
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 a **Coronavirus (COVID-19) Resource Page** for employees to share information with Verizon personnel about health, response plans, policy changes, technical support, and safety. Resource pages are updated regularly as new information is available. Employees are encouraged to check the resource page 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 responsive efforts (<https://www.verizon.com/about/news/our-response-coronavirus>).

This information 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.

Verizon is committed to protecting our workers and ensuring continuity of our service and operations and our preparedness in response to the evolving COVID-19 virus. Verizon is committed to keeping certain retail stores open 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.

At Verizon, 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 more 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 voluntarily 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. Personnel with underlying health conditions can work with Human Resources to assess individual needs.

Verizon encourages its employees to report safety hazards, including potential COVID-19 hazards, to their supervisors or the EHS 24-hour hotline. 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. Employees are entitled to return to their previous job duties if still available without any adverse action as a result of a COVID-19 quarantine. Relevant 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.

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 social distancing, handwashing, use of face coverings and not coming to our facilities when ill. We have limited visitors' access to Verizon premises. 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 respiratory droplets produced when an infected person coughs, sneezes, speaks or breathes. These droplets can land in the mouths or noses of people who are nearby or possibly can be inhaled into the lungs. A person can also contract the COVID-19 virus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but 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. 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 (38.0 °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.
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](#) and I am in compliance with the guidelines that apply where I work.

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.

If a contractor provides a negative answer in the prescreening, Verizon will notify his/her employer that:

- The individual was denied entry to Verizon's facility on that date without specifying the screening answers that resulted in the individual being denied entry; and
- The individual will not be permitted to re-enter Verizon's facilities until his/her employer notifies Verizon in writing that all of the following are true:
 - The individual reports that he/she has not had any symptoms of the COVID-19 virus (e.g., fever, cough or unexplained shortness of breath) in the last 72 hours, and he/she has been cleared to return to the workplace by a medical professional and/or has obtained a negative COVID-19 virus test.
 - The individual has confirmed that in the last 14 days, he/she has not: (a) been advised to quarantine by a medical professional or public health official; (b) returned from any international or inter-state travel that requires me to quarantine upon return; or (c) had close contact (within 6 feet (1.8

- meters) for more than 15 minutes) or been sneezed or coughed on by anyone with the COVID-19 virus.
- If the employee had been diagnosed with COVID-19 or if the employee was diagnosed with COVID-19, they reported their case to Verizon and have been approved by Verizon to return to the workplace.

Case Reporting, Investigation, and Response

Verizon's Human Resources and EHS groups 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 any local guidance on the use of a designated quarantine/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.
- 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 employee to:

- Stay home.
- Alert your supervisor via call or whatever electronic means are typically used in your workplace to report absences (e.g., text, email).
- Consult your healthcare provider so you can start getting better.
- Code your time however illness is treated in your workgroup (if unable to work from home).
- Follow your doctor's instructions. If however you are diagnosed with the COVID-19 virus or a physician tells you that you are presumed positive for the COVID-19 virus, contact your HRBP and follow the COVID-19 virus leave guidelines.
- Return to work when you 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. However, some are unable to work from home for health, childcare, or other reasons. For employees who find themselves in such a situation, we offer some leave-of-absence support to help balance work responsibilities with health and home realities.

3. Social Distancing and Restriction of Large Gatherings

Signs and markers have been placed throughout Verizon facilities to help manage the flow of individuals and enforce social-distancing. For example, workstations will be clearly marked as available or unavailable so individuals can maintain at least 6 feet (1.8 meters) of distance. High-traffic areas, such as elevators, entrances, and lobby areas, will also be marked and the number of individuals restricted. Although offices are open and clearly marked for the flow of traffic, certain amenities like on-site fitness facilities remain closed. Large gatherings will be limited and furniture rearranged to adhere to social distancing requirements.

Verizon employees have been provided company-issued face coverings (cloth, surgical or KN95). As a reminder, Verizon employees, on-site contractors, suppliers, vendors, third parties, and customers must wear face coverings when:

- in Verizon offices, retail stores, and network facilities, except when eating or drinking in a designated break area while maintaining social distancing
- in third party locations (customer, vendor, supplier or other third-party sites)
- outdoors and social distancing cannot be maintained
- [required by law](#)

In the U.S., Verizon has issued face coverings to employees working outside of the home. You must use the company-issued face coverings. Employees may choose to layer two face coverings or wear a KN95 as a face covering. 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.

