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# Workplace Protocols

## Frequently Asked Questions

Updated: August 2021

*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 now approved to reopen will have normal hours of operation.

### **Are all entrances to the building(s) available?**

Yes, all entrances to buildings are accessible.

### **What has been done to improve indoor air quality?**

Verizon has implemented an ongoing program to conduct a location-by-location evaluation of HVAC systems at manned locations 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.

### **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?**

OSHA and the CDC recommend that people who are not fully vaccinated socially distance themselves from other people who are not fully vaccinated. Signage reminds every one of the importance of good hygiene, including hand hygiene.



### **What types 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.

## I'm not fully vaccinated. Do I need to socially distance?

OSHA and the CDC recommend that people who are not fully vaccinated socially distance from other people who are not fully vaccinated. If you are not fully vaccinated, our flexible workspaces allow opportunities to find room to socially distance. If you are unable to do so, contact your manager or HRBP about options for social distancing, or about options to take time off to get vaccinated.

The following signage is posted throughout the workplace. Signage will vary depending on the location. Please check the Verizon COVID-19 website for the latest information.

Face coverings are required for those who are not fully vaccinated against Covid-19 and recommended for all.



**Wear a face covering if you are not fully vaccinated.**



### Verizon Visitors, stop and read before proceeding.

We all play a role in keeping each other safe. Please review this statement and follow our protocols so we can continue to prioritize the health and well-being of our Verizon partners and customers.

If you answer "No" to any of the statements, you must immediately exit the building/facility.

Additionally, if you answer "No" to any of the questions, and you are not fully vaccinated, you must wear a face covering and maintain a distance of at least 6 feet from other people. A COVID-19 screening will be required for you to proceed.



- Are the following statements true?
1. I have no symptoms or symptoms of COVID-19, have been closely monitored since onset, and have been fully recovered in the last 10 days or I have experienced such symptoms, COVID-19 symptoms and fully recovered COVID-19.
  2. My temperature is less than 100.4°F (38°C).
  3. I have not been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days.
  4. I have not been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days.
  5. I have not been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days.
  6. I have not been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days.
  7. I have not been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days.



## Can I use the enclosed workspaces?

Yes. High-touch surfaces should be wiped down before and after use, disinfectant wipes will be available.

## Will desks be assigned?

Depending on the location, some desks will be assigned. We encourage you to reserve space via Book-a-Space (you can reserve desks up to 30 days in advance) and check in immediately upon arrival. Workspaces will be available on a first-come-first-serve basis, so be sure to book prior to arrival. If Book-a-Space is not available in your location, you should follow local protocol.

## Will I be able to sit in the same workstation while I am in the office?

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Almost all workstations can be reserved through the Book-a-Space reservation system. Desks can be booked up to 30 days in advance. However, recurring bookings can be reserved 14 days out. You can mark the workstation as a Favorite on Book-a-space for ease of reserving.

**Can sit-to-stand desks be reserved through Book-A-Space?**

Yes, depending on the location and upon availability sit-to-stand desks can now be reserved on Book-a-Space. Yes, you may reserve any available desk shown as green. You can also reserve up to 30 days in advance and “Favorite ♥” the desk you prefer for future reservations.

**Will meeting rooms be available?**

Yes, depending on the location and upon availability meeting rooms can now be reserved on Book-a-Space. If the rooms are not in the Book-a-Space reservation system they can be used on a first-come-first-serve basis.

Note: Google calendar is now integrated with Book-a-Space, you can make all your meeting room reservations through Google Calendar.

**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. Visit the [Workplace Accommodation About You page](#) for more information about the accommodations process.

If you need assistance in making arrangements to have approved equipment available when you are in the office, please speak with your [local Community Manager](#) or contact the Virtual community manager at 800. 295.2030 or email [Hospitality.support@verizon.com](mailto:Hospitality.support@verizon.com).

Note: You can ‘Favorite’ your preferred desk and reserve it up to 30 days in advance.

**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 (800) 295-2030 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 800.295.2030. For international locations, contact your local Global Real Estate team.

**Will there be office supplies available?**

Office supplies will be provided by your onsite community manager, if available. Otherwise, you may order them through [VZ Web ERP website](#). For international offices, employees can email [facilities-apac-helpdesk@intl.verizon.com](mailto:facilities-apac-helpdesk@intl.verizon.com) to request what you need.

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**Will there be food service?**

Vending areas and pantries are now open.

**Can I receive food delivery?**

In U.S. Verizon locations, where cafeterias are not open yet, 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?**

Yes.

**Can we use refrigerators and microwaves?**

Refrigerators and microwaves are available for use. Overnight storage is not permitted in refrigerators. 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 weekly basis or in line with the posted schedule.

**Can I use my own personal water bottle?**

Yes, personal water bottles or mugs can be used. Some locations outside of the U.S. mandate reusable cups per local regulations, and employees are required to take home whatever they bring 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, shuttle busses and vans
- Vehicles will be sanitized after every trip