Workplace Protocols

Frequently Asked Questions

Updated: 8.25.2020

Please note, some of the details below apply to a specific region and not Verizon globally. Should you have questions related to your work location, please contact the Global Real Estate team for more information.

Are the building hours different?
Sites that are approved to reopen continue with normal hours of operation.

Are all entrances to the building(s) available?
Yes, all entrances to buildings are accessible.

Is there a change in elevator usage or protocol?
Occupancy in a typical elevator cab should be kept to a two person maximum. Signs will be posted near the elevators as a reminder to practice social distancing as much as possible when there are two people in an elevator.

Is there a workspace protocol signage available?
Directional and protocol signage has been installed.

What has been done to improve indoor air quality?
We've increased the frequency of maintenance in the HVAC systems including filter changes.

Will the workplace be cleaned during the day and with what frequency?
We are following recommended CDC and other local country guidelines to foster a clean and safe work environment for employees and we have increased the frequency of cleaning. As an extra precaution, we have sanitizing wipes available and ask that you wipe down your workspace before and after use.

Is there a protocol for restroom usage?
Newly installed signage reminds everyone of protocols including social distancing and to practice proper hygiene.
What type of supplies are available to disinfect the workspace?
Disinfectant wipes and hand sanitizer are available.

Are hand sanitizer stations available?
Hand sanitizing stations are strategically located throughout the workspace.

Where should I dispose of used PPE?
Used PPE material should be disposed of in a lined trash receptacle.

Can I still use the enclosed workspaces?
Yes. Signage has been posted with the number of people allowed in a room based on social distancing protocols. Surfaces and supplies used are to be wiped down before and after use. Disinfectant wipes will be available.
Will desks be assigned?
Markers on desks indicate whether a workspace is available or unavailable to ensure social distancing is met.

Will I be able to sit in the same workstation while I am in the office?
Yes. You can put your business card or write your name on a tent card and place it on the desk. It will be removed at the end of each week.

Can sit to stand desks be reserved through Book A Space?
No. Desks are self-assigned and based on social distancing.

Will meeting rooms be available?
Meeting rooms are available on a first-come first-served basis. We strongly encourage virtual meetings whenever possible, but there will be signage indicating the maximum capacity of a meeting room inside and/or outside the room.

Where should I put my personal items when I am in the office?
If you currently have an assigned drawer or storage, feel free to continue using it. If you don't have an assigned storage drawer, keep your personal belongings with you at your desk.

What if I have a Workplace Accommodation (WPA)?
Discuss your WPA requirements with your manager or HRBP prior to returning to your workplace.

How will mail and package deliveries be managed and handled?
Please refer to the COVID-19 resource page for information regarding mail and deliveries.

Will my site’s community manager be available to assist?
Yes, where a community manager is assigned. You can also call the Virtual Community Manager at 214.608.9108 if you need immediate assistance. For international locations, contact your local Global Real Estate team.

What if I have a question about the workspace or any concerns?
Inform the community manager or call our Virtual Community Manager at 214.608.9108. For international locations, contact your local Global Real Estate team.

Will there be office supplies available?
Office supplies will be provided only through your onsite community manager, if available. Otherwise, you may order them through VZWeb. For international offices, employees can email facilities-apac-helpdesk@intl.verizon.com to request what you need.

Will there be food service?
Vending areas and cafeterias will be closed unless otherwise noted.

Can I receive food delivery?
In U.S. Verizon locations, you are expected to bring in your own food. Food delivery drivers are not allowed on site. Please note, for some international offices, employees can meet delivery workers outside for pick-up.
Will vending machines be stocked?
No. Vending machines will be emptied and unplugged unless otherwise noted.

Can we use refrigerators and microwaves?
Refrigerators will be available for use, but overnight storage is not permitted. In many locations, microwaves will be unplugged. For international offices, local guidelines regarding the use of refrigerators and microwaves may apply.

How often will refrigerators be cleaned?
All refrigerators will be emptied and cleaned on a nightly basis or in line with the posted schedule.

Can I use my own personal water bottle?
In U.S. Verizon locations, personal items such as water bottles, mugs, bowls, and utensils are not to be brought to the work locations. Compostable cups, napkins and individually wrapped utensils will be provided to avoid contamination. Some locations outside of the U.S. mandate reusable cups per local regulations, and employees are required to take home whatever they bring it to use.

What if I am assigned to a multi-tenant building (non-Verizon operated)?
Global Real Estate is working with property managers and landlords to ensure CDC and any other local country guidelines are in place for the building areas separate from the Verizon-dedicated spaces. You should always follow the Verizon on-site protocols, including face coverings and social distancing while in the designated Verizon space and when in other areas of the building (e.g., when using common areas). The building may have established additional on-site protocols that you should also adhere to while in shared spaces and common areas.

Are there regulations around transportation to and from the office?
The use of personal vehicles is the best option to avoid any contamination. However, while using public transportation, please keep these safety tips in mind:

○ Limit or avoid crowded modes of transportation
○ Maintain social distancing, wear a face covering and gloves, or sanitize your hands before and after travel
○ Follow local guidelines

Where applicable, please keep the below for Verizon-organized transportation:

○ Follow regional safe transport protocols prescribed by the Commute Committee
○ Limited services of late night cabs, shuttles busses and vans
○ Vehicles will be sanitized after every trip