- **If you are based in the U.S.**, you should comply with the guidance of the CDC that all individuals should wear face coverings whenever in a public setting in which social distancing is difficult to maintain (e.g., grocery stores, pharmacies, etc.) to limit potential exposure and community-based transmissions. This may include your commute to and from the workplace.
- **If you are based outside the U.S.**, you should observe any additional local governmental safety and health guidelines regarding the use of face coverings in public settings.

The use of a face covering is not meant to be a substitute for other protective measures. You must continue to practice social distancing, handwashing hygiene, and other safety

requirements provided on this page and elsewhere.

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

Customers 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 applicable guidance.

4. 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.
- Maintain a social distance of 6 feet (1.8 meters) or greater. Avoid congested areas.
- 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:

- Stagger work start and stop times where practicable to limit the number of individuals entering and leaving the work site concurrently. Use home garaging whenever possible.
- Stagger lunch breaks and work times where practicable to enable operations to safely continue while using the fewest individuals possible at the site.
- Limit the number of individuals who can concurrently access common areas, such as restrooms and break rooms, to a minimum.
- Limit the sharing of vehicles and tools where practicable.

5. 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 administrative locations with more than 25 employees, day porters will 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. Employees are asked to use these wipes to sanitize work areas before beginning work and after completing work. 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 when the last time was that the person was 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).

6. Work Environments

Verizon has implemented work-from-home for almost all our employees whose positions can be enabled to do so.

Risk Level Assessments

For employees working outside the home, the EHS group 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 recommend the use of face coverings, social distancing and handwashing. Employees must wear a company-provided face covering when in a company facility except when eating or drinking in a designated break area while maintaining social distancing, outdoors when social distancing cannot be maintained or required by local government or health agency.

For the safety of our employees and customers, we require our customers to wear face

coverings. If a customer does not have a face covering, Verizon will provide a disposable one for the customer's use. If a customer refuses to wear a face covering, 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

A number of Verizon's offices and retail store locations have remained open for critical services, equipment replacements, upgrades and troubleshooting, because we are a critical communication and infrastructure employer as defined by Cybersecurity & Infrastructure Security Agency ("CISA"). Verizon has taken steps in operating our offices and retail stores to protect employees and customers.

Use of offices is currently limited to business essential work that cannot be performed remotely. Some of the safety protocols for **offices** include:

- requiring face coverings for employees and visitors
- limiting occupancy of work location
- posting signs indicating no person that has symptoms of the COVID-19 virus are permitted to enter
- marking the work areas to ensure social distancing
- cleaning and sanitizing high-touch areas, such as workstations, equipment, screens, doorknobs, and restrooms daily with appropriate disinfectants on EPA's List N
- discouraging the use of shared workspaces, where practical
- providing sanitizing stations in high-traffic areas
- implementing package handling and disinfecting procedures
- increasing air movement and evaluating options for improving ventilation and indoor air quality, where possible

Some of the safety protocols for **retail stores** include:

- requiring face coverings for employees and customers
- reducing store hours
- limiting occupancy
- maintaining a minimum two employees on the sales floor for safety purposes
- queuing customers outside the store and calling them when they are next to enter the store
- screening customers for exposure to the COVID-19 virus and scheduling an appointment for service up to two weeks in advance
- posting signs indicating individual must be able to pass Verizon's screening questions before entering
- installing transaction partitions at checkout counters
- marking the floor for social distancing
- installing sanitizing stations in high-traffic areas
- reducing floor inventory and demos to ensure cleanliness
- ensuring a minimum of two employees close a store – one to serve as the

- observer and the other to inspect and close the store
- increasing air movement and evaluating options for improving ventilation and indoor air quality, where possible

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/>

Customer Sites and Outside Work (field operations)

For our operations center teams and many 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 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 provides 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 whenever practicable
- limiting vehicle occupancy and sharing whenever practicable
- avoid using the recirculated air option for the car's ventilation

- use 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

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

7. 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> and <https://thestreet.vzbuilders.com/thestreet/monitoring-the-coronavirus-what-you-need-to-know>.

Employees have been provided information on what the COVID-19 virus is, how it is transmitted, ways to prevent illness, 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 use social-distancing and 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. If immunizations become available, Verizon will encourage appropriate immunizations.

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**.

8. 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 (Kent Kildow) 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.