



November 29, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Lumen Effects Bargaining - Vaccination Mandate – Impasse Provisions

Dear Lumen Local Presidents:

The District received the [attached correspondence](#) from Lumen summarizing Effects Bargaining and the impasse provisions.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

611 Sixth Street, Room 313  
Bremerton, Washington 98337  
Office (206) 733-5297

LUMEN®

**Stephanie E. Miles**  
Director – Labor Relations  
Human Resources

November 23, 2021

Ms. Susie McAllister  
Assistant to the Vice President  
Communications Workers of America, District 7  
8085 East Prentice Avenue  
Greenwood Village, Colorado 80111-2745

**RE: LUMEN/CWA VACCINATION MANDATE – EFFECTS BARGAINING – IMPASSE PROVISIONS**

Dear Susie:

Lumen Technologies, Inc. ("Company"), at the request of Communications Workers of America ("CWA"), agreed to engage in effects bargaining on a national basis specific to the unique and particular circumstances surrounding COVID-19 and Executive Order 14042, whereby the Company, a federal government contractor, requires all of its subsidiaries' U.S.-based employees to be fully vaccinated as a condition of employment.

CWA designated two representatives from District 7, yourself and Lisa Avila, and one representative from District 2-13, Jon Remington. Collectively, these representatives were charged to bargain on behalf of all employees covered by the Collective Bargaining Agreements (CBAs) between the parties.

The parties began meeting on November 2, 2021. After five additional meetings, concluding today, November 23, 2021, Lumen and CWA were unable to reach an agreement. As discussed today, we reviewed those provisions we had tentatively agreed to and had two remaining issues: 1) the CWA's proposal for the Company to extend Emergency Paid Time Off (ePTO) to cover side effects from the first shot of a two-shot series process and 2) CWA's proposal for the Company to pay for the test kits for those employees who have an approved religious exemption and are required to test weekly (or more often depending on customer requirements). Neither the CWA nor the Company are willing to withdraw or alter their position on these two remaining issues and therefore the CWA and the Company agreed we had reached impasse.

Therefore, based on our discussions and the parties' agreement we have reached impasse, the Company will move forward and implement the enclosed provisions outlined in Attachment A, effective January 4, 2022, for all CWA-represented employees employed by Lumen.

Sincerely,





Attachment A

- Employees that refuse to get vaccinated by January 4, 2022, will be placed on an unpaid leave of absence for up to 60 calendar days. Employees on this leave will not be permitted to use any of their paid time off benefits during this period. The Company will allow employees on this leave to continue their Health and Welfare benefits (Medical, dental, vision, and life insurance) provided employees continue to pay their active employee premiums through direct bill. All benefits will be governed by the Collective Bargaining Agreement (CBA) or Plan rules regarding employees on non-paid leaves.
- Any employee separated due to the refusal to be fully vaccinated will be considered eligible for rehire.
- Any employee that has been denied either a medical or religious exemption may submit new details (based on subsequent facts/events) in a subsequent accommodation request and the Company shall consider such information and make a determine to deny or approve such request.
- Any employee who begins the vaccination process prior to January 4, 2022, may remain employed and continue to work while completing the vaccination process. The employee must complete their vaccination process in accordance with the recommended interval(s). Failure to do so will result in immediate termination with no eligibility for a leave of absence. During this period (while completing the vaccination process), there may be a need to provide alternative assignments for the employee at work.
- The deadline for full vaccination shall be January 18, 2022, provided the government amends the rules as it has announced.
- The Company will comply with federal and state laws and follow any obligations to bargain over the effects of such changes.
- Employees will be provided additional paid time off for vaccination (“vPTO”) up to 4 hours for each shot to get the vaccine and to cover side effects experienced immediately after the shot. If additional time is needed after the first shot (Moderna or Pfizer), employees must use their own paid time off or illness absence time. Once an employee has received the second shot (or after the first shot of J&J), employees will be eligible for up to 40 hours of emergency paid time off (ePTO) for COVID-related absences including side effects. Lumen will agree that these paid time options referenced above (vPTO, personal PTO/illness time, or ePTO) will be considered excused time and will not result in an attendance occurrence or discipline. Eligibility for ePTO time expires 12/31/21.
- The Company will pay for the cost of weekly testing kits (or more often if customer requirement) for vaccination exempt employees due to medical reasons. Employees that are exempt due to a firmly held religious belief may use Company provider at their own cost or any other Company approved method. The Company will pay for test kits in accordance with state law where required. Testing time will be compensable time. In the event that the Company decides to pay for testing of non-union employees with religious exemptions, the Company agrees to pay for testing of all CWA-represented employees with religious exemptions as well.



September 30, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Vaccination Updates

Dear Lumen Local Presidents:

The District received the notice below regarding new changes being implemented around the COVID vaccination. The notice will be sent to all Lumen U.S.-based employees (union-represented and non-union employees) this afternoon.

**To: U.S.-based employees and managers of U.S.-based teams**

**Important New Information**

- Paid time away for employees to get vaccinated.
- New \$50 per paycheck medical surcharge for unvaccinated employees.
- Customer vaccination requirements are increasing, resulting in the need for employees to upload their vaccination card.

I want to start this update by thanking the three-fourths of our employees who made the choice to get vaccinated. We appreciate your support of our goal of creating the safest and healthiest workplace at Lumen. We continue to strongly encourage the one-fourth of our population that remains unvaccinated to get vaccinated, especially frontline employees, who remain our population with the lowest vaccination rate. Our focus on vaccinations remains strong, as our internal data matches national data indicating unvaccinated employees are getting infected with COVID-19 at higher rates than those who are vaccinated and, even more concerning, their infections are much more serious and at times lead to death. You're much more likely to avoid this situation by getting vaccinated. For yourself, your loved ones and your Lumen colleagues, please get vaccinated. As further encouragement, we're moving forward with the following actions.

**Paid time away for employees to get vaccinated**

We're providing up to **four hours of paid time away per shot** for unvaccinated employees to get vaccinated and recover, if needed. You can also use your current PTO hours or available leave time. If you decide to get vaccinated, you'll also become eligible for [40 hours of ePTO](#) as of the date of your last shot AND after you update your status in SuccessFactors.

## New \$50 per paycheck medical surcharge for unvaccinated employees

Lumen data indicates unvaccinated employees run a higher risk of medical complications, which increases our overall costs. In fact, since March 2020, we've incurred more than \$23 million in COVID-related expenses across all our medical plans. Data also reinforces the fact that unvaccinated employees incur higher medical costs due to the severity of COVID impacts, which typically include extended hospital stays and costly treatment.

As part of this year's Annual Benefits Enrollment, we'll introduce a new medical surcharge for unvaccinated employees to help offset medical costs associated with COVID and encourage getting vaccinated. This approach is similar to the tobacco-free discount we offer employees who are not tobacco users and supports our ongoing focus on wellness and a healthy work environment. You'll learn more about the new medical surcharge during the enrollment period (Nov. 3 - 17), but here are the basics:

- We'll apply a \$50 per paycheck surcharge for unvaccinated employees enrolled in a Lumen medical plan unless you have a valid medical condition and/or sincerely held religious belief, which will go through a validation process.
  - o **Note:** Because Lumen medical plans are governed by ERISA and not state law, employees in Montana, where there is a contrary state law, will be subject to the surcharge if not fully vaccinated.
- The surcharge is effective Jan. 1, 2022, and applies only to the employee, not their covered dependents.
- Vaccination status for ALL employees who enroll in a Lumen medical plan will be pre-populated as "NOT Vaccinated." **If you are fully vaccinated, you will have to take action to change your status to "YES Vaccinated" to avoid the surcharge.** The vaccination status information you recorded in SuccessFactors will not roll over into the benefits enrollment system.
- To avoid the surcharge if you're unvaccinated, plan to complete your last shot (or single Johnson & Johnson dose) to become fully vaccinated and update your status in the benefit enrollment system by the end of the year. There is still plenty of time.

If we uncover dishonest behavior inconsistent with our Code of Conduct in the recording of vaccination status in any of our systems, it could result in actions up to and including termination.

## Customer vaccination requirements increasing

Importantly, we're seeing more and more of our customers require Lumen employees to be vaccinated and provide proof of vaccination to work at their locations, including at the federal and state level. We expect these requirements to continue to increase. While we continue to maintain our position of strongly encouraging vaccinations for the time being, it is required for employees to be vaccinated on premises with many of these customers, and we are required to validate vaccination status.

**REQUIRED ACTION:** As a result, **all customer-facing employees will need to immediately upload their vaccination cards in SuccessFactors.** Customer-facing employees include anyone who interacts in-person with customers (or has the potential to), either on their premise or on Lumen's premise. It's important to note that this expectation will continue to change as needed to meet evolving customer requirements. Vaccination cards will be stored in the same location as vaccination status. [Follow these steps to upload your vaccination card.](#)

We continue to make great progress in the fight against this pandemic, and that feels good. What would feel even better is having a workforce that chooses to become fully vaccinated without the need for vaccine mandates. We're still planning for a Future of Work where more of our people are back together working collaboratively across the aisle instead of across the miles from our homes. Vaccinations are one way to help get us there.

Thanks,

Scott

Please contact your CWA Representative with any questions.

SJR/sv  
opeiu#13

c: Claude Cummings, Jr.  
District 6 Administrative Staff  
District 6 CWA Representatives



August 13, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Employee Communication on Reporting of Vaccination Status

Dear Lumen Local Presidents:

The District received the notice below that was sent to all employees today requiring reporting of vaccination status by September 15, 2021.



**Scott Trezise**  
EVP, Human Resources

LUMEN

**To: U.S.-based Lumen teams and managers of U.S.-based Lumen employees**

I want to provide a quick follow up to our discussion from yesterday's [Global Employee Videocast](#). For those who joined live, I hope you found what we discussed to be helpful and informative. When it comes to COVID-19, we've learned that our teams are passionate about and interested in this topic and Lumen's approach to keeping our people safe. So, I want to share some additional perspective.

COVID-19 is still a very real threat, and the fast-spreading Delta variant is unrelenting. As we think about how best to keep our people safe and healthy, we've made an important decision that affects our U.S.-based Lumen team. That decision involves the reporting of vaccination status.

**Required reporting of vaccination status in SuccessFactors by Sept. 15**

Vaccinations are the best way to get us back to some form of normalcy, and the higher our vaccination rate, the safer our work environment. We need more comprehensive data to determine the best policies and practices to inform Lumen's overall vaccination strategy. That's why we're requiring vaccination status from all U.S. employees, whether you work from home, in the field or from an office. The health and safety of all our people is paramount, and every Lumen employee plays a part in ensuring our success.

This decision is in no way intended as an invasion of privacy. It's an intentional action to help us understand our true vaccination rate. Please know that we won't share your information with any third parties, and it will only be used in line with applicable laws.

**Action: Update your vaccination status in SuccessFactors by Sept. 15**

Recording your vaccination status is simple and should take less than one minute:

- Log into [SuccessFactors](#) from either your desktop or your mobile device > go to My Profile > Personal Information > COVID Vaccine Information.
- If you've not yet recorded your vaccination status, simply select from the two options: Yes or No.
  - Yes = You've been fully vaccinated. You will also record the vaccine brand and date of your final shot.
  - No = You've not been vaccinated. There are no other questions to answer.
- If you've already updated your information, thank you. No further action is required.

We're seeing more and more large companies like Lumen move toward requiring vaccinations. Let's work together to avoid this scenario if possible. If you're uneasy about getting vaccinated, please talk to your doctor to ensure you're getting the best information about risks associated with the vaccines. Keep in mind, if you've recovered from COVID and have antibodies, that is not a replacement for the vaccine.

Since the start of the pandemic, our goal has been honesty and transparency about the decisions we've made and why we've made them. Caution and diligence will prevail as we continue to follow our fact-based approach.

We've also been clear in our belief that the fastest path to ending this pandemic is through vaccinations. Let's do this together.

Scott

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Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

**CWA District 6**  
AR KS MO OK TX

[district6.cwa-union.org](https://district6.cwa-union.org)

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Austin, Texas 78735



Text CWACTION to 69866 to Join Our Rapid Response Text List  
Communications Workers of America, AFL-CIO, CLC.



August 4, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Lumen Mask Update

Dear Lumen Local Presidents,

The District received the following notice today containing Lumen's updated mask policy which has been posted to the Company's home page as an alert:

**Week of 8/2 Alert: New Lumen mask guidance in CDC-defined high- and substantial-transmission states**

8/2/2021

The CDC has updated its mask guidance due to increased community COVID-19 transmission and positivity rates across the U.S. We're following this guidance and are updating our mask-wearing protocols.

For our U.S. Lumen teams in high-transmission and substantial-transmission states defined by the CDC, **masks are now required indoors at our locations regardless of vaccination status**. In addition to the updated CDC guidance, some states also require masks regardless of vaccination status and current transmission rates.

**Stay informed. Check the [CDC COVID Data Tracker](#) to stay current on what's happening in your community.**

This means that whenever you're working in the office in a CDC-designated high-transmission or substantial-transmission state or in a state that requires masks, you must wear a mask indoors. This applies if you are work-from-work, you're in the office as part of Phase 1 or visiting the office periodically with VP approval. You must also complete your HealthVUE screening in all these situations before you enter a Lumen facility.

Most U.S. states are currently designated as having high or substantial transmission rates and require indoor masking. Per the [CDC](#), the following states are still at low or moderate transmission and currently **do not require** indoor masking if vaccinated:

- Maine
- Maryland
- Michigan
- New Hampshire
- Pennsylvania
- Vermont

**For our field employees:** Please be aware of and follow state mandates for face coverings when you're in the field. Also, if a customer requests you wear a face covering in a state that's excluded from the new mandate, please comply with the customer's request as a courtesy.

The situation is changing rapidly, so keep an eye on the InsideLink homepage Alert banner for weekly updates. As always, we'll stick to our data-driven approach in the best interest of our employees and customers.

**Updates coming:** We'll refresh information about face coverings in our [Lumen COVID-19/Return to Office Employee Workplace Guide](#) and [FAQs](#) as soon as possible.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



June 30, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update / ePTO Benefits Extended

Dear Lumen Local Presidents,

Please see the following update from the Company that was distributed to employees today.



#### Get Vaccinated and get a chance to win Lumen Star Points in weekly drawings




For U.S. based Lumen employees

The safety and health of our Lumen coworkers is a team effort. That commitment includes doing our part to keep the momentum for vaccinations going.

We're happy to announce a great way to take a winning shot. When you make sure to get fully vaccinated through the U.S. COVID-19 vaccination program, we'll make sure to enter you into a drawing to win Lumen Star points that can be redeemed for hundreds of different kinds of merchandise or experiences.

Here is the only thing you have to do: Get fully vaccinated and enter your information into [SuccessFactors](#). We'll do the rest by saying thank you in the best way possible; you'll be entered into a weekly drawing to possibly win Lumen Stars Points.

**Lumen Stars**  Every week in August a winner will be randomly drawn from the Success Factors immunization database. The weekly drawings of **2,500** Lumen Stars Points will culminate in a grand prize drawing of **10,000** points on **August 26**.

Lumen Stars points can be redeemed for hundreds of different kinds of merchandise or experiences. [Check out a few of the items](#) you can get with this many Lumen Stars points.

We want to keep the U.S. Covid-19 vaccination program on the top of your to-do list. We also want to share how appreciative we are of the extra steps our teams are taking to care for each other. Be sure to enter your vaccination completion in [SuccessFactors](#) and good luck – and good health, too.

[Read the full rules](#) for details of who is eligible, how to enter and more.

**EPTO benefits extended through July 31, 2021**

## For U.S. and Canadian based Lumen employees



As part of our ongoing commitment to supporting Lumen teams through the COVID-19 pandemic, we will be extending our ePTO policy through July 31, 2021.

The extension applies to U.S. employees who have not taken the full 80 hours (75 hours for Canadian employees) of emergency paid time off to manage personal COVID-related emergencies, including the time you need to receive your vaccine. It's our hope that this extension helps those of us who need additional support to be able to focus on our loved ones and our own health, while staying productive with our work responsibilities.

The amount of ePTO you are eligible to use and guidelines remain the same and can be found in our [COVID-19 FAQs](#). Below are some key points on how you can use ePTO. If you have additional questions, [Ask HRConnect](#).

### **Reminder: Please know and follow our COVID-19 workplace policies.**

Over the past several months, we have seen great progress on COVID-19 vaccinations and decreased infection and hospitalization rates throughout the U.S. These numbers are encouraging, but we would like to stress the importance of knowing and following our COVID-19 workplace policies. Our Lumen [COVID-19/Return to Office Employee Workplace Guide](#) and [COVID-19 FAQs](#) have the latest health and safety policies for any employee entering a Lumen facility or customer location.

Thank you for everything you're doing to keep yourself, your family, our coworkers and our customers safe and healthy. We'll get through this crisis and be stronger for our efforts because we [Navigate Together](#).

### **Guidelines for ePTO policy:**

- Time off under this policy is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.
- If you've already made use of time off under this policy, you'll continue to draw from your existing balance of remaining hours available to you.
- You must receive approval from your manager before taking time off.
- Time off can be used non-consecutively to cover the following COVID-19 circumstances:
  - o Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
  - o Employees who are unable to work from home if there are company directed office closures.
  - o Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
  - o Employees who may need to take time off due to school and daycare closures.
  - o Employees who may need to provide care for others diagnosed with COVID-19.

Please keep in mind that this time off should be used only for essential, COVID-related emergencies to support you and your family members. For more information and resources, visit our [InsideLink Return to Office and COVID-19](#) page.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

June 17, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Phase 2 Return to Office and the Future of Work at Lumen

Dear Lumen Local Presidents:

The District received the notice below that was sent to all employees this week regarding returning to office locations.



Scott Trezise  
EVP, Human Resources

LUMEN

*U.S. Lumen teams*

It is humbling and inspiring to consider where we have been together in the past year and a half. We took pioneering leaps forward as we created our new Lumen brand. We cared for our clients and launched new products and services to truly amaze them. We cared for each other as we faced a global pandemic and discovered new ways to connect. And I believe we emerged better for it. You are the constant that makes Lumen a trusted partner to our customers and a dependable employer for our people.

Now our teams are ready to continue working efficiently and creatively as we look forward to achieving our “Blue Chip” commitments. We are entering a new stage of discovering and defining how to effectively grow our company – not only growing profitable revenue but also growing in how we work as a team. With the amazing work by all of us since the start of the pandemic, we have collectively learned that offering the flexibility of different work arrangements can be additive to the organization. We are innovating our approach to work to foster new ways of collaborating, new real estate and office planning, policy changes and ever-evolving team culture.

As we begin to look at what the future of our work looks like, we have learned that some roles must be done predominantly from the work office; other roles can be done in a hybrid format, working on a regular schedule in the office and remotely; and some jobs can be done predominantly remotely.

We are creating our Future of Work strategy around the key tenets of building an amazing culture in which our great talent can thrive, helping our people balance life and work and, above all, promoting productivity and efficiency for our customers. While the remote workforce changes we implemented last March were largely reactionary to the pandemic, our Future of Work is visionary with an eye toward the best possible customer and employee experience. In other words, if we were to build our Lumen working environment from scratch, as we essentially are doing now, what model will provide peak efficiency and productivity for our workforce?

We have not yet set a date for Phase 2 of Return to Office, but we are getting closer and will continue to monitor trends and follow a fact-based approach to reach that decision. In the meantime, we remain committed to providing you ample notice ahead of any changes. To that end, we are ready to share the Future of Work designations that will inform who will be coming back to the office in Phase 2.

