affirms all statements may work outside their home at their primary
location or another site. An individual who does not affirm one or more of the above statements should follow the guidance on the COVID-19 Resource Pages.

Suppliers and visitors to Verizon facilities who are registered through the Verizon Check-In Tool are also screened to ensure adherence to Verizon safety protocols and local guidelines using a substantively similar set of questions to those listed above. Suppliers and visitors who do not successfully complete COVID-19 certification will be denied access to Verizon facilities.

*Case Reporting, Investigation, and Response*

Verizon’s Human Resources and EHS organizations maintain procedures for investigating COVID-19 cases reported by Verizon employees. When required by law, Verizon also has procedures in place 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 of COVID-19 cases and individuals with COVID-19 symptoms is kept confidential, except to the extent disclosure is required by law.

Employees are notified by email and alerted by text that an individual in their work location 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 of 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 is able to 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 the use of 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 not aware that the individual became 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.
- Internationally, this process remains subject to local processes, where applicable.
Returning to Work

Employees with the COVID-19 virus can return to the workplace once all of the following criteria are met:

- No fever for at least 24 hours (without the use of medicine that reduces fevers);
- Other COVID-19 symptoms (e.g., dry cough, shortness of breath, nausea) are no longer present (loss of taste and/or smell may persist and does not delay return to work); and
- At least 14 days have passed since the employee’s symptoms first appeared or the employee had an initial positive COVID-19 test result (whichever is later).

The COVID-19 Case Care team or Sedgwick will provide additional direction regarding individual approval to return to work. Until the above criteria are met, employees are not permitted to report to a Verizon worksite. Those who feel up to it and are enabled to work from home may begin working from home sooner as long as they have been cleared to do so by a physician.

Note that these criteria do not apply to persons with severe COVID-19 (defined by the CDC as admitted to a hospital and needing oxygen), with an underlying condition (e.g., immunocompromised) or where the virus persists or reinfection is present. These persons might need to stay home up to 20 days after symptoms first appeared.

We are closely monitoring 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 however 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

Where necessary in light of prevailing conditions and guidance, signs and markers will be placed throughout Verizon facilities to help manage the flow of individuals and allow social distancing. Workstations may be marked as available or unavailable so individuals can maintain separation. High-traffic areas, such as elevators, entrances, and lobby areas, may be marked and the number of individuals restricted.

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.

Verizon employees, on-site contractors, suppliers, vendors, and third parties who are not fully vaccinated must wear face coverings when:
- unable to maintain social distancing
- entering or exiting a Verizon workplace
- moving about within a Verizon facility
- in a customer’s home
- in healthcare settings, such as hospitals and long-term care facilities
- on public transportation or in transportation hubs, such as airports and stations
- in correctional facilities or homeless shelters
- requested by a customer
- required by law

Fully vaccinated Verizon employees, on-site contractors, suppliers, vendors, third parties, and customers must wear face coverings when:
- it is requested by a customer
- in healthcare settings, such as hospitals and long-term care facilities
- on public transportation or in transportation hubs, such as airports and stations
- in correctional facilities or homeless shelters
- required by law

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. To satisfy the company’s face-covering requirements, employees must use a company-issued face covering; however, employees may choose to layer two face coverings or wear a company-issued KN95 for respiratory protection. 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 supplies maintained on site 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.

Customers who are not fully vaccinated must also wear a face covering when entering a Verizon facility. If a customer requires an exemption, such as may apply for young children, Verizon will follow local law and other applicable guidance. Customers who are fully vaccinated may enter a Verizon facility without a face covering if permitted by law.

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 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. If a tissue is not available, use your elbow to cover your face before sneezing or coughing.
- Avoid sharing phones, other work supplies, or office equipment wherever possible.
- Never share face coverings or personal protective equipment.

For managers, if necessary in light of prevailing conditions and guidance, and where other distancing measures are not practical:
- Use home garaging.
- Stagger lunch breaks and work times.
- Limit the number of individuals who can concurrently access common areas, such as restrooms and break rooms.
- Limit the sharing of vehicles and tools.

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 provides regular sanitization of high-touch areas, such as workstations,
equipment, screens, doorknobs, and restrooms throughout the work site. In most occupied locations, surfaces and commonly touched areas are being wiped down daily as part of the effort to clean and sanitize retail stores, office workspaces, garages and other people spaces. In locations with a higher density of employees, day porters may be on site to perform cleaning throughout the work day. In the U.S., cleaning solutions approved by the EPA and recommended by the CDC and other relevant health authorities are being used to maintain a clean and safe work environment for employees. We are also following CDC's Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation and/or guidance issued by other relevant authorities as applicable.

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 while at a work location.

If a person tests positive or is presumed positive for the COVID-19 virus, the facility will be closed and a deep cleaning will be performed if needed based on relevant guidance and the length of time since the person was last on site. If a deep cleaning is required, the facility will remain closed and will only reopen once the deep cleaning has been completed. In some instances, Verizon may elect to keep the facility closed for an undetermined amount of time if circumstances permit – as an example, in a case where all employees could work from home and there would be no need to reopen the location until Verizon makes that determination.

To assist with ensuring proper cleanliness, 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 final risk with mitigation in place. These
assessments are maintained by the EHS group. 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 they are not fully vaccinated or 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 conducted remotely. If a customer claims an exemption, such as may apply for 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 in accordance with Verizon policies and applicable law
- posting signs indicating no person that has symptoms of the COVID-19 virus are permitted to enter
- marking the work areas to allow social distancing as appropriate
- 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 in accordance with Verizon policies and applicable law
- reducing store hours
- limiting occupancy
- maintaining a minimum two employees on the sales floor for safety purposes
- posting signs indicating individual must not enter if they have COVID symptoms or are otherwise required to quarantine (e.g., in the case of travel)
- installing transaction partitions throughout the sales floor
- marking the floor for social distancing as appropriate
- 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. This includes:
- 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 mailing, 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 his or her hands, they must use an alcohol-based sanitizer. Employees are instructed to not touch their face 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 transaction on their cell phone.

Steps taken for retail stores are described at the following link: https://www.verizonwireless.com/featured/covid-19-store-news/

Field Operations

In a number of 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 home garaging, alternate-site garaging (e.g., an alternate VZ facility), and dispatch from the vehicle to improve social distancing
- 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.
● limiting employee travel between multiple sites
● limiting vehicle occupancy and sharing
● avoiding using the recirculated air option for the car’s ventilation
● using the car’s vents to bring in fresh outside air or lower the vehicle windows when weather permits
● 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

To ensure the continual focus on safety, we have initiated virtual safety observations for the WNO organization.

8. Communications and Training


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 as needed on the use of 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 and The Street 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 the 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 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.