### **Future of Work Designations**

In the coming days, you will hear from your manager about your Future of Work designation and learn if you will be expected to return to the office in Phase 2, once we determine that timing. Each job in the organization has been evaluated by senior leadership and placed into one of three working styles, built around feedback from our people, job roles and the guiding principles above. Here are the basic concepts tied to our designations:

#### **Fully remote**

- No dedicated workspace
  - § Home address is work address
  - § Touchdown space available
  - § In office as requested
- No requirement to be within certain physical distance of specific office location
- Business travel expected on an as-needed basis, according to travel policy
- Continue remote work during Phase 2 of Return to Office

#### **Hybrid**

- Generally, no dedicated workspace
  - § Work address is company building
  - § Touchdown space available
  - § In office on regular, recurring basis. Schedule may or may not be defined.
- Employee is responsible for any commuting costs associated with traveling to and from their assigned office
- Employee's home and work address must be in the same state in most cases
- Initiate hybrid schedule during Phase 2 of Return to Office unless capacity limits met

#### **Work from work**

- Dedicated workspace
  - § Work address is company building and dedicated workstation
  - § In office consistently 4-5 days/week
- Employee is responsible for any commuting costs associated with traveling to and from their assigned office
- Expected to return to office in Phase 2

As the workplace landscape continues to evolve and the world adjusts to a new “normal,” we will continually adapt and refine our approach. With that in mind, this Future of Work approach may evolve as we learn more about ourselves and our post-pandemic environment. We will continue to evaluate work designations with an eye toward a full, more permanent implementation at a later date. In the meantime, if you're contemplating any major decisions about where you live and work (e.g., moving to a different city or state), I encourage to you talk with your manager until we know more about our future.

I hope we all approach our Future of Work with energy, excitement and thoughtfulness in addition to our questions and potential concerns. We need to reflect with pride on how quickly we created a dynamic work environment during the pandemic, when we moved ourselves to safer locations and innovated safer ways to serve our customers. We will use that muscle to transition to our Future of Work, which we'll build together in ways that fit our needs – both in our offices and in our homes.

I look forward to your partnership in staying connected and collaborating in this new environment as we navigate the future together as a team.

Thank you for all you have done to get us to this point.

Scott

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

All,

Below are updated guidelines that we have announced today regarding Lumen employees that are vaccinated. Also included is an update from our EVP-HR, Scott Trezise on our return to the office plans. The return to work plans would only apply to a small group of employees that elected to work from home from our call center groups. We continue to strongly encourage employees to get vaccinated and report that to us. We may begin to ask employees to let us know their status as some customers are requesting to be served only by vaccinated employees. I will keep you posted on that issue. We are not requiring employees to be vaccinated at this point.

Let me know if you have any questions.

## Updated guidance for face coverings at work

6/3/2021

As mentioned in a [recent update from Scott Trezise](#), we continue to monitor changes in national, state and local COVID-19 guidance around things like face coverings, group gatherings and travel. Many of you have questions about Lumen's policy on **face coverings**, in particular, and we have some timely updates to share.

The following workplace guidance is effective immediately for all U.S.-based work-from-work employees and will be reinforced as part of our U.S. Phase 1 Return to Office.

### Bottom line

- Lumen policy will continue to align with CDC guidance.
- There are essentially no COVID-related restrictions at work in a Lumen office if you choose to get vaccinated and [record your status in SuccessFactors](#).
- Non-compliance with any mask requirements (indoors or outdoors) is a violation of Lumen's safety protocols and policies and could result in disciplinary action.

### Regardless of vaccination status

- You must complete a daily [HealthVUE](#) screening for COVID-19 symptoms.

### If you are vaccinated

- There are no COVID-related restrictions on your Lumen workplace activities other than daily [HealthVUE](#) screenings.

## If you are NOT vaccinated

### Indoors at Work

- You **must wear a face covering** and social distance any time you are **indoors** or in an enclosed space. This includes moving around indoors at work.

- Exceptions:

- When you are sitting at your own desk, social distancing **AND** not interacting with others
- When you are alone in a vehicle

- Face coverings and social distancing are required for any indoor meetings that include unvaccinated people.
- Even with a mask, VP approval is required for your participation in and scheduling of **indoor** meetings with more than 15 people, including with other employees, contractors, vendors and customers.
- If you are not vaccinated and do not want to wear a mask at the office/indoors, you can participate in meetings virtually.

### Outdoors at Work

- You can remove your mask if you are working or meeting with others **outdoors AND** can maintain social distancing.

### Other timely questions we've heard you ask

**Q: If I'm vaccinated, why do I have to continue using HealthVUE before I go to the office?**

A: HealthVUE is an ongoing requirement at this time for **both vaccinated and non-vaccinated employees**. This practice is aligned to CDC guidance recommending vaccinated people continue to monitor for COVID-19 symptoms and, if symptomatic, follow testing and quarantine processes. If and when the CDC changes its guidance, we will re-evaluate the health screening requirement.

**Q: What policy do I follow when working at customer or partner locations?**

A: All Lumen employees must follow face covering and other COVID-19 mitigation policies of customers, trainers, vendors or partners when working at one of their facilities, unless their policies are less restrictive than Lumen's policies. The more stringent policy should be applied.



## Q: How do I update my vaccination status?

A: Log into [SuccessFactors](#) from either your desktop or your mobile device, go to My Profile > Personal Information > COVID Vaccine Information. If you've already updated your information, no further action is required.



**Scott Trezise**  
EVP, Human Resources

LUMEN®

U.S.-based Lumen team,

It's been about two weeks since our last update about returning more of our U.S.-based employees to Lumen offices. Since then, we've seen changes in national, state and local COVID-19 guidance for vaccinated people around things like face coverings, group gatherings and travel. Today, we have two important updates to share about Lumen actions tied to updated guidance based on new data and our fact-based approach to determine what's next for our teams.

**1) Phase 1 Return to Office.** Given the current downward shift in COVID-19 community transmission trends, we currently have a projected Phase 1 implementation date of **Monday, June 28**. *We'll communicate separately to those of you who've expressed an interest in returning to the office as part of Phase 1*, but here are a few key reminders for everyone:

- Anyone currently working from home who wants to return to the office full- or part-time as part of Phase 1 **must be vaccinated**.
- Regardless of your current vaccination status, to support the good health of our teams and fact-based decision making, please log into [SuccessFactors](#), go to "My Profile" > Personal Information > COVID Vaccine Information and update your status. If you've already updated your information, no further action is required.
- If you currently work from home and are not vaccinated, please continue to work from home at this time.
- Vaccinations have been key to the downward shift in transmission trends and the progress in communities reopening. For the protection of Lumen employees and our customers, please get vaccinated as soon as possible.

**2) Travel Guidance.** Many of you have been asking if/when you can start traveling again to meet with customers or for other critical business reasons. Based on community transmission trends and additional CDC guidance, we're easing our Lumen travel requirements. Here's what you need to know about our updated Lumen travel policy:



- If you've been vaccinated, you can travel and meet with customers face-to-face. VP approval is no longer required for business travel. However, it's your responsibility to ensure travel costs meet your organization's budget/approval processes, and you should update your vaccination status in SuccessFactors as outlined above.
- If you are **not** vaccinated, please follow the existing travel policy, which requires VP approval and is for critical business needs only. If you are not vaccinated, contact with customers, vendors and team members should continue to be extremely limited and requires following all safety protocols.
- Senior Leadership Team approval is required for all international travel, regardless of vaccination status.

We'll share updated guidance on additional topics such as face coverings, group gatherings and attending events on behalf of Lumen as those decisions unfold. And look for more information about Phase 2 Return to Office in the coming weeks, when we're confident we can safely return more of our people to the office following our data-driven, fact-based approach.

It's encouraging to see so many of our communities continue to open up and return to a "new normal" across many regions where we have operations, employees and customers. We continue to have great empathy for all our Lumen colleagues and will closely monitor and support regions that are recovering at a slower pace. That said, we'll remain cautious and diligent in our approach to loosening Lumen policies and bringing people back to the office. Our goal has been and will always be the health and safety of our people and customers.

Thanks, and be well.

Scott



May 11, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on Returning more Lumen Employees to Office Locations

Dear Lumen Local Presidents:

The District received the notice below that was sent to all employees yesterday regarding returning to office locations. The Company stressed the notice does not apply to the technician force that is and has continued to work from work, but may apply to a small group of employees that are working from home from call centers that are represented.



**Scott Trezise**  
EVP, Human Resources

**LUMEN®**

*U.S. Lumen teams*

Since that fateful day in March 2020 when we took the bold step to send the majority of our global workforce home, we've been planning for and talking to you about how and when we will return to our office locations.

Today, I have some important updates regarding our timeline for returning more of our team members to Lumen offices. However, I also want to acknowledge that in many parts of the world current COVID-19 conditions make my answer not so simple. The images we are seeing in India, Latin America and other parts of the world are heartbreaking, and we are working hard to keep our employees safe. To that end, our updates below are for our U.S. employees. We will be communicating separately with our team members outside of the U.S. with specific plans for their regions.

It is fair to say that we all want to get back to some level of normal life, where we don't have to wear a face covering and can safely gather with our family, friends and coworkers. The key in this pursuit is achieving a high level of vaccinations. Unfortunately, COVID-19 continues to be a very serious threat. We have been regularly communicating that when the time is right, we will begin to return more of you to our office locations through a phased approach based on data and facts.

The facts are telling us that we are closer to beginning our re-entry plans but not quite ready to proceed in almost all of our geographies. Central to our fact-based decision-making process is data that looks at new infection and positivity rates by geographic area, which currently have not hit the levels we want to see. It is because of you, both our work-from-work and work-from-home populations, that we feel confident in maintaining our current work arrangements.

I am encouraged to see that every state in the U.S. has opened its vaccinations to all people 16 years of age and older. Receiving a COVID-19 vaccination is a personal choice, and we continue to strongly encourage vaccinations to stop the spread and protect ourselves and our communities. I believe that receiving the vaccination is safe and one of the best ways to protect yourself, your loved ones and your coworkers. I personally received my second shot last week and feel grateful I could do my part to help get us back to a sense of normalcy.

## ***Phase 1 Planning Underway***

While Phase 1 planning is underway, given the current COVID-19 community transmission trends, we are not ready for Phase 1 to begin yet. This phase will include the transition of an initial group of U.S. employees who have told us they are ready to return to the office, either full time or part time. If you have expressed interest in returning to work at one of our office locations, we will provide an update to you in the coming days.

Importantly, as part of Phase 1, we have made the decision to require vaccinations for those interested in returning to work in our Lumen facilities. We believe this is an important step to continue protecting our employees who are required to work onsite, as we increase the number of our people working in the office. Let me be clear: Vaccinations are still strongly encouraged and are not mandatory for all employees. If you currently work from home and have made the personal decision to not get vaccinated, you may continue to work from home at this time. The vaccination requirement is only for our current work-from-home employees who have requested to return to the office as part of Phase 1.

## **Phase 2**

In Phase 2, we will increase the number of employees who can safely return to the office, with a limit of no more than 50 percent of normal occupancy for each location. This will include additional people who are ready to return to work and those who are in certain job roles and functions better suited for working in an office.

In the long term, we do not see our company returning to the same work environment we had before the COVID-19 pandemic. However, there will be a need for many of you to return to the office to ensure we are giving Lumen and our customers our absolute best in terms of efficiency, collaboration and innovation. We will not surprise you with any changes to your work situation and commit to giving a minimum of 30 days' notice to allow employees to prepare for the return to the office. We will provide frequent and transparent communication of our planning along our journey.

I know many of us, myself included, look forward to the day when we can be together in person again. As we wait for that day, I ask that you remain vigilant in following the recommended guidance of your local communities, so we can start to look ahead toward safer and healthier times. Be sure to check our [COVID-19 Resource Center](#) and [Navigate Together pages](#) for the latest news and resources to support your mental, physical and financial well-being.

Thank you for all the dedication you continue to show in support of one another and our customers.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 18, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Updates - Health and Safety Tips, Resources, and FAQs

Dear Lumen Local Presidents:

Please refer to this [link](#) to open a notice the Company sent via email to employees yesterday providing health and safety tips, updated resources, and FAQs. Attached below for quick reference and easy access are the documents related to the articles, FAQs and U.S. State Vaccination Resources that can also be found at the end of the link.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

Attachments:

[Updated Articles](#)

[FAQs](#)

[U.S. State Vaccination Resources](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

# Taking the first shot: What was it like

3/16/2021

[Español](#) | [Português](#)

Standing in line at Walmart isn't something new. I've been doing that for years. But last week, the line was little more meaningful. I was waiting my turn to get my first COVID-19 vaccination shot.

I've mentioned before that I have underlying conditions, so once I discovered vaccinations were available to my group, I immediately went online to find a local Walmart where I could schedule an appointment. Easier said than done. The closest Walmart was about an hour away, but I didn't think twice when I saw an open time slot. I quickly grabbed it.

When the day arrived, I made sure to get there early. The last thing you want to do is drive an hour, arrive late, and maybe lose your timeslot. I was impressed by the efficiency and the friendliness of the people moving me through the line. Just a single piece of paper to fill out, a quick shot in the arm, and then a 15-minute waiting period to make sure I didn't have an allergic reaction.

That was it! I was out of there before my actual appointment time. My arm was a little sore from the shot, but I haven't had any other issues.

I'll be waiting for 28 days for my second shot, but it feels great to have taken this first step toward stopping this pandemic. As annoying as it can be, I'll continue wearing my mask, practicing social distancing and following all our other protocols for my own health and safety, and for the health and safety of my friends, family and community.

Jeff Storey receives his first COVID-19 vaccination

## Are you next?

I know some of us are nervous about getting vaccinated. To be honest, I was a little nervous too. Vaccination is certainly a personal decision and, at this time, it is not mandatory for Lumen employees. However, as the vaccine becomes available, we strongly encourage all our Lumen people around the world to get vaccinated.

If being nervous is holding you back, one idea I've heard suggested is having a family member or friend go with you for support. Whatever it takes to ease your concerns. I encourage all of you to get vaccinated as soon as your eligibility comes up. Let's each do what we can to protect ourselves and make this pandemic a thing of the past.

Please stay informed about the latest COVID-19 vaccination news and guidelines for your local community. We are committed to keeping you informed and will communicate to you any information on how Lumen will support you in receiving the COVID-19 vaccination.

Don't forget to check our [COVID-19 Vaccine Resource Center](#) for the latest news and resources.

Stay safe and healthy,

Jeff

# Some locations may be loosening COVID-19 restrictions; Lumen is not

3/4/2021

For U.S. Lumen People

We are encouraged to see COVID-19 cases and hospitalizations falling in many areas in the U.S. and around the world. Many local, state and regional areas are loosening their restrictions such as mandating face coverings, restricting business hours of operation, limiting restaurant capacity, restricting gatherings, and travel quarantines.

However, the COVID-19 virus remains very contagious and multiple variants of the virus that cause COVID-19 have been documented in the United States and globally during this pandemic. ([source CDC - About Variants of the Virus that Causes COVID-19](#))

Given these facts, all Lumen policies **remain in place** as the health and safety of our Lumen teams, their loved ones and our customers remain a top priority.

## A few important reminders for Lumen employees:

- If you've been classified as a Lumen on-site essential employee, please continue to work from your approved Lumen or customer location and strictly follow all current company policies regarding the use of face coverings and Personal Protective Equipment (PPE) - Even if you have received a COVID-19 vaccine:
- Our Public Policy teams continue to advocate for appropriate vaccine prioritization for Lumen's employees, particularly those who have continued to "work from work" at Lumen or customer locations:
  - As we confirm prioritization for any of our employee groups in specific locations, we will notify eligible employees as quickly as possible.
  - The vaccine rollout is a rapidly changing and dynamic process. Often your best source of current information is to check regularly with state and county health departments for the latest vaccine information for your location.
  - As a reminder, while we do encourage Lumen employees to get vaccinated when eligible, we have not made the COVID-19 vaccine mandatory.
- Approval of work-from-home employees to return to an office location for recurring work continues to require VP approval. However, even though

COVID-19 case rates are declining in some areas, these requests should be kept to a minimum and only requested or approved where the business need is truly critical.

- A reminder that anytime you enter a U.S. Lumen facility or customer location, you are required to complete a HealthVUE self-assessment.
- For any COVID-19 related questions, please contact HRconnect or your regional HR representative

Lumen's top priority is keeping you and your family safe and healthy. Our Lumen COVID-19 Employee Workplace Guide and COVID FAQs were recently updated with our latest health, safety and policy information. You have a responsibility for knowing and following our Lumen COVID-19 policies. You also should be familiar with and always follow any local orders in your community.



# 10 Unusual Symptoms of COVID-19

**Staff**

Cleveland Clinic



By now, we know the symptoms of [COVID-19](#) to watch for:

- Fever or chills.
- Cough.
- Shortness of breath or difficulty breathing.
- Fatigue.
- Muscle or body aches.
- Headache.
- Loss of taste or smell.
- Sore throat.
- Congestion or runny nose.
- Nausea or vomiting.
- Diarrhea.

In addition to these, the CDC recommends seeking emergency medical care if you experience:

- Trouble breathing.
- Persistent pain or pressure in the chest.
- New confusion.
- Inability to wake or stay awake.
- Bluish lips or face.

While the aforementioned symptoms seem to be more common, there have also been some outliers.

Throughout the pandemic, we've heard about [COVID toes and rashes](#), [pink eye](#) and even people losing their appetite. So why does it seem like every time we turn around, some new symptom is making a special guest appearance?

According to pulmonary and critical care physician [Joseph Khabbaza, MD](#), some of these reactions are quite normal, while others are symptoms that the medical community is still learning about.

## **Why are COVID-19 symptoms all over the place?**

"Really, nothing is off the table when it comes to COVID. I always get texts from people asking if something they're experiencing is normal. Well, there's nothing that's truly abnormal when it comes to COVID — literally almost anything goes and we don't exactly know why," says Dr. Khabbaza.

Dr. Khabbaza says that two people who might appear to be similar on paper can react in totally different ways to COVID-19. As for uncommon symptoms of the virus, he says the following have popped up frequently.

### **Brain fog, confusion, hallucinations or delirium**

Dr. Khabbaza reports that he's seen these symptoms quite often. While the medical community is still trying to figure out what causes brain fog, it's believed that it's likely a result of the body's immune response to the virus or inflammation throughout the nervous system and blood vessels that lead to the brain. As for hallucinations and [delirium](#), those, too, stem from the body fighting off the virus.

He explains.

“Brain fog is kind of a big one. It’s a kind of mental cloudiness — like you’re in a daze. You hear a lot about it with mild outpatients, but we also see it more severely in the ICU. Hallucinations and confusion are commonly experienced during all sorts of severe illnesses. When you have a kind stressor like COVID-19 in the body, you’re more likely to be confused, especially if you are elderly. This symptom is very common with older people as the body is trying to fight off an infection. COVID patients in the ICU sometimes experience a really bad delirium, worse than it seems with other patients who are critically ill. This delirium can worsen during a hospital stay when you’re not sleeping normally or if you’re in pain. Some medications that are used to keep patients comfortable on ventilators can even intensify delirium. With COVID-19, as someone gets worse, the type of brain manifestation that they experience can get worse as well. This can be due to a combination of blood flow and inflammation in the body or potentially alterations in blood flow at the microvascular level that cause these reactions.”

### **Elevated heart rate and temperature**

Dr. Khabbaza says he’s seen patients’ heart rates shoot up after minimal activity shortly after becoming infected. This along with elevated temperatures are a result of [autonomic dysfunction](#).

“We’re seeing this more and more. When it occurs, our [immune system](#) is attacking autonomic nerves — so nerves that regulate things in the body like heart rate and temperature — that thermostat can be thrown off. When this occurs, people’s heart rates are not being regulated. Once you lose that balance, you can have a super-high heart rate or elevated temperature for no reason. We’ve seen that in a lot of people and it seems to be an immune-mediated response, meaning the antibodies that you make somehow attack these kinds of nerves. That’s most likely playing a role in a lot of the unusual symptoms that we’re seeing,” says Dr. Khabbaza.

### **Skin irritation**

Skin is the body’s largest organ, so it has the largest number of blood vessels. Dr. Khabbaza says skin irritations like rashes or discoloration isn’t out of the ordinary when viruses or even autoimmune diseases are present.

“When you think about it, anywhere where blood flows could be affected. Skin is the body’s largest organ so it has the most blood vessels. It’s natural to see manifestations of illness in our skin. A lot of autoimmune diseases, in general, are associated with skin manifestations, especially viruses.”

He adds that we can look back at our childhoods for evidence of this. Mainly, the rashes that developed during illness.

“The skin is a place where a lot of things end up. If your blood count gets very low, your blood is too thick or you form tiny clots in the vessels, that sometimes can cause changes in your skin’s appearance.”

While skin irritations aren’t as common, Dr. Khabbaza said they’re still something that the medical community is trying to understand as it battles COVID-19.

### **Vocal cord neuropathy and loss of taste or smell**

Loss of taste or smell have been associated with COVID-19, and while they’re alarming, Dr. Khabbaza says there’s no need to panic if you experience these symptoms.

“When this occurs, those senses are just not working normally. Nerves can be inflamed or secondarily irritated by our own immune system. But gradually with time, we should gain the ability to use them again.”

[Vocal cord neuropathy](#) can occur when the nerves of the vocal cords are not working normally. This can often be a result of upper respiratory infections and can cause hoarseness or speaking problems, shortness of breath or swallowing issues. Dr. Khabbaza says this is mainly related to the [vagus nerve](#) being irritated and not working normally. This is the nerve that regulates digestion, heart rate, respiratory rate and reflex actions like coughing, sneezing and swallowing. Symptoms of vocal cord neuropathy, especially after a viral infection, often are first confused with post-viral asthma, but the symptoms often don’t improve with the use of inhalers.

### **Should you panic if you have any of these unusual symptoms of COVID-19?**

Dr. Khabbaza says experiencing one of these weird or unusual COVID symptoms isn’t automatically a reason to panic, but if it does affect your ability to do daily activities, let your healthcare provider know sooner than later.

“Most things are going to run their course and should gradually improve, but it can be a very slow process. If anything occurring is significantly affecting your daily living, your healthcare provider needs to know about it. If your heart rate shoots up to 170 when you’re just walking down the hall, that’s going to affect your ability to do anything, so that’s something that warrants prompt attention. If a symptom is affecting your ability to

work or your ability to accomplish your normal day-to-day activities, tell your healthcare provider. There may not always be some intervention that can be done, but COVID changes every day. We learn more every day and there are so many moving parts. If you're having difficulty, you always want to make sure your healthcare provider is aware of everything."

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# Long-Term Effects of COVID-19

Updated Nov. 13, 2020

Languages

Print

CDC is actively working to learn more about the whole range of short- and long-term health effects associated with COVID-19. As the pandemic unfolds, we are learning that many organs besides the lungs are affected by COVID-19 and there are many ways the infection can affect someone's health.

While most persons with COVID-19 recover and return to normal health, some patients can have symptoms that can last for weeks or even months after recovery from acute illness. Even people who are not hospitalized and who have mild illness can experience persistent or late symptoms. Multi-year studies are underway to further investigate. CDC continues to work to identify how common these symptoms are, who is most likely to get them, and whether these symptoms eventually resolve.

The most commonly reported long-term symptoms include:

- Fatigue
- Shortness of breath
- Cough
- Joint pain
- Chest pain

Other reported long-term symptoms include:

- Difficulty with thinking and concentration (sometimes referred to as "brain fog")
- Depression
- Muscle pain
- Headache
- Intermittent fever
- Fast-beating or pounding heart (also known as heart palpitations)

More serious long-term complications appear to be less common but have been reported. These have been noted to affect different organ systems in the body. These include:

- Cardiovascular: inflammation of the heart muscle
- Respiratory: lung function abnormalities
- Renal: acute kidney injury
- Dermatologic: rash, hair loss
- Neurological: smell and taste problems, sleep issues, difficulty with concentration, memory problems
- Psychiatric: depression, anxiety, changes in mood

The long-term significance of these effects is not yet known. CDC will continue active investigation and provide updates as new data emerge, which can inform COVID-19 clinical care as well as the public health response to COVID-19.

#### Preventing COVID-19

The best way to prevent these long-term complications is to prevent COVID-19. The best strategies for [preventing COVID-19 infection](#) in youth and adults are to wear a mask in public places, stay at least 6 feet away from other people, frequently wash your hands, and avoid crowds and confined or poorly ventilated spaces.

Last Updated Nov. 13, 2020

Content source: [National Center for Immunization and Respiratory Diseases \(NCIRD\)](#), [Division of Viral Diseases](#)



# COVID-19 Vaccine — Who Gets Priority and Why We Need Patience

**Staff**

Cleveland Clinic



Let's all breathe a sigh of relief. Although it will be several months before a large chunk of the population is vaccinated, two COVID-19 [vaccines](#) have officially been approved for emergency use in the U.S.

But unfortunately, the vaccine is not a golden ticket. Sure, it's a great start and it means there's an end in sight, but it's not an automatic off button for the pandemic. The upcoming months ahead might prove to be long, anxiety-inducing and somewhat stressful, as federal and local officials collaborate on the logistics of vaccinating 380 million Americans.

[Steven Gordon, MD](#), Chairman of the Department of Infectious Disease, shares insight into [vaccine priority](#) and why being patient about when you'll receive your vaccine correlates with keeping others safe.



## Who is overseeing the vaccine?

The [Advisory Committee on Immunization Practices \(ACIP\)](#) is responsible for overseeing the safe use of vaccines in the U.S. The committee is made up of experts from medical and public health. ACIP works with a variety of groups and organizations to thoroughly review all available scientific information pertaining to vaccines in the U.S. The CDC then sets the immunization schedules based off the recommendations from the committee.

Since March, ACIP has been trying to solve many complex questions regarding the COVID-19 vaccine, even before it started in clinical trials. In the past with other diseases and immunizations, it would take years to provide a vaccine recommendation.

The committee studies three key elements that can lead to potential vaccination:

1. **Science.** It verifies that the vaccine is safe and effective. (FYI: [It is.](#))
2. **Feasibility.** The committee considers the logistics behind how a vaccine would be distributed and how much of the product is available.
3. **Ethics.** How it determines who gets the vaccine, especially the first doses of a limited supply.

## And we're off!

- On December 1, 2020, ACIP recommended that once the FDA passed Emergency Use Authorization (EUA), it should first be offered to healthcare workers and residents of long-term care facilities.
- On December 11, 2020, [the FDA](#) issued the first emergency use of the [Pfizer-BioNTech COVID-19 vaccine](#) to be distributed in the U.S. to those who are 16 years and older.
- Then on December 13, 2020, after the FDA approved it, ACIP officially recommended the vaccine to U.S. residents, specifically for healthcare workers and those in long-term care facilities.
- And on December 18, 2020, Moderna received EUA from the FDA for its COVID-19 vaccine.

## The biggest barrier (at first) will be distribution

Although it's great news that the FDA approved the vaccine and ACIP reviewed and recommended it, we need to brace ourselves that it will likely be a slow start to

distribution. There are still many roadblocks and obstacles to figure out as we go. It's not as easy as just adding someone to a waiting list.

"It usually takes years and years to roll out a vaccine," says Dr. Gordon. "From review, to distribution, everything that has happened over the past nine months has been at warp speed. We've never pushed out a vaccine this quickly before, so there will be many questions we need to answer as this happens in real time."

The federal government has basically said it's going to buy as many doses as it can, he continues, then it will distribute the product to the states. Each state will then partner with healthcare organizations and handle its own distribution. But because each state is different, it's important to have patience as the logistics are worked out, especially because vaccine priority could differ slightly from state to state.

As a comparison, remember how scarce and limited [coronavirus tests](#) were back in March and April?

That's what the vaccine will likely resemble for the first couple of months it's available. It will be a process for state and health officials to figure out the safest and quickest way to start distributing the vaccine – and to those who need it most first.

"When we first started dealing with COVID-19, we only had one type of test and [we were overwhelmed with the demand](#)," says Dr. Gordon. "But testing technology evolved as the science evolved. Now we have [multiple ways of testing](#). In fact, every day you have more and more companies coming forward and saying they found another way and can offer it."

Even though the past nine months felt slow to a normal person (hi, quarantine), the timeline for testing evolution and availability was incredibly short. Now, as more companies seek FDA approval for their vaccines, more doses will become available over the next couple of months, making it more accessible to the U.S. population as time goes on.

### **Why are healthcare workers and long-term care residents first?**

"Thankfully, we now have a vaccine that's very, very effective," says Dr. Gordon. "So the first priority is to make sure that the folks who might die from COVID-19 get the vaccine first. The second thing we need to do is make sure that whoever's taking care of these critically ill patients can continue to do so."

Long-term care residents only make up about 3 million of the 380 million people in the U.S., which is just a small chunk of the population. But when you look at long-term care residents and COVID-19, the numbers are sobering. Long-term care residents makeup 6% of COVID-19 cases, but this group accounts for 40% of the death toll. That means these residents are the most vulnerable, at-risk population in the U.S. regarding coronavirus, and is why ACIP recommended this group to be in the very first wave of vaccination.

Running parallel to long-term care facilities are the healthcare workers who treat those who are critically ill. Healthcare workers make up about 20 million of the 380 million people the U.S. But as the pandemic marches on, especially as we're in the midst of a very heavy surge, more and more healthcare workers are becoming infected. In order to stop the tide, we need to take care of them first, so that they can be there to take care of the sick.

### **Who will be vaccinated after healthcare workers?**

ACIP is continually assessing how the waves of the vaccine will roll out. After healthcare workers and residents of long-term care facilities are vaccinated, the committee will look at the next group of people who are at severe risk and exposure to COVID-19.

These groups include:

- Workers in essential and critical industries.
- People with certain [underlying medical conditions](#).
- Those who are 65 years and older.

“The committee will continue to tackle when each group will be next in line for the vaccine,” says Dr. Gordon. “And I say ‘tackle’ because it really is a deliberative process with lots of things to consider and many experts will weigh in. Hopefully after the first several groups get vaccinated, production will ramp up and we’ll start to see more availability open up.”

### **What’s the timeline for healthy people to get vaccinated?**

When the vaccine is widely accessible, that’s when it will open up to the general public to anybody who is healthy and wants to get vaccinated, says Dr. Dr. Gordon.

“Realistically, for most folks, it will likely be spring or later for the vaccine to be available to them,” he says. “A lot can change, but we’re hopeful that the majority of adults in the U.S. will be vaccinated by the end of 2021.”

### **Kids, pregnant women and those recently infected**

More research is needed about the vaccine for those under 16 and for [pregnant and breastfeeding women](#). Kids were included in some vaccine clinical trials, but it typically [takes much longer to develop a children’s vaccine](#) than an adult version. It’s important to note that in order for the pandemic to be over, kids will also need to be vaccinated.

And when it comes to pregnant and breastfeeding women, the FDA is still deliberating.

“We don’t have clear recommendations for women in this group yet,” says Dr. Gordon. “So while it doesn’t look like it’s a hard stop, it doesn’t mean that if you’re pregnant or breastfeeding that it’s 100% safe either. You’ll need to have a conversation with your provider about the risks and benefits.”

Another group to consider once the vaccine is made available to the general public is those who have had COVID-19 in the last 90 days. This group has [potential lingering immunity](#) and it’s recommended for them to wait 90 days before getting vaccinated.

### **Yes, you will eventually get vaccinated**

The ultimate goal is to get everyone vaccinated so that the population reaches a level of [herd immunity](#). We want to offer the vaccine in a safe and orderly way that prevents the most deaths and illness. This will require patience and perseverance from everyone over the next several months.

Every person and every group that gets vaccinated is a small step in the right direction, no matter how slow it may go.

We need to also remember that the vaccine is not the final answer to the pandemic. Instead, the vaccine will now be one of the many layers of protection we have against COVID-19.

“We need to continue wearing a [face mask](#), [avoid gatherings](#) and maintain physical distance,” says Dr. Gordon. “As much as we like to think that the vaccine will be a

lightning bolt back to how things were in 2019, that's not the case and it won't be for many more months still."

So although a vaccine is hopeful news, we still have a long way to go. Think of it like a light at the end of a tunnel. We're all on a very slow train moving towards it, but eventually, we'll all get there.

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# COVID-19 Vaccines: Get the Facts

**Staff**

Mayo Clinic Health Information Library



Vaccines to prevent the coronavirus disease 2019 (COVID-19) are perhaps the best hope for ending the pandemic. But as the U.S. Food and Drug Administration (FDA) begins authorizing emergency use of COVID-19 vaccines, you likely have questions. Find out about the benefits of the COVID-19 vaccines, how they work, the possible side effects and the importance of continuing to take infection prevention steps.

What are the benefits of getting a COVID-19 vaccine?

COVID-19 can cause severe medical complications and lead to death in some people. There is no way to know how COVID-19 will affect you. If you get COVID-19, you could spread the disease to family, friends and others around you.

Getting a COVID-19 vaccine can help protect you by creating an antibody response in your body without your having to become sick with COVID-19.

A COVID-19 vaccine might prevent you from getting COVID-19. Or, if you get COVID-19, the vaccine might keep you from becoming seriously ill or from developing serious complications.

Getting vaccinated also might help protect people around you from COVID-19, particularly people at increased risk of severe illness from COVID-19.

What COVID-19 vaccines have been approved and how do they work?

Currently, several COVID-19 vaccines are in clinical trials. The FDA will review the results of these trials before approving COVID-19 vaccines for use. But because there is an urgent need for COVID-19 vaccines and the FDA's vaccine approval process can take months to years, the FDA will first be giving emergency use authorization to COVID-19 vaccines based on less data than is normally required. The data must show that the vaccines are safe and effective before the FDA can give emergency use authorization.

### **Pfizer/BioNTech vaccine**

The FDA has given emergency use authorization to the Pfizer/BioNTech COVID-19 vaccine. Data has shown that the vaccine starts working soon after the first dose and has an efficacy rate of 95% seven days after the second dose. This means that about 95% of people who get the vaccine are protected from becoming seriously ill with the virus. This vaccine is for people age 16 and older. It requires two injections given 21 days apart.

### **Moderna vaccine**

The FDA has given emergency use authorization to the Moderna COVID-19 vaccine. Data has shown that the vaccine has an efficacy rate of 94.1%. This vaccine is for people age 18 and older. This vaccine requires two injections given 28 days apart.

Both the Pfizer/BioNTech and the Moderna COVID-19 vaccines use messenger RNA (mRNA). Coronaviruses have a spike-like structure on their surface called an S protein. COVID-19 mRNA vaccines give cells instructions for how to make a harmless piece of an S protein. After vaccination, cells begin making the protein pieces and displaying them on cell surfaces. Your immune system will recognize that the protein doesn't belong there and begin building an immune response and making antibodies.

**UPDATE:** [What You Need to Know About the Johnson & Johnson Vaccine](#)

## Can a COVID-19 vaccine give you COVID-19?

No. The COVID-19 vaccines currently being developed in the U.S. don't use the live virus that causes COVID-19.

Keep in mind that it will take a few weeks for your body to build immunity after getting a COVID-19 vaccination. As a result, it's possible that you could become infected with the virus that causes COVID-19 just before or after being vaccinated.

## What are the possible side effects of a COVID-19 vaccine?

A COVID-19 vaccine can cause mild side effects after the first or second dose, including:

- Pain, redness or swelling where the shot was given
- Fever
- Fatigue
- Headache
- Muscle pain
- Chills
- Joint pain

You'll likely be monitored for 15 minutes after getting a COVID-19 vaccine to see if you have an immediate reaction. Most side effects happen within the first three days after vaccination and typically last only one to two days.

The COVID-19 vaccine may cause side effects similar to signs and symptoms of COVID-19. If you've been exposed to COVID-19 and you develop symptoms more than three days after getting vaccinated or the symptoms last more than two days, self-isolate and get tested.

## How are the COVID-19 vaccines being distributed?

Due to limited supplies, not everyone will be able to get a COVID-19 vaccine right away.

The Advisory Committee on Immunization Practices (ACIP) is a U.S. federal advisory group made up of medical and public health experts. The ACIP has recommended that in the first phase of vaccination in the U.S., COVID-19 vaccines should be given to health care personnel and adult residents of long-term care facilities.



The ACIP has also recommended that the next group to get a vaccine in the U.S. should include people age 75 and older and frontline essential workers, such as first responders, teachers and public transit and grocery store workers.

The third priority group recommended to get the vaccine in the U.S. includes people ages 65 to 74, people ages 16 to 64 who are at high risk of severe COVID-19 due to underlying medical conditions and all other essential workers, such as those working in food service and construction. Examples of underlying medical conditions include type 2 diabetes and severe obesity.

### Can I get a COVID-19 vaccine if I have a history of allergic reactions?

If you have a history of severe allergic reactions not related to vaccines or injectable medications, you may still get a COVID-19 vaccine. You should be monitored for 30 minutes after getting the vaccine.

If you've had an immediate allergic reaction to other vaccines or injectable medications, ask your doctor if you should get a COVID-19 vaccine. If you've ever had an immediate allergic reaction to any ingredient in a COVID-19 vaccine, the Centers for Disease Control and Prevention recommends not getting that specific vaccine. Also, people who are allergic to polysorbate should not get an mRNA COVID-19 vaccine.

If you have an immediate allergic reaction after getting the first dose of a COVID-19 vaccine, don't get the second dose.

### Can pregnant or breastfeeding women get the COVID-19 vaccine?

There is no research on the safety of COVID-19 vaccines in pregnant or breastfeeding women. However, if you are pregnant or breastfeeding and part of a group recommended to get a COVID-19 vaccine, you may choose to get the vaccine. Talk to your health care provider about the risks and benefits.

### Is there anyone who should not get a COVID-19 vaccine?

There is no COVID-19 vaccine yet for children under age 16. Several companies have begun enrolling children as young as age 12 in COVID-19 vaccine clinical trials. Studies including younger children will begin soon.

COVID-19 vaccination might not be recommended for people with certain health conditions. Talk to your doctor if you have questions about getting the vaccine.

## Should I get the COVID-19 vaccine even if I've already had COVID-19?

Getting COVID-19 might offer some natural protection or immunity from reinfection with the virus that causes COVID-19. But it's not clear how long this protection lasts. Because reinfection is possible and COVID-19 can cause severe medical complications, it's recommended that people who have already had COVID-19 get a COVID-19 vaccine. If you've had COVID-19, wait until 90 days after your diagnosis to get a COVID-19 vaccine.

## Can I stop taking safety precautions after getting a COVID-19 vaccine?

Experts want to learn more about the protection that a COVID-19 vaccine provides and how long immunity lasts before changing safety recommendations. Factors such as how many people get vaccinated and how the virus is spreading in communities will also affect these recommendations.

In the meantime, the Centers for Disease Control and Prevention recommends following these precautions for avoiding infection with the COVID-19 virus:

- **Avoid close contact.** This means avoiding close contact (within about 6 feet, or 2 meters) with anyone who is sick or has symptoms. Also, keep distance between yourself and others. This is especially important if you have a higher risk of serious illness.
- **Wear cloth face coverings in public places.** Cloth face coverings offer extra protection in places such as the grocery store, where it's difficult to avoid close contact with others. Surgical masks may be used if available. N95 respirators should be reserved for health care providers.
- **Practice good hygiene.** Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol. Cover your mouth and nose with your elbow or a tissue when you cough or sneeze. Throw away the used tissue. Avoid touching your eyes, nose and mouth. Avoid sharing dishes, glasses, bedding and other household items if you're sick. Clean and disinfect high-touch surfaces daily.
- **Stay home if you're sick.** Stay home from work, school and public areas if you're sick, unless you're going to get medical care. Avoid public transportation, taxis and ride-sharing if you're sick.

If you have a chronic medical condition and may have a higher risk of serious illness, check with your doctor about other ways to protect yourself.

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MARCH 2, 2021

# What You Need to Know About the Johnson & Johnson Vaccine

**Reis Thebault**

The Washington Post



U.S. regulators have approved a third coronavirus vaccine, giving the country another tool at a critical time in the pandemic.

The newest approved vaccine, made by Johnson & Johnson, requires a single shot. It's easy to use, ship and store, and it did not cause any serious side effects during clinical trials. The nation's leading medical experts cheered its authorization and urged people to take whichever coronavirus vaccine is available to them.

"You now have three highly efficacious vaccines, for sure, there's no doubt about that," Anthony Fauci, the nation's top infectious-diseases doctor, said the day after the Food

and Drug Administration authorized the Johnson & Johnson vaccine. "I think people need to get vaccinated as quickly and as expeditiously as possible."

With rollout starting soon, here's what you need to know.

## **How is this vaccine different from the first two?**

The first two vaccines approved for use in the United States - one made by Pfizer and BioNTech, the other by Moderna - require two shots, given weeks apart. The first dose offers partial protection and the second acts as a booster. The two-step system has prompted debate and complicated the vaccination effort.

Unlike traditional vaccines, those made by Pfizer and Moderna use messenger RNA technology to train the immune system to respond to the coronavirus.

The Pfizer and Moderna doses must be kept ultracold or frozen, a requirement that has presented challenges during power outages or technology failures when health workers have scrambled to administer shots or risk the vaccines going to waste.

The Johnson & Johnson vaccine is less fussy.

For starters, it's a one-stop shot. No waiting weeks for another appointment, no logistical headaches from keeping track of who needs their second dose and who's still waiting on their first.

The Johnson & Johnson vaccine does not use mRNA; rather, it's what's known as an adenovirus vector vaccine. It uses the more established approach of employing a harmless cold virus to deliver a gene that carries the blueprint for the spiky protein found on the surface of the coronavirus. The virus infects cells, which then follow the genetic instructions to construct a replica of the coronavirus spike. The immune system uses these replicas to recognize - and respond to - the real thing.

The coronavirus vaccine produced by the University of Oxford and AstraZenica is also based on adenoviruses, as is a Johnson & Johnson-made vaccine for Ebola, which was approved by the European Medicines Agency last year.

The Johnson & Johnson vaccine "doesn't give you covid, because it's not the virus," Fauci said in a recent PSA video. "It's just one protein from the virus that induces your body to make a good response against the whole virus."

Finally, the shots can be stored for months at refrigerator temperature.

## **How effective is the Johnson & Johnson vaccine?**

All three vaccines are "highly efficacious and quite safe," said Philip Landrigan, an epidemiologist and the director of Boston College's Program for Global Public Health and the Common Good.

The Johnson & Johnson vaccine completely prevented hospitalization and death, including in South Africa against a more transmissible variant, and was 85% effective at protecting against severe cases of illness.

It was 72% effective at preventing moderate illness in the U.S. trials, a number that falls short of the Pfizer and Moderna vaccines, which were about 95% effective after two doses. However, experts say head-to-head comparisons among the vaccines cannot be made, because the trials were conducted at different times during the pandemic and in different countries dealing with different variants and transmission rates.

Scientists also note that the newest vaccine's efficacy is far higher than the FDA's 50% requirement.

Advisers to the Centers for Disease Control and Prevention strongly endorsed the vaccine's effectiveness after its approval.

"Anything that keeps people from getting sick and anything that keeps people from going to the hospital and anything that keeps people from dying is a good thing," Landrigan said.

## **When will it be available?**

In some places, imminently.

The move from the FDA authorizes the vaccine for emergency use in people age 18 and older, and the doses were set to ship out Monday, within 48 hours of approval. They will go first to sites already receiving doses of the two other vaccines, including state health departments, pharmacies, federally qualified health centers and community vaccination centers.

Initial supplies of the vaccine will be limited, with about 4 million doses expected to ship during the first week of distribution. However, production will ramp up in the weeks that

follow, and the company says 20 million doses will be delivered by the end of March and 100 million by the end of June.

### **Can I get more than one vaccine?**

Current CDC guidance states that the Pfizer and Moderna vaccines "are not interchangeable with each other or with other covid-19 vaccine products." So no, you should not get more than one type of coronavirus vaccine, and you should not mix the two-dose vaccines.

The CDC affixes its advice with the following disclaimer: "Recommendations may be updated when further information becomes available." Scientists are probably still studying this question, and Landrigan said people should stick to what has been tested and approved.

"There's always a possibility that there could be a cross reaction between the two," he said. "Nobody has data on that, but it's a possibility."

### **Can I choose which vaccine to get?**

At the moment, no.

Across the board, vaccine supply is scarce. Public health experts agree that, as the sports maxim goes, the best ability is availability.

It's natural to compare medicines, Landrigan said, but at this point in the pandemic, being too choosy could be costly.

"People comparison-shop all the time for everything," he said. "But my advice to people is to get whatever vaccine first becomes available in your community. Don't delay, because every day you delay is a day you're unprotected."

### **What does this mean for the pandemic?**

The demand for shots outstrips the supply, and the addition of another approved vaccine means more people will be able to get inoculated, faster.

"It will help to finally quell this terrible pandemic," Landrigan said.

When the Johnson & Johnson vaccine was approved, the downward trend in new coronavirus infections had plateaued, perhaps because officials relaxed public health

restrictions too soon and more contagious virus variants becoming more widespread. Experts say a vigorous vaccination effort is key to stamping them out.

At the pandemic's outset, few would've predicted that Americans would have access to three vaccines within a year.

"It's extraordinary, I've never seen anything like it," said Landrigan, who spent 15 years at the CDC. "I don't think any of us expected we would have one, let alone three vaccines in a matter of 12 months. It's unprecedented."

He added: "So long as the virus doesn't evade us, I think we're on the right track."

The Washington Post's Lena H. Sun, Carolyn Y. Johnson and Laurie McGinley contributed to this report.

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# Should I Get the Vaccine if I've Already Had COVID-19 — and Would My Side Effects Be Worse?

**Staff**

Cleveland Clinic



The Centers for Disease Control and Prevention recommends that people go ahead and get the vaccine when it's their turn, even if they've already had COVID-19.

If you've had COVID-19, you likely developed some amount of natural immunity to it once you recovered. But we don't yet have a good understanding of how long that natural immunity might last. We think the vaccine can boost your protection without causing any harm.

However, if you were treated with monoclonal antibodies or convalescent plasma when you had COVID-19, it's recommended that you wait 90 days before getting vaccinated.

This recommendation also applies if you got sick and received these treatments while waiting for your second dose of vaccine.

There's currently no evidence that having had COVID-19 would make you more or less likely to experience [side effects from the vaccine](#). Some people have mild arm soreness, fatigue, muscle aches, headache or fever, especially after the second dose.

It's important to remember that you should still continue to wear your mask and take other precautions after you get the vaccine. Even after your second shot, you won't be 100% immune from the possibility of getting or spreading COVID-19 to someone else. So, until more of the population can get vaccinated, we should all do our best to protect ourselves and those around us.

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# When You've Been Fully Vaccinated

How to Protect Yourself and Others

Updated Mar. 9, 2021

Languages

[Print](#)

[COVID-19 vaccines](#) are effective at protecting you from getting sick. Based on what we know about COVID-19 vaccines, people who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.

We're still learning how vaccines will affect the spread of COVID-19. After you've been fully vaccinated against COVID-19, you should keep taking [precautions](#) in public places like wearing a mask, staying 6 feet apart from others, and avoiding crowds and poorly ventilated spaces until we know more.

Have You Been Fully Vaccinated?

People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, like the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, like Johnson & Johnson's Janssen vaccine

If it has been less than 2 weeks since your shot, or if you still need to get your second dose, you are NOT fully protected. Keep taking all [prevention steps](#) until you are fully vaccinated.



## What's Changed

If you've been fully vaccinated:

- You can gather indoors with fully vaccinated people without wearing a mask.
- You can gather indoors with unvaccinated people from one other household (for example, visiting with relatives who all live together) without masks, unless any of those people or anyone they live with has an [increased risk for severe illness from COVID-19](#).
- If you've been around someone who has COVID-19, you do not need to stay away from others or get tested unless you have symptoms.
  - However, if you live in a group setting (like a correctional or detention facility or group home) and are around someone who has COVID-19, you should still stay away from others for 14 days and get tested, even if you don't have symptoms.

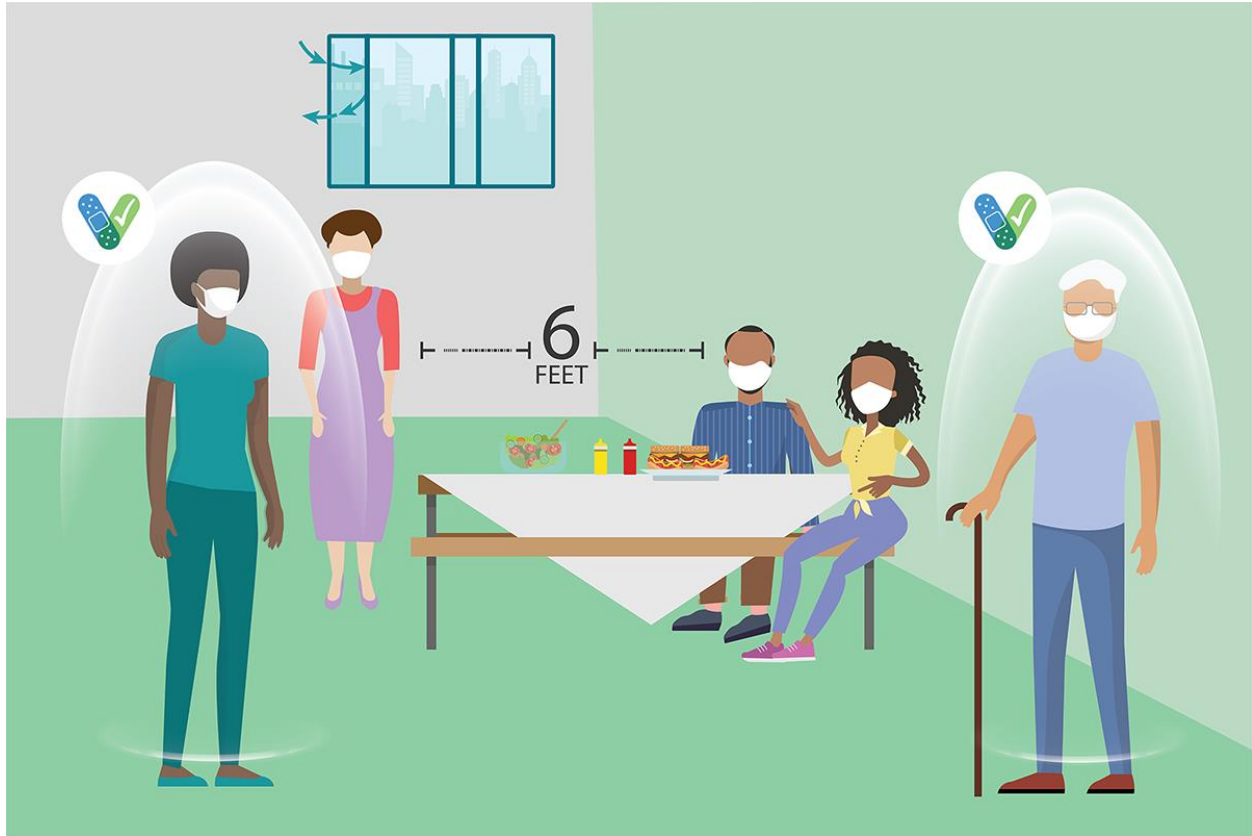




### What Hasn't Changed

For now, if you've been fully vaccinated:

- You should still take steps to [protect yourself and others](#) in many situations, like wearing a mask, staying at least 6 feet apart from others, and avoiding crowds and poorly ventilated spaces. Take these precautions whenever you are:
  - In public
  - Gathering with unvaccinated people from more than one other household
  - Visiting with an unvaccinated person who is at [increased risk of severe illness or death from COVID-19](#) or who lives with a person at increased risk
- You should still avoid medium or large-sized gatherings.
- You should still delay domestic and international travel. If you do travel, you'll still need to follow CDC [requirements and recommendations](#).
- You should still watch out for [symptoms of COVID-19](#), especially if you've been around someone who is sick. If you have symptoms of COVID-19, you should get tested and stay home and away from others.
- You will still need to follow guidance at your workplace.



### What We Know and What We're Still Learning

- **We know** that COVID-19 vaccines are effective at preventing COVID-19 disease, especially severe illness and death.
  - **We're still learning** how effective the vaccines are against variants of the virus that causes COVID-19. Early data show the vaccines may work against some variants but could be less effective against others.
- **We know** that other [prevention steps](#) help stop the spread of COVID-19, and that these steps are still important, even as vaccines are being distributed.
  - **We're still learning** how well COVID-19 vaccines keep people from spreading the disease.
  - Early data show that the vaccines may help keep people from spreading COVID-19, but we are learning more as more people get vaccinated.
- We're still learning **how long** COVID-19 vaccines can protect people.
- As we know more, CDC will continue to update our recommendations for both vaccinated and unvaccinated people.

Until we know more about those questions, everyone — even people who’ve had their vaccines — should continue taking [basic prevention steps](#) when recommended.



Want to learn more about these recommendations? Read our expanded [Interim Public Health Recommendations for Fully Vaccinated People](#), and corresponding [Science Brief](#), and [recommendations for healthcare providers](#).





# U.S. State Vaccination Resources

As you are aware, the vaccination distribution continues to evolve and the access to vaccines continues to grow as states work through the phased approach. We encourage employees to continue to closely monitor the guidance and communication from their county/state for most up-to-date information. Below are links to state Vaccine resource websites. You may be eligible depending on your local requirements.

ARKANSAS: <https://www.healthy.arkansas.gov/programs-services/topics/covid-19-vaccination-plan>

MISSOURI: <https://covidvaccine.mo.gov/>

OKLAHOMA: <https://oklahoma.gov/covid19/vaccine-information.html>

KANSAS: <https://www.kansasvaccine.gov/>

TEXAS: <https://dshs.state.tx.us/coronavirus/immunize/vaccine.aspx>



February 12, 2021

TO: Lumen (CenturyLink) Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID Vaccine FAQs

Dear Lumen Local Presidents:

As a follow-up to the notice sent below, the Company sent the attached [Vaccine FAQs](#) that will be embedded into the FAQs that all employees can link to on Lumen's COVID site. The Company indicated the FAQs will be posted today.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

[Attachment](#)

## Lumen COVID-19 vaccinations and use of ePTO time Frequently Asked Questions

### For Employees

- [For which reasons can I use emergency PTO related to COVID-19?](#)
- [How should I code my time in payroll in order to use available ePTO when I receive my COVID-19 vaccination?](#)
- [Will I receive any mileage reimbursement when traveling to and from the vaccination in my personal vehicle?](#)
- [Can I use a Company vehicle to travel to and from my vaccination?](#)
- [Do I need to coordinate scheduling with my supervisor?](#)
- [Can a supervisor deny my time off from work?](#)
- [Can I use ePTO after work hours or during scheduled days off?](#)
- [What if I have already used all my ePTO time?](#)
- [Does taking ePTO negatively impact my productivity results such as Link2Success?](#)
- [Does taking ePTO time count toward daily or weekly overtime/premium build/payment?](#)
- [If I am approved to use my available ePTO outside my shift/tour to get the vaccination, does that time count as a call-out or trigger other payments under the collective bargaining agreement?](#)

### For Supervisors

- [What if I suspect my employee is requesting more time off than is necessary?](#)
- [What actions can I take when too many employees are requesting the same day/time off?](#)

Lumen will relay information on local availability of vaccines. However, employees and supervisors should follow local news sources and bulletins about vaccine availability and take the initiative to schedule vaccinations as soon as they're available. Questions not addressed in this document should be directed to [Ask HRconnect](#)

---

### For Employees

#### For which reasons can I use emergency PTO related to COVID-19?

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.

- Employees who may need to provide care for others diagnosed with COVID-19
- Employees who get the COVID vaccine. The time spent travelling to and from a COVID vaccination site and the time spent getting the vaccine are eligible for ePTO
- Employees who cannot work due to the side effects of the COVID-19 vaccine

**How should I code my time in payroll in order to use available ePTO when I receive my COVID-19 vaccination?**

Please use absence type: 9998

**Will I receive any mileage reimbursement when traveling to and from the vaccination in my personal vehicle?**

No, however you may use ePTO (if available) to pay for travel time and time for vaccination.

**Can I use a Company vehicle to travel to and from my vaccination?**

Yes, with advance approval from your supervisor and when traveling during your scheduled shift/tour.

**Do I need to coordinate scheduling with my supervisor?**

Yes. If the vaccination is to occur during your scheduled shift/tour, your supervisor will need to coordinate your time off. Even if the vaccination occurs outside your scheduled shift, you still should coordinate scheduling with your supervisor and gain approval for use of ePTO time.

Supervisors should encourage employees in the same work group to schedule vaccinations on different days. This will minimize disruptions to the business for vaccination appointments as well as the potential that employees miss work at the same time if they happen to experience side effects following vaccination.

**Can a supervisor deny my time off from work?**

For the health and wellbeing of our employees, our customers and the general public, we hope to allow employees time off to receive the vaccination. However, it may be necessary, in order to minimize impact to our customers, for a supervisor to deny time off and ask you to seek an appointment for an alternate time.

In considering whether to deny or approve your time, your supervisor should grant the time off unless it would cause missed customer commitments or other business impacts. Your supervisor will consider the following factors in making the decision:

- How accessible is the vaccination location to your work location?
- How long will you be absent from work?
- Can your work assignments be arranged in a way that places you closer to a vaccination location at the specific time?
- Are vaccinations by assigned appointment only, or can you drop in during a range of hours, or schedule the vaccination at a more convenient time?
- Will your co-workers have to cover for you while you are getting vaccinated and, if so, what is the impact to overtime costs?
- Can time be granted at the start of your shift/tour, lunch time or the end of your shift/tour to minimize disruption of the workday?

**Can I use ePTO after work hours or during scheduled days off?**

Yes, you may use ePTO time to travel a reasonable distance to and from a vaccination location in addition to time you spend receiving the vaccination. A reasonable distance generally means no more than what you would normally travel to and from your regular work location. The same absence type code 9998 should be used.

Your supervisor may deny your request to schedule the vaccine after work hours or on a scheduled day off and instead ask you to schedule the vaccine (when possible) during your normal shift.

**What if I have already used all my ePTO time?**

For time off during your scheduled shift/tour, you may use your regular PTO/vacation/personal-day time. You may be granted excused unpaid time (if PTO time is not available) or in some cases, if feasible with supervisory approval, you may be able to flex your shift/tour that day so you can make up the time. No additional ePTO hours will be granted for vaccination.

**Does taking ePTO negatively impact my productivity results such as Link2Success?**

No. The time off is treated no differently than taking PTO/vacation/personal-day time.

**Does taking ePTO time count toward daily or weekly overtime/premium build/payment?**

No, it does not.

**If I am approved to use my available ePTO outside my shift/tour to get the vaccination, does that time count as a call-out or trigger other payments under the collective bargaining agreement?**

No, it does not. Vaccinations are voluntary and while travel time and vaccination time will be paid from your available ePTO, call-out pay or other work-related differentials such as evening/night differentials, split shift/tour are not applicable.

---

**For Supervisors****What if I suspect my employee is requesting more time off than is necessary?**

You should explain to your employee that you are trying to minimize customer impacts and balance the needs of other employees with similar requests. If possible, briefly share what that impact looks like for the day/week in question and ask the employee why he or she needs so much time off when you have not found that same need with other employees.

Without asking the employee to share any private medical information, ask if there are some extenuating circumstances that can be shared with you in order to evaluate the amount of ePTO time requested. Explore what other options are available to the employee that would minimize ePTO but still allow for the employee to receive timely vaccination (scheduling flexibility, alternates times/dates, etc.).

**What actions can I take when too many employees are requesting the same day/time off?**

You should explain to your employees that you are trying to minimize customer impacts and balance the needs of all employees with similar requests. If possible, briefly share what customer impacts look like for the day/week and explore what other options are available to your employees that would still allow them to receive timely vaccination (vaccination location resources, scheduling flexibility, trading time off with another employee, alternates times/dates, etc.).

Also, you should encourage employees in the same work group to schedule vaccinations on different days so that, if they happen to experience side-effects following vaccination, they are not all off work at the same time.

### **Additional Information**

Lumen will relay information on local availability of vaccines. However, employees and supervisors should follow local news sources and bulletins about vaccine availability and take the initiative to schedule vaccinations as soon as they're available. Questions not addressed in this document should be directed to [Ask HRconnect](#)



February 10, 2021

TO: Lumen (CenturyLink) Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 - How to use ePTO for COVID-Related Reasons

The District received notice from the Company that a decision has been made to allow employees to use any available ePTO time in order to get the vaccine. The Company included the attached article which has been posted to their InsideLink page for employees to see.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

Here's a News post that Rehberg, Amy wants you to see

### [How to use ePTO for COVID-19-related reasons](#)

[centurylink.sharepoint.com](https://centurylink.sharepoint.com)

For U.S. Employees Our ePTO policy is an important benefit Lumen has extended to its U.S. and Canadian people to help manage the challenges of navigating the COVID-19 pandemic. We were pleased to announce that we extended our ePTO policy through th...

## **How to use ePTO for COVID-19-related reasons**

For U.S. Employees

Our ePTO policy is an important benefit Lumen has extended to its U.S. and Canadian people to help manage the challenges of navigating the COVID-19 pandemic. We were pleased to announce that we extended our ePTO policy through the first quarter of 2021 for U.S. employees who have not taken the full 80 hours (75 hours for Canadian employees) of emergency, paid time off to manage personal COVID-related emergencies. Key points for how you can use ePTO for COVID-19 related reasons are included below. Full COVID-19 policy guidelines can be found in our COVID-19 FAQs.

### **Using ePTO for COVID-19:**

With manager approval, emergency PTO (ePTO) can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.



- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19
- Employees who get the COVID vaccine. The time spent travelling to and from a COVID vaccination site and the time spent getting the vaccine are eligible for ePTO:
- So that we can plan for service delivery, please work with your manager / supervisor on the timing of your vaccination and on scheduling any needed time off.

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



January 27, 2021

TO: Lumen (CenturyLink) Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Updates Effective January 26, 2021

Dear Lumen Local Presidents:

The District received the attached notice emailed to employees regarding their interest in a COVID-19 vaccine (a voluntary survey response), an update on HealthVue and general COVID-19 vaccination issues. The Company also provided a copy of the CDC updated COVID-19 Fact Sheet that is referenced in the notice.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

[Email Notice on COVID-19](#)

[Updated COVID-19 Fact Sheet](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

**CWA District 6**  
AR KS MO OK TX

[district6.cwa-union.org](https://district6.cwa-union.org)

4801 Southwest Parkway, Bldg 1, Ste 115  
Austin, Texas 78735



# COVID Vaccine Survey

I hope you are encouraged, as I am, that the COVID-19 vaccine is becoming available across the country. It's great to see our healthcare workers, teachers and other vulnerable populations getting their first and even second doses. We've been through a lot since we began to hear about the coronavirus almost a year ago, and now we can start to look ahead toward safer and healthier times.

Here's how we can all help in the vaccination effort. Lumen is proactively engaging at the state level to support our essential employees currently working from work to have priority access as each state continues to work through their phased approach. In addition, there will likely be opportunities for Lumen and other large companies to assist the states in the distribution of the vaccine by reporting the number of their employees who want to be vaccinated. Providing this information may result in our receiving prioritized access to vaccinations as supplies become readily available.

The best way for us to gather our numbers is to ask you directly.

Please take a few moments to complete a very short [COVID-19 Vaccination survey](#) to let us know how you feel about the vaccine and how likely you are to be vaccinated. The survey is confidential, and results will only be shared with our COVID-19 response team to help them frame our next steps as the situation continues to evolve. Your insights will also help us develop our education and communication strategies to be sure we are providing you with the right resources. And, for our frontline employees, your responses will assist us in our efforts at the state level to have you prioritized as essential workers.

Stay safe and health,

Scott

## **HealthVUE - Still mandatory and daily Manager alerts to begin Jan. 26**

### **What's New**

Beginning on January 26, HealthVUE will alert Lumen managers when an employee badges into a location without completing a daily screening or when an employee performs a daily screening and receives a "Stay Home" order.

The manager will receive a daily email if any of their people are in violation of our health screening policies. Managers have a responsibility to reach out to the team member to understand the situation and ensure the employee is safe and, if required, completes the daily HealthVUE screening.

Managers may also view their teams badging and HealthVUE screening data through an interactive dashboard in the [People Data Portal \(PDP\)](#) (Note: You will need to be on VPN). The dashboard may be found under the "General HR Resources" button. Look for the *Badge In & HealthVUE Dashboard* to access your team's reports.

### **Using HealthVUE is mandatory when you are working-from-work**

COVID-19 infection rates are at an all-time high in many areas around the world, and with our own Lumen people. HealthVUE is an important, and mandatory tool for employees to use that helps protect yourself, your coworkers, our customers and your loved ones.

A health screening using HealthVUE via the mobile app or [desktop version](#) is required to be completed each day prior to an employee reporting to a Lumen or customer facility, or otherwise interacting in-person with another employee, customer, vendor/supplier, or business partner. Failure to perform this mandatory health screening and following all Lumen health and safety

policies will result in disciplinary action, including possible termination of employment.

HealthVUE is a key part of how Lumen has implemented safety measures to protect the health of our people who are currently working from work. Some important ways the HealthVUE mobile app works for both you and Lumen include:

- Gives employees ownership of their own symptom monitoring
- Enables an evaluation of symptoms prior to entering the workplace, thereby reducing the risk of disease transmission to co-workers, customers and others
- Avoids the inconvenience and potential health risk to employees and screeners of having temperature checks performed manually while waiting to enter a company location
- Allows quick identification of work locations where COVID-19 exposures may be occurring, so additional protective measures such as contact tracing can be implemented
- Provides a way to scale and/or modify our health screening processes as we plan to gradually increase the number of employees who work from work

The [HealthVUE InsideLink](#) page can help you get the app downloaded or answer common questions in the [HealthVUE Symptom Screening FAQs](#) and [our COVID-19 Health Symptom Screening Policy](#).

If you have additional questions, please discuss with your manager or [Ask HRconnect](#).

Thanks for your continued support.

# **Update on COVID-19 vaccinations for Lumen employees**

## **Update on COVID-19 vaccinations for Lumen employees**

The rollout of the COVID-19 vaccine has people talking, and asking lots of questions. In our Dec. 16, 2020, [Return to Office and ePTO Update](#), we clarified that, at this time, our policy will not make the COVID-19 vaccine mandatory for Lumen employees. But many of you have questions about when the vaccine will be available, and how Lumen will be able to assist our people who would like to take the vaccine.

Because the supply of COVID-19 vaccine is currently limited, the United States and most countries around the world have put plans into place which control the distribution of the vaccine. In the U.S., the [CDC has provided recommendations](#) to federal, state, and local governments about who should be vaccinated first.

## **Will Lumen employees who are classified as essential workers be eligible to get the vaccine?**

The states are acting on their own timelines and are in various stages of working through the phases of distributing the vaccine. That situation, coupled with the fact that Lumen operates in 60 countries, makes it difficult to predict when the vaccine will be available to any one group of our Lumen people in any one location. However, our COVID-19 planning teams are focused on aligning with regional, state and local plans so we can best inform and support our employees.

For our field and work-from-work employees who have been working with dedication at our Lumen and custom locations, our Public Policy teams are actively advocating at the state and federal levels to ensure that these employees, who have interest in taking the vaccine, are prioritized appropriately. We will notify employees as quickly as we can confirm eligibility to be vaccinated, if they choose to do so.

Because state and local plans are evolving quickly and at various paces, it is possible that you will know when and for whom the vaccine is available in your location before the company does. Depending on your personal circumstances, you may also be eligible for vaccine priority based on age or a medical condition regardless of your employment situation. Please look to your local health departments and news sources for the latest information. If you have questions or need a specific credential in order to receive the vaccine, please contact [Ask HRConnect](#).

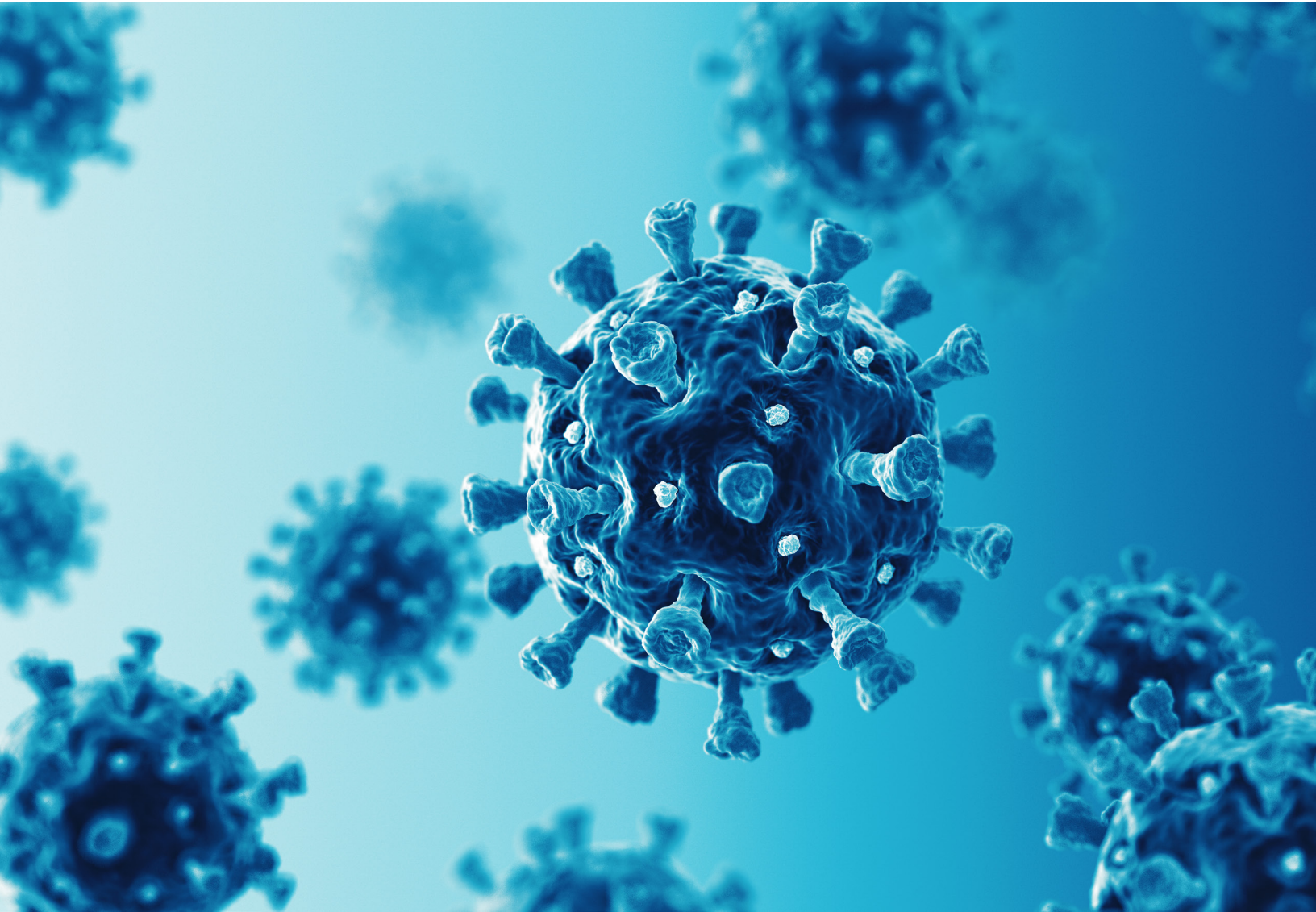
**Will Lumen employees be able to get a vaccine through our onsite clinics?**

Our onsite CorMedical Clinics in Colorado and Louisiana are in the process of acquiring the COVID-19 vaccines for distribution to Lumen employees. While we cannot commit to a timeline as the vaccine supply chain and distribution is controlled by state and local agencies, our partners from CorMedical are hopeful to receive the first supply of vaccines in the later part of February. The amount of vaccine they will receive is not known yet.

CorMedical will work with our COVID-19 planning team on how vaccinations will be offered to employees as more supplies become available. We anticipate vaccinations will start with Lumen essential workers. If vaccines become available for you in your local area, we encourage you to register and receive the vaccine if you have the option.







# **CORONAVIRUS/COVID-19**

## LATEST INFORMATION

December 21, 2020

# CORONAVIRUS/COVID-19 FACT SHEET

The intent of this document is to provide a brief overview of the novel Coronavirus which is causing the COVID-19 disease. This document includes links to trusted organizations like the Centers for Disease Control and the World Health Organization where you may find the most updated information specific to this disease. This document is intended to be informational and is not intended to be used to diagnose or treat disease.

**DISCLAIMER: PLEASE UNDERSTAND THE INFORMATION RELATED TO COVID-19 IS CONSTANTLY CHANGING.**

## HISTORY AND EPIDEMIOLOGY OF CORONAVIRUSES

- Coronaviruses are a family of viruses originally isolated in 1965 from the respiratory tract of a person
- There are four types of coronaviruses circulating together which account for the second most common cause of the “common cold” (after rhinovirus)
- Coronaviruses also circulate in animals and on rare occasions can develop mutations that allow them to infect humans. When an infection transfers from animal to human it is called a “zoonotic” infection. Most times it’s a virus type that doesn’t leave the first person infected as it may not have the right mutations to allow human to human transmission.
- Sometimes a new “zoonotic” virus demonstrates the ability to be transmitted human to human. Sometimes it can be more concerning than the routine types of viruses and its newness in a population without any immunity to it can cause heightened attention/intervention while scientists learn how the new disease will behave. This is what has happened in 3 large outbreaks:
  - o 2003: Severe Acute Respiratory Distress Syndrome (SARS)
  - o 2012 - Present: Middle Eastern Respiratory Syndrome (MERS)
  - o 2019: The new ‘novel’ outbreak of respiratory illness first detected in Wuhan, China.









## COVID-19

COVID-19 is the name the World Health Organization applied on February 11th to the disease caused by the Coronavirus that was observed to be emanating from Wuhan, China. COVID stands for Corona Virus Disease with 19 reflecting the first year the disease was identified.

You may also observe discussion of SARS-CoV-2. This is the name the International Committee on Taxonomy of Viruses gave to the actual virus that causes the disease COVID-19. This is similar in concept to how HIV is a virus, but AIDS is the name given to the advanced condition caused by the virus. This novel or new coronavirus is called SARS-CoV-2 because of its similarity to the virus that caused the Severe Acute Respiratory Distress Syndrome (SARS) disease in 2003.

Current information indicates that this SARS-CoV-2 virus may be more dangerous (lethal) than the flu, but less so than SARS and MERS. Its exact infectious rate and mechanisms of spread are being studied. Until more is known definitively, precautions are strongly recommended to reduce/limit its spread. While ongoing spread has been difficult to avoid, slowing the spread will allow more time for the deployment of vaccines and targeted treatments while keeping the impacted population as low as possible.

## FLU VERSUS COVID-19

FLU		COVID
Symptomatic spread		Pre-symptomatic and Asymptomatic Spread
Delayed symptom presentation of 1-4 days		Delayed symptom presentation of 2-14 days with median of 5-7 days
Large droplet transmission		Large droplet + aerosol transmission
Standard symptom presentation of fever, body aches, cough, fatigue, sore throat		Atypical symptom presentation; fever is most common symptom
_____		Higher hospitalization and mortality rate
Relatively known disease with known recovery expectations		Relatively unknown long term consequences
Available antiviral medications		No available antiviral medications
Yearly vaccine available		Initially limited access to vaccine

## SYMPTOM COMPARISON

The symptoms of flu and COVID-19 are similar and can make it difficult to tell the difference between the two viruses. In order to confirm a diagnosis, diagnostic testing may be needed. If you become sick, it is important for you to follow the same isolation protocol to prevent spreading flu or COVID, and follow the home-based care recommendations from the [CDC](#).

Symptom Comparison				
Symptoms	Allergies	Cold	Influenza (Flu)	Coronavirus COVID-19
Body Aches	Never	Often	Often	Sometimes
Cough	Sometimes	Often	Often	Often
Diarrhea/GI	Rare	Rare	Sometimes	Sometimes
Fatigue	Sometimes	Sometimes	Often	Often
Fever / Chills / Shaking	Never	Rare	Often	Often
Headache	Rare	Rare	Often	Sometimes
Loss of Taste or Smell	Never	Never	Never	Sometimes
Shortness of Breath or Difficulty Breathing	Rare	Rare	Rare	Often
Sneezing	Often	Often	Rare	Rare
Sore Throat	Rare	Often	Sometimes	Sometimes
Stuffy Nose	Often	Often	Sometimes	Rare

Key symptom differences between the flu and COVID-19 include: shortness of breath or difficulty breathing and loss of taste or smell. For more information, visit the [CDC](#).

## Frequently Asked Questions on Flu

### Is COVID-19 more dangerous than flu?

Flu and COVID-19 can both result in serious illness, hospitalization or death. COVID-19 is more deadly than seasonal influenza. This may change as we learn more about the number of infected people with mild illnesses.

### Will a flu vaccine protect me against COVID-19?

NO, however, flu vaccination has many other important benefits, like: reduced severity of illness, hospitalization and death. Getting a flu vaccine this fall will be more important than ever, not only to reduce your risk from flu but also to help conserve potentially scarce health care resources.

### Can you get the flu and COVID-19 at the same time?

Yes, at the end of the last flu season in the US during February-April 2020, some studies documented up to 5% co-infection with flu and COVID.

### Does a flu vaccination increase your risk of getting COVID-19?

NO.

### Should a flu vaccine be given to someone with suspected or confirmed COVID-19?

No. Vaccination should be deferred for anyone with suspected or confirmed COVID-19, regardless of whether they have symptoms, until they have met the criteria to discontinue their isolation. While mild illness is not a contraindication to flu vaccination, vaccination visits for these people should be postponed to avoid exposing healthcare personnel and other patients to the virus that causes COVID-19. When scheduling or confirming appointments for vaccination, patients should be instructed to notify the provider's office or clinic in advance if they currently have or develop any symptoms of COVID-19. Additionally, a prior infection with suspected or confirmed COVID-19 or flu does not protect someone from future flu infections. The best way to prevent seasonal flu is to get vaccinated every year.

### Should I get a flu shot this year?

Absolutely. Getting a flu vaccine this fall will be more important than ever, not only to reduce your risk from flu but also to help conserve potentially scarce health care resources.

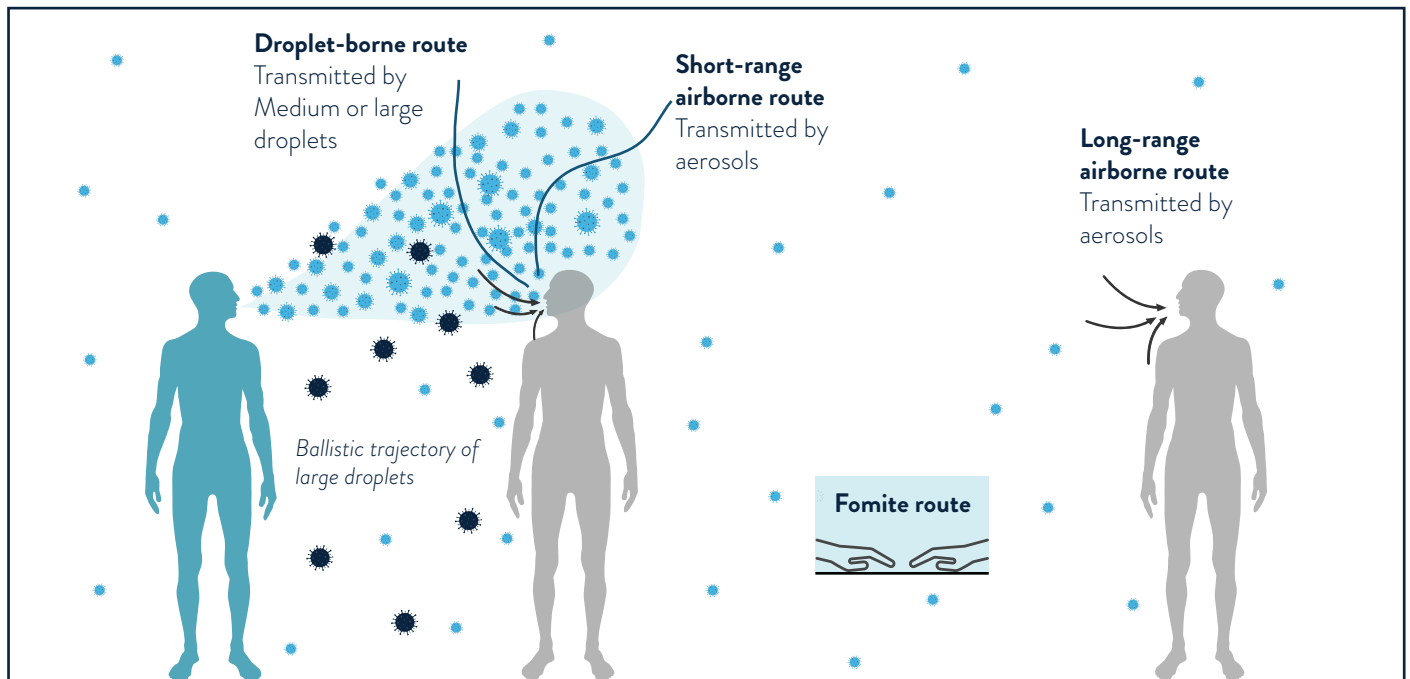
### When is the ideal time to get the flu shot?

Now. In some older people, the immune response system can wane after a few months, so taking it too early like July/August may result in loss of protection after 4-5 months, but taking it now will protect you within a couple of weeks and the immunity should last for the whole season until April for most people.

## SPREAD AND TRANSMISSION

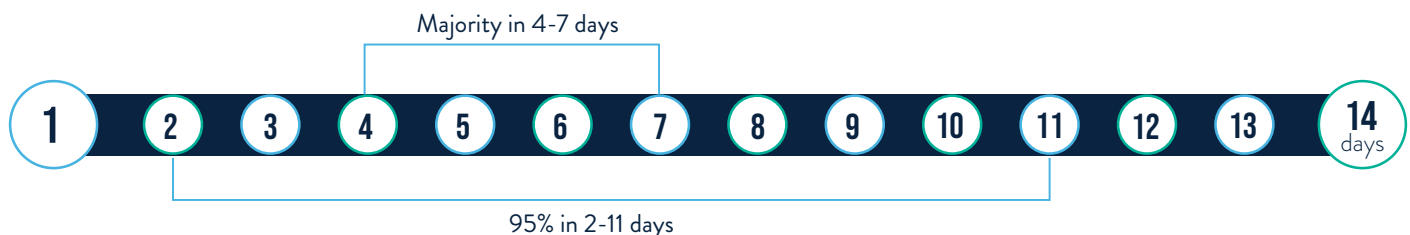
The virus that causes COVID-19 is spreading very easily between people. The main form of transmission is believed to be airborne.

AIRBORNE	FOMITE
<ul style="list-style-type: none"> <li>Large Droplets generated by coughs or sneezes</li> <li>Do not stay suspended in air; fall to ground</li> </ul>	<ul style="list-style-type: none"> <li>~10% of transmission</li> <li>Surfaces or objects</li> <li>The virus can remain on certain surfaces/objects for anywhere between 3 hours to 3 days</li> </ul>



For more information on how the virus is transmitted, please refer to the [CDC](https://www.cdc.gov/coronavirus/2019-nCoV/index.html) for additional information.

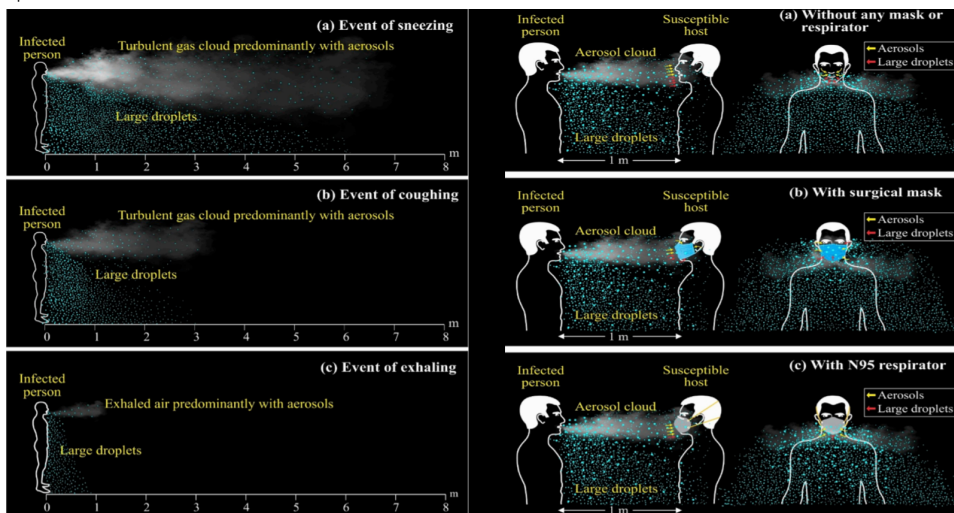
## EXPOSURE TO SYMPTOMS



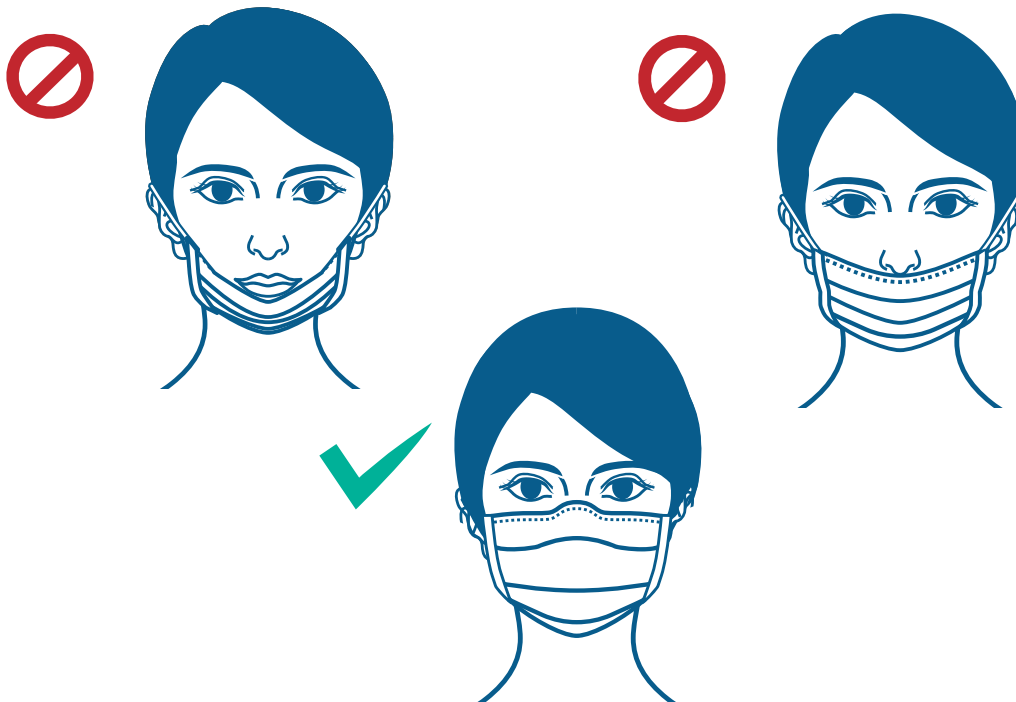


## FACE MASKS

As experts continue to study COVID-19, research has shown the effectiveness of the use of face masks in reducing the spread and transmission of the virus. Face masks, when worn properly, serve as a barrier to help prevent both large droplets and aerosols from traveling into the air. As discussed in the comparison of the flu versus Covid section, a percentage of individuals are spreading this virus in the “presymptomatic” phase (not yet showing any signs or symptoms of COVID-19) or as asymptomatic carriers which is why the use of face masks is even more important.



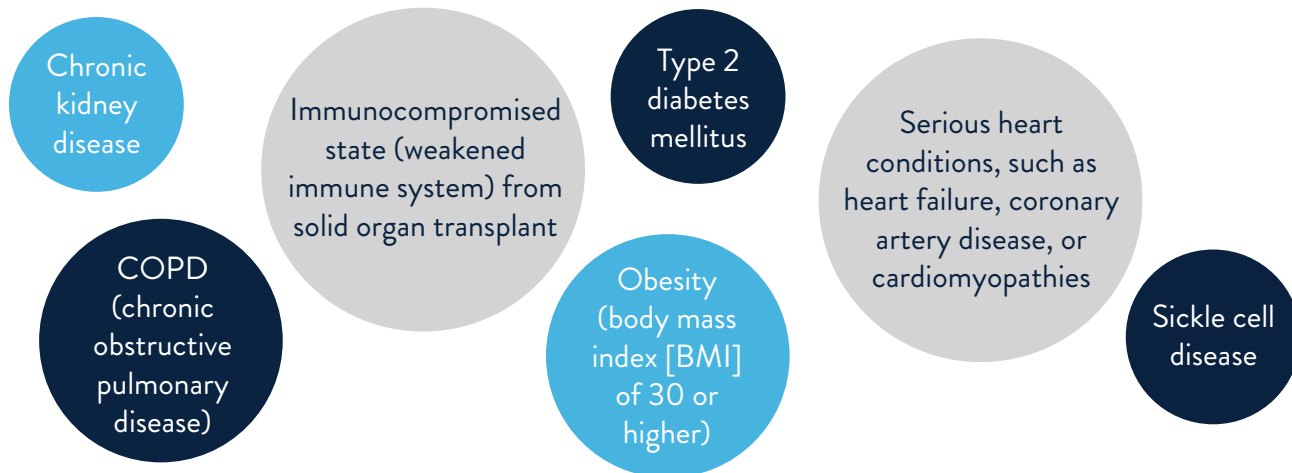
When wearing a face masks, make sure you wash your hands prior to putting on the face masks, put it over your nose and mouth securing it under your chin, and try and fit it snugly to your face. See the picture below for proper use:



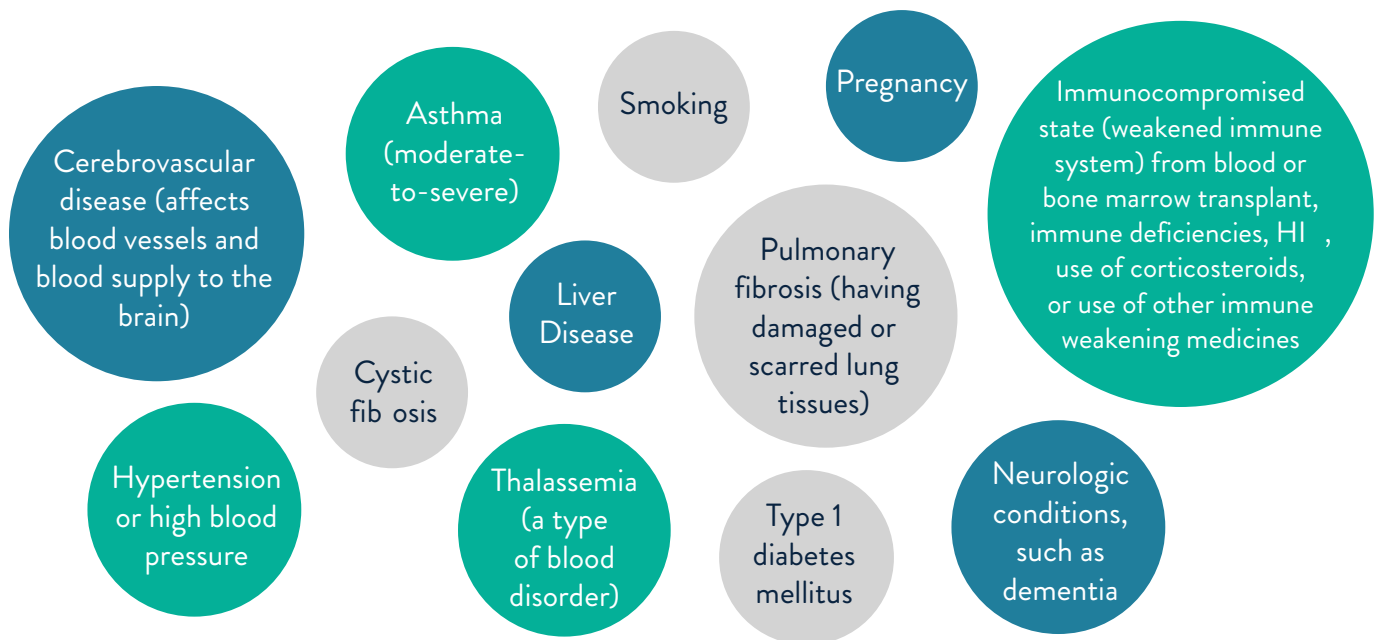
For more information on face coverings or to find literature supporting the use of face masks in reducing the spread of COVID-19, please refer to the [CDC](https://www.cdc.gov).

## RISK FACTORS FOR COVID-19

### CONDITIONS **AT HIGH RISK** FOR SEVERE ILLNESS



### CONDITIONS **MAY BE** AT AN INCREASED RISK FOR SEVERE ILLNESS



For more information on risk factors or to see evidence-based research supporting why these conditions made the list, please visit the [CDC](https://www.cdc.gov) website.



## COVID-19 AND CHILDREN

As we continue to learn more about COVID-19, it has been observed that fewer children have been sick with COVID-19 compared to adults. However, children are still susceptible to being infected with COVID-19 and can spread the virus to others. Like adults, children who have COVID-19 but have no symptoms ("asymptomatic") can still spread the virus to others. According to the CDC, most children with COVID-19 have mild symptoms or have no symptoms at all but some children can get severely ill from COVID-19 and may require hospitalization, intensive care, or a ventilator to help them breathe. As with adults, children may be at an increased risk if they have an underlying medical condition (refer to the risk factors section for further information).

It is important for parents to remain vigilant and continue to practice precautions with their children. See the ways to protect your child below:

- Have your child wear a face mask. Face masks can be safely worn by all children 2 years of age and older, including the vast majority of children with special health conditions, with rare exception.
- Encourage frequent hand washing or the use of hand-sanitizer when hand washing is not possible
- Clean and disinfect "high touch" surfaces daily.
- Wash laundry and plush toys as needed on the warmest setting advised and dry them fully.

For more resources on how to protect your child, please visit the [CDC](#) or [American Academy of Pediatrics](#).

## COVID-19 AND MULTI-SYSTEM INFLAMMATORY SYNDROME (MIS-C) IN CHILDREN

While severe outcomes of COVID-19 in children are rare, there have been reports of a rare but serious health condition in children called multi-system inflammatory syndrome in children (MIS-C). The link between COVID-19 and MIS-C is not well understood and scientists from around the world along with pediatric specialists are still learning best practices on how to diagnose and treat it. So far, children who have been diagnosed with MIS-C have recovered after getting medical care. Children with MIS-C present with a fever and inflammation in their body that gets confirmed from lab tests. Parents should contact their child's pediatrician immediately if they notice any of these symptoms:

- fever ever (100.4 degrees Fahrenheit or higher) lasting 24 hours or more
- abdominal pain, diarrhea or vomiting
- neck pain
- rash or changes in skin color
- bloodshot eyes
- seems extra tired
- trouble breathing
- pain or pressure in the chest that doesn't go away
- becoming confused
- unable to wake up or stay awake
- bluish lips or face

## PREVENTING SPREAD AND INFECTION

### COVER

Wear a face mask when in public. Cover your cough or sneeze with tissue or inside of your elbow.



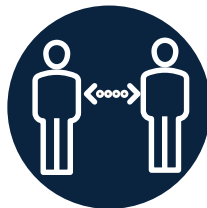
### SANITIZE

Use an alcohol-based hand sanitizer with at least 60% alcohol.



### DISTANCE

Maintain at least 6 ft. or more distance from individuals.



### CLEAN AND DISINFECT

Clean and disinfect frequently touched objects and surfaces using regular house products.



### AVOID

Avoid being exposed to this virus. Refrain from close contact with people who are sick or people who have been to an area with sustained community transmission. Avoid crowded areas.



### WASH

Wash hands often. Use soap and water for 20 seconds, use warm water, rinsing hands well, use a disposable towel to dry hands and turn off the water source.



## SYMPTOMS OF COVID-19

Some people with COVID-19 may have vague or mild symptoms. This is why it is very important to stay home if you are sick, or think you may have come in contact with the virus. Increasing evidence also shows that people are contagious for 2-3 days prior to showing any symptoms, referred to as pre-symptomatic spread, and others may spread the disease despite never feeling symptomatic. It is believed that pre-symptomatic spread is a higher risk than asymptomatic spread, but both highlight the importance of universal prevention precautions. The incubation period is between 2-14 days with the average symptom onset being around day 5-7 for most individuals.

Symptoms include:



**Fever or chills**



**Cough**



**Shortness of  
breath or difficult  
breathing**



**Fatigue**



**Muscle or body  
aches**



**Headache**



**New loss of taste  
or smell**



**Sore throat**



**Congestion or  
runny nose**



**Nausea or  
vomiting**



**Diarrhea**

As experts continue to research and gain a better understanding of the manifestations of COVID-19, this list may continue to expand. Please refer to the [CDC](https://www.cdc.gov/covid/symptoms/) for an up-to-date list of COVID-19 symptoms.

## WHAT TO DO IF YOU ARE SICK

### KEEP

Keep track of your symptoms.



### STAY

Stay home if you are sick. Do not leave your home, except to get medical care. Do not visit public areas.



### REST

Rest as much as possible along with staying hydrated.



### CALL

Contact your doctor and inform them you may have COVID-19. If you have reason for concern that you have been, or may have been exposed to this virus, call your physician's office/hospital prior to arriving. This will allow them the opportunity to determine how to best care for you, and can help ensure you do not expose other patients and health care providers to an infection. You may contact your [local Health Department](#) or after hour [epidemiologist triage](#).



### SEPARATE

Separate yourself from others in your home. If you need to be around other people or animals in or outside of the home, wear a cloth face covering. Contact individuals who you have recently interacted with (~ three days prior to first symptom) and alert them of your symptoms so they can quarantine for 14 days\* from your last contact while monitoring their symptoms.



### CLEAN

Clean and disinfect high-touch surfaces in your "sick room" and bathroom, wearing disposable gloves if possible.



### MONITOR

Monitor your symptoms. If you are showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face



If you are sick, you can go to the CDC website to complete a [symptom checklist](#) questionnaire.

\* Refer to Guidelines for Coming out of Quarantine or Isolation on Page 14

## CLEANING AND DISINFECTING GUIDELINES

The CDC has an excellent and in depth review of cleaning precautions, including precautions for those assisting in the home care of a person with a known or presumed positive case of COVID-19.

### CLEANING

The act of removing dirt, germs, and contaminants through washing.



### DISINFECTING

The use of strong and specific chemicals to kill a virus or germ.

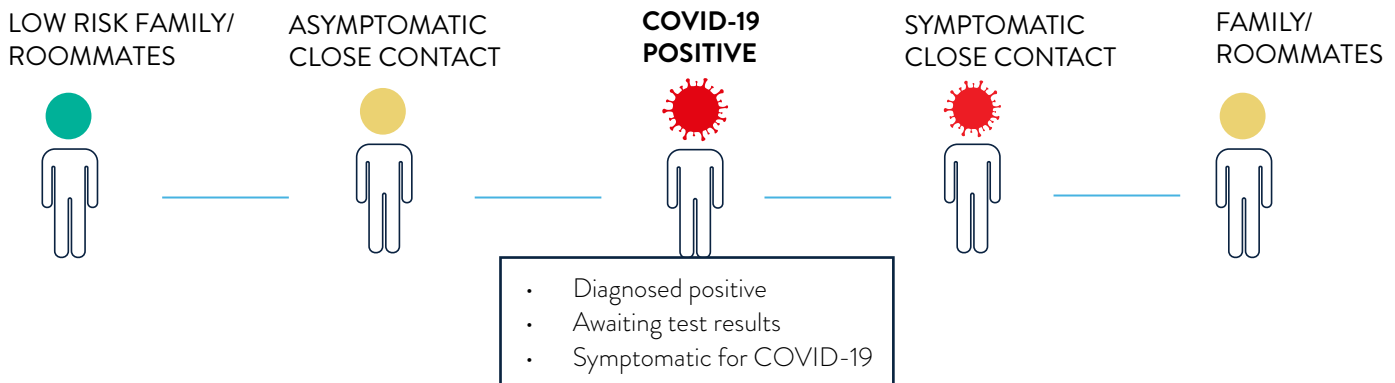
**Note:** When disinfecting a surface, especially if there is known illness, it is important to review the instructions for the specific disinfectant. Commercial cleaners will list a contact or wet time. This is generally the amount of time that a solution must remain 'wet' on the surface to be disinfected in order to maximize the disinfecting properties. Certain cleaners are effective during this wet time, or during the drying phase, and thus it is important to review each cleaner and ensure it is being used appropriately.

The Environmental Protection Agency (EPA) has a list of commercial cleaners for use against SARS-CoV-2. Many are available via retail while others may be limited to commercial/professional utilizations.



## QUARANTINE VS ISOLATION

Green = Normal  
Yellow = Quarantine  
Red = Isolation



**Quarantine** is used to keep someone who might have been exposed to COVID-19 away from others.

**Isolation** is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.

For information on how to know if you should be in quarantine versus isolation, see the [CDC](https://www.cdc.gov) website for examples.

## GUIDELINES FOR COMING OUT OF QUARANTINE OR ISOLATION

**CDC continues to endorse quarantine for 14 days...** However, it has provided options to reduce the length of quarantine to 7-10 days. If you remain asymptomatic the options to consider are:

- After day 10 without testing
- After day 7 after receiving a negative test result (Test must occur on day 5 or later)

### **After stopping quarantine, you should:**

- Watch for symptoms until 14 days after exposure
- If you have symptoms, immediately self-isolate and contact your local public health authority or healthcare provider
- Wear a mask, stay at least 6 feet from others, wash your hands, avoid crowds, and take other steps to prevent the spread of COVID-19

**Check with your local public health officials who make the final decisions on how long quarantine should last based on local conditions**

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## RETURN TO WORK GUIDELINES

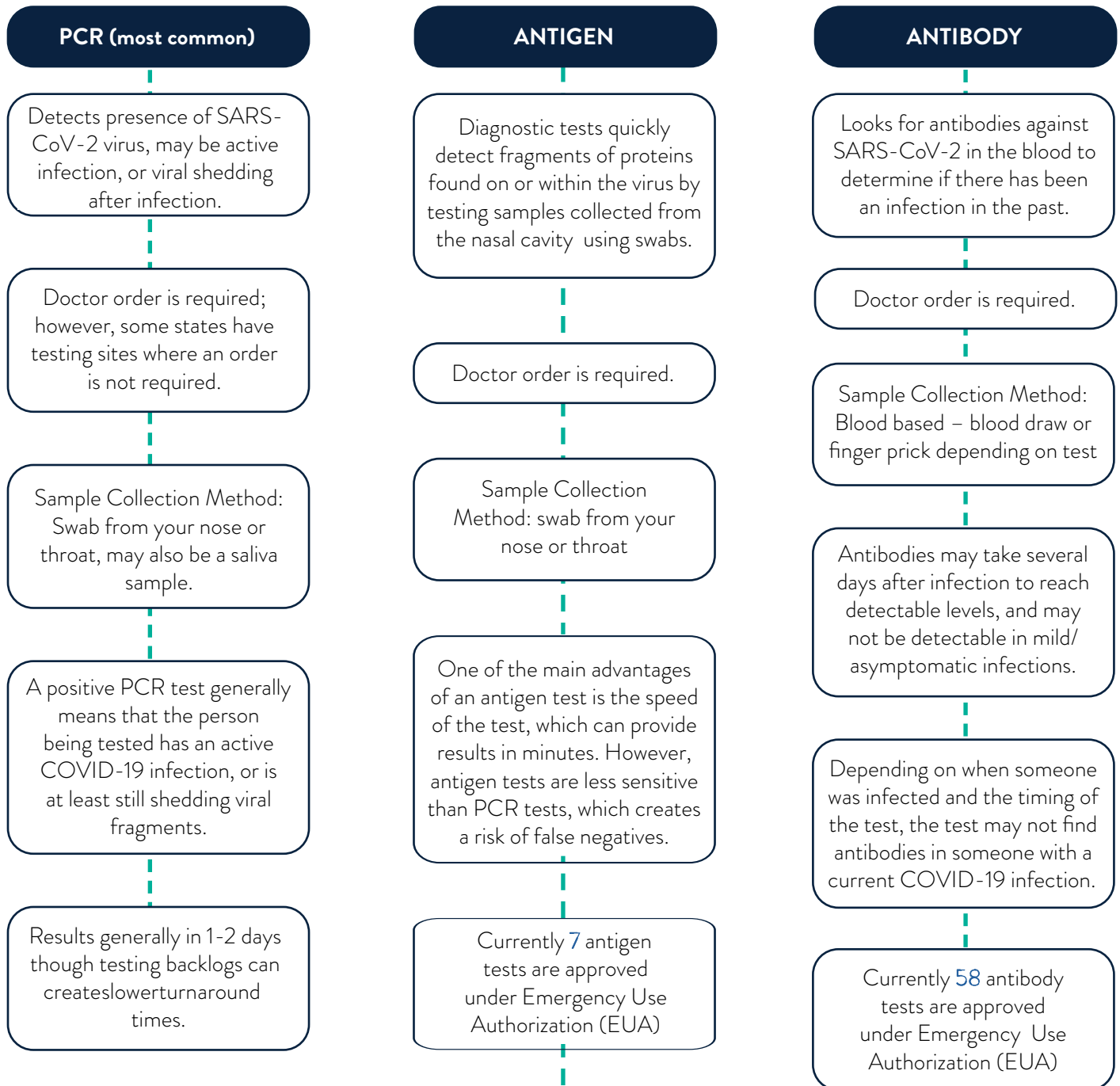


A test-based strategy is no longer recommended to determine when to discontinue home isolation, except in certain circumstances.

Note: Guidelines and testing strategies for healthcare workers may differ.

For more information on when to come out of quarantine or isolation, refer to the [CDC's discontinuation of isolation guidelines](#). This website also provides guidance on non-health care workers versus health care workers.

## TYPES OF COVID-19 TESTING



Testing guidelines and procedures are specific to the area you live in. To inquire about testing you should call your primary care provider. If you do not have a primary care provider you can call your local [Public Health Office](#) for guidance. 2nd.MD is glad to help locate testing centers near you, and assist with finding a Primary care provider, or other specialist to assist in your local care.

## TESTING CONSIDERATIONS

As with any tests, there is a possibility of false positives or false negatives occurring. Even if a COVID test is negative, a person should remain in isolation if they are symptomatic.

With PCR based testing, the viral sensitivity is at its highest, meaning that you are most likely to get a positive result, at day 6 or 7 after a known exposure. By day 10 after exposure, your chances of yielding a positive result decreases significantly.

Antibody tests are not ready for applying at an individual level to say something conclusively about someone's immune status and whether they're protected or not. At most we can say someone has been exposed or has not been exposed but even that information can have false positives/negatives because there's cross reactivity with other seasonal Coronaviruses. The performance of these tests is described by their "sensitivity," or their ability to identify those with antibodies to SARS-CoV-2 (true positive rate), and their "specificity," or their ability to identify those without antibodies to SARS-CoV-2 (true negative rate).

To review test performance, please refer to the [FDA](#) website. Always refer to the complete instructions for use to put these estimates into the proper context and to understand how to use and interpret these tests. FDA also is providing a calculator that will allow users to see the estimated performance of a single test or two independent tests based on their performance characteristics and the estimated prevalence of SARS-CoV-2 antibodies in the target population.

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## TREATMENT FOR COVID-19

Research is underway to determine if any medications may be effective to prevent or reduce the severity of infection with COVID-19.

Currently available treatments with Emergency Use Authorization (EUA) from FDA beyond supportive / symptomatic care are Remdesivir and Convalescent Plasma (i.e. giving antibodies harvested from recovered patients to sick patients) - both of which have a moderate therapeutic benefit in terms of reducing time to viral clearance among severely sick patients in the hospital, but have not been shown to have a mortality benefit.

Of note, Emergency use approval for hydroxychloroquine and chloroquine was removed after randomized trials failed to demonstrate a benefit, and showed risk for cardiac complications.

Supportive care includes the management of complications, like supplemental oxygen or ventilation for breathing difficulties, anticoagulation, IV hydration, dialysis, prone positioning, etc. Targeted therapies that modify or support the immune system response are being studied in clinical trials.

About 80% of patients with mild to moderate disease should not initially require hospitalization and can recover from COVID-19 at home. Adequate hydration, rest, symptomatic care, and intermittent prone positioning to the degree tolerable are recommended for patients recovering from COVID-19 disease at home.

For up-to-date COVID-19 treatment guidelines can be found at the [National Institutes of Health](#) or the [NY Times](#) has a treatment tracker.



## Frequently Asked Questions on Antibody Testing

### Are antibody, or serology, tests used to diagnose SARS-CoV-2 infection? (Updated 5/4)

The terms "serological" or "antibody" tests are generally used to refer to tests that detect antibodies to the SARS-CoV-2 virus. Because the antibodies are part of the body's immune response to exposure and not the virus itself, such testing cannot be used for diagnosis of infection. Based on the underlying scientific principles of antibody tests, we do not expect that an antibody test can be shown to definitively diagnose or exclude COVID-19 infection. SARS-CoV-2 antibody tests are intended for use as an aid in identifying individuals with an adaptive immune response to SARS-CoV-2, indicating recent or prior infection, by detecting antibodies to SARS-CoV-2 in human blood specimens.

### If antibody tests are not used for diagnosis or exclusion of COVID-19 infection, what is their purpose? (Updated 5/4)

Serology (antibody) tests may detect different types of antibodies. The most common are IgM and IgG. High quality serological tests can help us understand whether a person or population of people have developed antibodies indicative of an adaptive immune response to COVID-19.

Because a serology test can yield a negative test result even in infected patients (e.g., if antibody has not yet developed in response to the virus) or may be falsely positive (e.g., if antibody to a coronavirus type other than the current pandemic novel strain is present), antibody tests should not be used in the immediate diagnosis of a patient where COVID-19 infection is suspected. That is, these tests should not be used to diagnose acute COVID-19 infection. Using this type of test on many patients may help the medical community better understand how the immune response against the SARS-CoV-2 virus develops in patients over time and how many people may have been infected. While there is a lot of uncertainty with this new virus, it is also possible that, over time, broad use of antibody tests and clinical follow-up will provide the medical community with more information on whether or not, and how long, a person who has recovered from the virus is at lower risk of infection if they are exposed to the virus again.

Positive results from appropriately validated serology tests that are designed to be very specific to the SARS-CoV-2 virus can indicate whether a patient has had recent or prior COVID-19 infection. In addition, although not everyone who is infected will develop an antibody response, appropriately validated serology tests, when used broadly, can be useful in understanding how many people have developed an adaptive immune response to the virus and how far the pandemic has progressed.

Serology tests can play a critical role in the fight against COVID-19 by helping healthcare professionals identify individuals who have antibodies to SARS-CoV-2 virus and have developed an adaptive immune response. In the future, this may potentially be used to help determine, together with other clinical data, whether these individuals may be less susceptible to infection. At this time, it is unknown for how long antibodies persist following infection and if the presence of antibodies confers protective immunity. In addition, these test results can aid in determining who may be eligible to donate a part of their blood called convalescent plasma, which may serve as a possible treatment for those who are seriously ill from COVID-19.

## VACCINE UPDATE

There are currently two COVID-19 vaccines that have been approved for distribution under the FDA Emergency Use Authorization; these include Pfizer and Moderna. The CDC has provided guidance for allocation and a phased approach for individuals to begin receiving the vaccine. While the vaccine development has occurred at a speed unlike other vaccines, safety of the vaccine has not been compromised and individuals should feel confident in receiving the vaccine when it is available to them. While the CDC has provided an overall framework, states and its public health officials have developed a framework to meet their specific needs. For more information on your states vaccine distribution plans, please visit your state health department or the [CDC Interim Guidance for Jurisdictions](#).

### Work Group Proposed Interim Phase 1 Sequence

	Phase 1c Adults with high -risk medical conditions Adults 65+	
	Phase 1b Essential workers (examples: Education Sector, Food & Agriculture, Utilities, Police, Firefighters, Corrections Officers, Transportation)	
Phase 1a Health care personnel LTCF residents		

### GOALS OF THE VACCINE PROGRAM

The main goals of the COVID-19 vaccine program include:

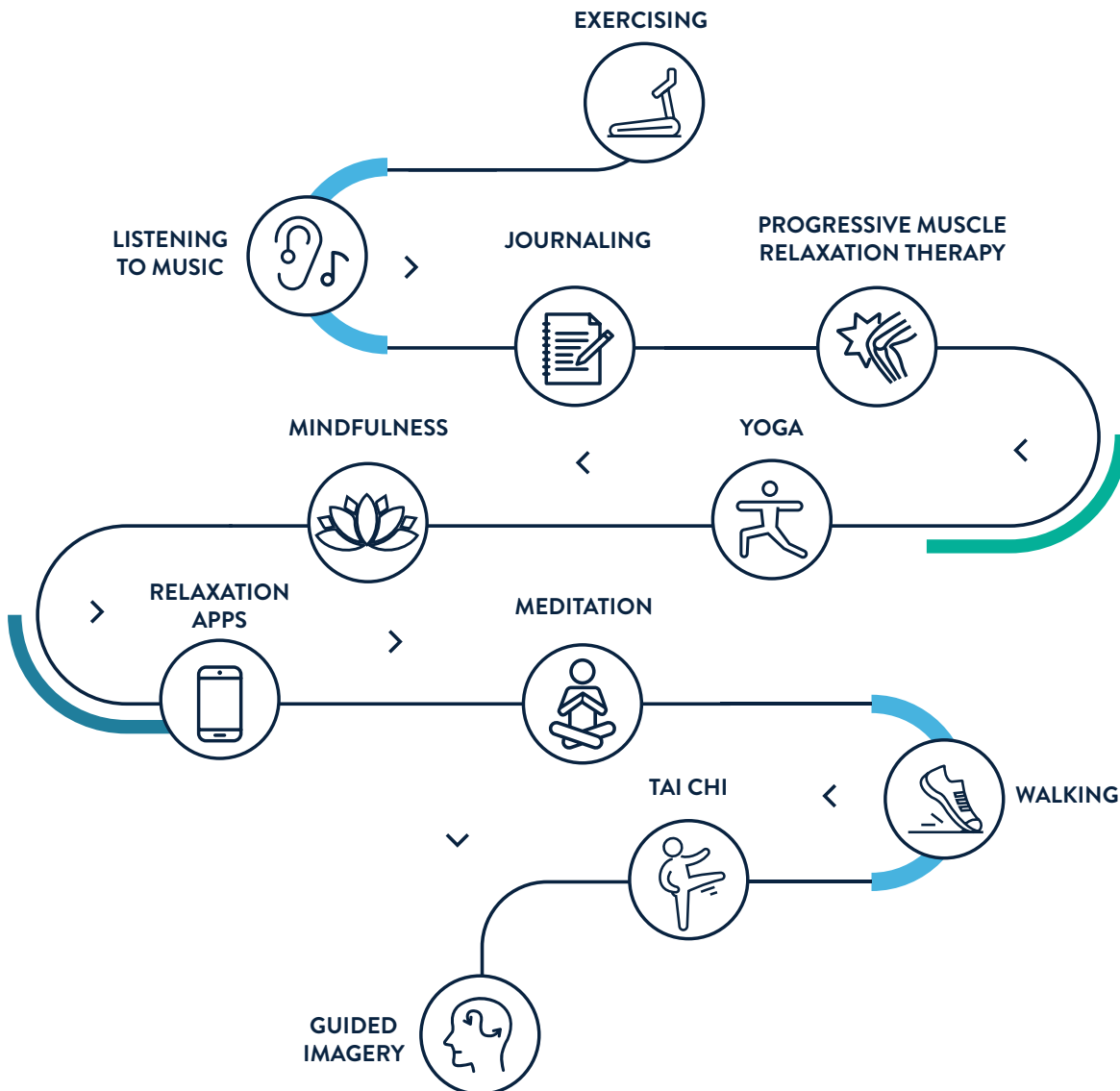
- Ensure safety and effectiveness of COVID-19 vaccines
- Reduce transmission, morbidity, mortality of COVID-19 disease
- Help minimize disruption to society and economy, including maintaining healthcare capacity
- Ensure equity in vaccine allocation and distribution

To learn more about Operation Warp Speed and for more vaccine updates, there are a variety of resources including: [FDA](#), [NIH](#), and the [CDC](#).

## MENTAL HEALTH AND COPING

The COVID-19 pandemic has been a very stressful time for everyone. It is not only important to take care of yourself physically but also mentally.

The following is a list of health and wellbeing strategies that can help you cope during these unprecedented times:



If you are interested in a consultation with one of our Mental Health experts, please contact our 2nd.MD member line at: 1.866.841.2575. For more ways to cope with stress amidst the COVID-19 pandemic, the [CDC](#) has listed several mental health resources.

## RESOURCES

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It is strongly recommended to obtain objective and validated news and information from trusted news organizations. In the modern era of social media and diverse news reporting, incorrect and misleading information may be presented as fact causing unnecessary fear, or lack of appropriate levels of concern.

- [Local Geography Information](#)
- [Treatment Tracker](#)
- [EPA Approved disinfectants](#)
- [CDC COVID-19 Overview and sub-links](#)
- [World Health Organization Overview and sub-links](#)
- [National Institutes of Health COVID-19 overview](#)
- [Directory of Local Health Departments and After Hour Epidemiologist/Infectious Disease Outbreak contact lines](#)
- [American Academy of Pediatrics](#)



December 16, 2020

TO: Lumen (CenturyLink) Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update on Vaccines, ePTO and Return to Office

The District received the attached documents from Lumen providing updates on vaccines, ePTO and Return to Office, as well as, FAQs for your review and reference.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

Attachments:

[Lumen COVID-19 Updates](#)

[COVID-19 FAQs](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

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**Subject:** A COVID-19 Update on Vaccines, ePTO and our Return to Office  
**Audience:** All Employees



**Scott Trezise**  
EVP, Human Resources

LUMEN®

Greetings Lumen team,

Over the past few days, we have seen great progress on COVID-19 vaccinations taking place around the world. It's exciting to see the hard work of so many come together and help us end the year on a high note.

Rightly so, there are a lot of questions and curiosity from our Lumen people about the vaccine and how we are approaching it for our business. I want to share some important updates as we enter the holidays so you have the latest information for yourselves and your family.

At this time, our policy will not make the vaccine mandatory for Lumen employees. In the U.S., the FDA's Emergency Use Authorization certifies that the vaccine meets their "rigorous, scientific standards for safety, effectiveness and manufacturing quality." As the vaccine becomes available, we will strongly encourage all of our U.S. employees to get vaccinated to ensure the health and safety of our teams, their families and our customers. We will follow this same approach in our other global locations. This includes considering medical and governmental updates about the availability, safety and efficacy of vaccines approved for use in those regions.

As more information become available about the vaccine, we will continue to update you quickly on company position and policies.

### Extending our ePTO policy

We have received many questions about our ePTO policy as we prepare to welcome in 2021. I'm pleased to share that we will extend our ePTO policy through first quarter of 2021 for U.S. employees who have not taken the full 80 hours (75 hours for Canadian employees) of emergency, paid time off to manage personal COVID-related emergencies. I hope the policy has helped those who have needed this support, and the extension will provide reassurance for those who have not taken the full allotment of hours but may need to in the coming months. The ePTO guidelines can be found in our [COVID-19 FAQs](#).

### An update on our Return to Office planning

We had hoped to be taking initial steps to move some of our people back into the office by the beginning of 2021. Given the current situation with the rising numbers of infections and hospitalizations throughout the world, it is clearly not the right time. We will continue operating as we have over the past several months with the single focus of keeping you and your families safe. We will revisit our timeline late in the first quarter of 2021.

I want to assure you that we will only bring our people back to our offices when we are certain it is safe. We will not surprise you with any quick decisions, and we will give everyone ample time to understand our plans. Throughout this process, we will continue to make exceptions for our people with high health risks and those who have challenges with childcare or other needs.

That said, when the time is right to begin returning more of our Lumen teams back to our office locations, we will do so through the phased approach outlined below. As we get closer to reaching well-defined safety targets in our communities, we will let you know more about our phase one activities.

Returning employees to our office locations		
Phase 1	Phase 2	Phase 3
<ul style="list-style-type: none"><li>• Volunteer-only transition for people who are ready and want to return to the office.</li><li>• Limit the number of people working in any office location and evaluate up to, but not exceeding, 20 percent of normal occupancy for each location.</li><li>• Timing and targets may vary across geographic regions.</li></ul>	<ul style="list-style-type: none"><li>• Increase the number of employees who can safely return to some of our office locations, up to 50 percent of normal occupancy.</li><li>• Focus on job roles and functions that are better suited to being in an office or that especially thrive with in-person collaboration to achieve higher productivity and efficiency for our business and customers.</li></ul>	<ul style="list-style-type: none"><li>• Vaccine is in place and no additional return-to-office concerns, PPE or safety measures required</li><li>• Begin implementing our new, long-term work strategy.</li></ul>

In the long term, we do not see our company returning to the same work environment we had before the COVID-19 pandemic. But there will be a need for many of you to return to the office to ensure we are giving Lumen and our customers our absolute best in terms of efficiency, collaboration and innovation.

I know many of you, myself included, look forward to the day when we can be together in person again. As we wait for that day, be sure to check our [COVID-19 Resource Center](#) and [Navigate Together pages](#) for the latest news and resources to support your mental, physical and financial wellbeing.

Thanks to each one of you for continuing to deliver on the promise of Lumen. You have focused on keeping yourself, your family and our customers safe while getting the job done. We'll keep you updated on next steps for returning to the office as we reach the right health and safety milestones.

Scott

## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

[PPE \(Cloth face coverings and gloves\)](#)

### Management

#### **Should I tell my employees to work from home?**

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### **Should I cancel all in-person meetings? For how long?**

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### **When will I know the timing for me personally to WFH?**

Your vice president will communicate work from home timing.

#### **What if my manager does not allow me to WFH even though I am able to?**

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that “work from home” is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### **How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?**

We will reevaluate based on the current conditions.

#### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.



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## Benefits

### How long will Lumen continue to pay PTO/leave for sick employees?

Due to these extraordinary circumstances, Lumen has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

### Who is eligible to use emergency PTO related to COVID-19?

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

### What is the company's guidance for employees who have FTO instead of PTO?

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

### As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

### For which reasons can I use emergency PTO related to COVID-19?

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.

- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

**If my state requires me to self-isolate following domestic travel for personal reasons, and I am not able to work from home, can I use emergency PTO during self-isolation/quarantine?**

Emergency PTO is only allowed in the five instances mentioned above. Self-Isolation following personal travel is not one of the five conditions for emergency PTO. If you decide to travel for personal reasons, you must follow your state's guidelines on self-isolation following travel to reduce your risk of COVID-19 infection/transmission. See the question below, "[What are the current recommendations pertaining to air travel?](#)"

If your state requires a period of quarantine or self-isolation following travel, please work with your manager to use either regular PTO or excused unpaid time off.

**Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons Lumen has defined.

**Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

**When will emergency PTO related to COVID-19 expire?**

Emergency PTO has been extended through March 31, 2020.

**Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.

**Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO, however HR does not need to provide emergency PTO approval. Internal standard time off request/approval processes should be followed as appropriate.

**Are contractors eligible for emergency PTO time?**

Contractors are not Lumen employees, so they are not eligible for Lumen pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

**If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

**Do employees in Colorado and California get additional emergency PTO under their states' temporary COVID-19 Emergency Leave acts?**

Lumen's emergency PTO benefit, which was extended through March 31, 2021, exceeds the states' 2020 emergency paid time benefit. Therefore, time taken under these Temporary COVID-19 Emergency leaves will be deducted from your current emergency PTO bank. Employees will not be given a separate bank of time, and emergency PTO hours used prior to the laws' effective dates will be deducted. Once you have exhausted emergency PTO you may use other time off available to you.

**I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

**What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, Lumen provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](https://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## Policy

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will Lumen reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

Lumen is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. Lumen will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

**Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

**I am currently work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager to obtain approval to go into your office for a very limited timeframe to pick up equipment and files as needed, so they are aware of your request. As a reminder, when in the building, you must maintain social distancing (minimum of 6 feet separation from others) and be prepared to wear a face covering in case you encounter other people.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will Lumen do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

We've implemented a new way of working – called Safe Connections – that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses.

For our residential services, we've modified our processes to enable our technicians to complete any exterior work as usual, while relying on our residential customers to complete interior work. If the installation or repair cannot be completed from outside the home as desired, the decision about whether to enter or not enter a customer premise resides with our technicians based on their own assessment and discretion.

For our business services, technicians are working with onsite contacts to ensure their safety and that of our customer's employees. As our business environments vary, techs are collaborating with customers to find options such as scheduling work outside of business hours or finding other ways to provide safe route access to equipment rooms and closets.

These options provide flexibility for us to ensure we're supporting our customers while still adhering to recommended social distancing guidelines for our technicians.

### **What are the current recommendations pertaining to air travel?**

#### **Business Travel - domestic or international**

All international business travel is suspended. Employees should not make plans for international travel, including intra-regional travel (for APAC, EMEA, LATAM). Any exceptions must be approved by the Senior Leadership Team. Domestic travel is restricted based on approval from VP.

If you are asked to travel for business purposes, you and your manager must be aware of the state's orders where you are traveling to and from and strictly adhere to the requirements. If quarantine is required according to state guidelines, and you are not able to work from home, you may use emergency PTO up to the remaining balance or 80 hours.

For your reference, [this page](#) provides a list and applicable links of each state's travel guidance.

#### **Personal Travel - domestic or international**

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Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

If your state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If your state or province requires a period of quarantine or self-isolation following travel, work with your manager to use either regular PTO or excused unpaid time off.

### **What steps is the company taking to prevent spread in buildings?**

On March 9, the company began enhanced wipe downs with CDC approved disinfectant in "high touch" common areas for 60 buildings with critical functions, 3 times a day. These included door handles, break areas, conference rooms, etc. Locations like the NOC, Security Centers, warehouses and distribution centers where employees need to be on the Lumen network are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have been provided to these locations where employees are not able to work from home.

High-touch cleaning with CDC compliant disinfectant was also implemented at 509 garages and central offices with 10+ employees during their regular cleaning schedule. We are leveraging janitors in administrative buildings if additional cleaning frequency is required.

HR, Environmental Health & Safety and Legal are analyzing all COVID-19 related tickets submitted to HRconnect. This team meets and then notifies CRE to initiate enhanced cleaning of facility spaces that may have been accessed by individuals who have communicated potential exposure to or symptoms of COVID-19.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, Lumen will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

**If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

**How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.

**What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

**What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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**PPE - Cloth face coverings and gloves (for employees "working from work")****Where can I obtain protective equipment and supplies?**

If you are a field-based employee who is regularly in public, such as those performing installations or repairs in customer homes, the company is distributing equipment and supplies you can use to help prevent exposure to the virus including hand washing kits, hand sanitizer, disinfectant wipes, disposable gloves and face coverings. If you haven't yet received yours, please talk to your supervisor. Leaders can request face coverings by emailing [COVIDPPE@Lumen.com](mailto:COVIDPPE@Lumen.com). Smaller locations can also order supplies through SAP.

Due to the demand for personal protective equipment for field personnel and essential workers in other industries, we cannot provide these things for employees who work from home or in offices that do not interact with the public regularly. Please continue to follow social distancing guidelines in these settings.

**Who should wear a cloth face covering?**

We are providing cloth face coverings to employees who are required to "work from work" and for whom it may be difficult to maintain social distancing guidelines of at least 6 feet. The first work group to receive cloth face coverings is our North America Field Operations and Network Implementation teams. Leaders who have employees who are not WFH and are in a work environment where 6 feet of social distancing is difficult to maintain should send an email to [COVID-19PPE@Lumen.com](mailto:COVID-19PPE@Lumen.com) describing their needs and face coverings will be shipped to that leader for distribution, as-needed.



### Why should I wear a cloth face covering?

We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

### Why has guidance been updated?

The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.

### How do I wear a face covering?

Cloth face coverings should....

- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit
- Be sure to always orient the same side of the face covering away from your face each time you put it on; the exterior and interior surfaces are not always obvious. If needed, mark the exterior with an "A" for "away from your face".

### When should I wear a face covering?

Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

### How do I safely remove a used face covering?

Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

### How do I keep my face covering clean and avoid potential cross-contamination?

Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

**How long does a face covering last?**

This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

**How should I dispose of my cloth face coverings (and other protective equipment)?**

When they are no longer suitable for use cloth face coverings (and disposable gloves) may be disposed in the regular trash. Place end of use items in a sealed plastic bag for seven days before adding to your outgoing trash. Work clothing should be washed daily and may be re-used. If you have close contact (within 6 feet for 15 minutes or more) with a person known to have COVID-19 all items of clothing should be washed and dried on "hot" as soon as feasible and protective equipment should be sealed in a plastic bag for seven days and then discarded as trash.

**Will a face covering protect me from other types of airborne contaminants?**

No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the Lumen Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the Lumen Safety & Health Practice for [Personal Protective Equipment](#).

**What is the company's guidance on the use of gloves to prevent transmission of COVID-19?**

The company is committed to providing supplies and equipment that are effective in preventing the transmission of COVID-19. We continue to emphasize the use of hand washing with soap and water or with hand sanitizer with at least 60% alcohol content (or equivalent) and avoiding touching your eyes, nose, and mouth as the primary means of avoiding infection after touching potentially contaminated surfaces. Recent guidance from the Occupational Safety and Health Administration (OSHA) suggests that employees providing what OSHA describes as “In-home repair services” (i.e. any employee entering a customer’s home) wear disposable gloves. Gloves must also be worn when required by a business customer, required by orders of State and Local governments, or when using disinfectants or cleaners and the product label or Safety Data Sheet require using disposable gloves. Due to the high global demand for disposable gloves (particularly by health care providers treating COVID-19 patients) all other COVID-19 related company uses for disposable gloves should be strictly limited.

**In the event that I must wear disposable gloves due to one of the requirements above, how do I safely put them on and take them off?**

To don disposable gloves:

- Thoroughly wash hands.
- Hold with one hand and insert the other.
- Pull the glove cuff towards your wrist to cover as much skin as possible.
- Check to make sure there are no holes or tears.

To doff (remove) disposable gloves:

- Grasp the outside of one glove at the wrist. Do not touch bare skin.
- Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
- Hold the glove you just removed in your gloved hand.
- Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
- Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose of the gloves safely (sealed trash bag). Do not re-use gloves.
- Clean your hands immediately after removing gloves.

[Back to top](#)

## DISTRICT 6

September 3, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on our Return to Work and Emergency PTO plans

Please see the notice below that was distributed to CenturyLink employees today.

**Sept. 3, 2020**

**To: Employees in the U.S. and Canada**

I hope everyone is staying healthy and enjoying these past few months! In July, Jeff shared that we would reevaluate our return to office in early fall. Given that we are at that time, I wanted to share the current thoughts and expectations.

As a quick reminder, the safety of our employees, customers and communities has been our focus since the beginning of the COVID-19 pandemic and remains so. In addition, we continue to take a fact-based and milestone-driven approach to how we transition back to offices in the way that best supports you, our customers and the growth of our business.

With these principles as our foundation, we have decided it is not yet time for those currently working remotely to return to the office. As we approach the end of the year, we will again evaluate the facts of the situation, but for now we do not plan a mass return to the office in 2020. As a global company, if

there is a unique requirement or need in one of the 37 countries where we have employees, we will evaluate and adjust plans as needed.

I want you to know how grateful our Senior Leadership Team is for your efforts and accomplishments over the past six months. COVID-19 will certainly have significant impact on our 2020 financial goals, but your commitment and focus have helped us deliver solid results, despite the numerous personal challenges and sacrifices that have been required.

I'd like to re-stress the importance of following recommended health and safety guidelines in your personal lives, too. Over the last few months we have seen a significant increase in the number of positive COVID-19 cases among our people. Since the majority of the cases are Work from Home employees, it's not the at-work environment causing this spike in positive cases, it is the decisions we are making in our personal lives.

Please protect yourself and your families. Limit your social interactions, maintain social distancing, wear your masks, wash your hands. Be smart. In the U.S., this is a long holiday weekend. One that often culminates in large family gatherings and public celebrations. But whether you are at a Labor Day party or just gathering with friends in the backyard, use caution! Your health is important to your friends at work and the success of our company.

### **Emergency PTO available through Dec. 31**

Many of you have had questions about our emergency PTO (ePTO) policy. I'm happy to share with you that we will extend our ePTO policy, which provides up to 80 hours of emergency, excused, paid time off to all U.S. employees and 75 hours to Canadian employees through Dec. 31, 2020. It's my hope that this extension helps those of us who need additional support to be able to focus on our loved ones and our own health, while staying productive with our work responsibilities.

The amount of ePTO you are eligible to use and guidelines remain the same and can be found in our [COVID-19 FAQs](#). Below are some key points on how you can use ePTO. If you have additional questions, contact [Ask HRConnect](#).

### **Guidelines for ePTO policy:**

- Time off under this policy is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.
- If you've already made use of time off under this policy, you'll continue to draw from your existing balance of remaining hours available to you.
- You must receive approval from your manager before taking time off.
- Time off can be used non-consecutively to cover the following COVID-19 circumstances:
  - Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
  - Employees who are unable to work from home if there are company directed office closures.
  - Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
  - Employees who may need to take time off due to school and daycare closures.
  - Employees who may need to provide care for others diagnosed with COVID-19.

Please keep in mind that this time off should be used only for essential, COVID-related emergencies to support you and your family members. For more information and resources, visit our [InsideLink COVID-19](#) landing page.

Thank you for everything you're doing to keep yourself, your family, our coworkers and our customers safe and healthy. We'll get through this crisis and be stronger for our efforts because we [Navigate Together](#).

***Be Healthy, Be Safe,***

**Scott**

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## DISTRICT 6

July 20, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Be Healthy, Be Safe COVID-19 Workplace Guide

The District received the attached [Be Healthy, Be Safe COVID-19 Workplace Guide](#) that was distributed to all CenturyLink employees late last week. The Company indicated that while the guide appears to focus on office workers, there is material for our technician workforce as the guide applies to all CenturyLink employees.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



# Be Healthy, Be Safe

## A CenturyLink COVID-19 Workplace Guide



Updated: 07.09.20 | confidential, internal use only





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# Our approach to keeping employees healthy and safe

**Our return to workplace plans will include the following key corporate standards at a minimum:**



Continuously monitor external and internal conditions that influence or trigger moving to our next return to workplace phase



Facial coverings required in common areas and where social distancing not possible or you will be in a group setting for a period of time (this should be limited)



Global facilities entry process will include health questions, temperature and symptom screening



Proper use of PPE, including activities that require PPE in addition to facial coverings



Disinfecting and hygiene, especially in common areas such as cafeterias, kitchen areas, break rooms, open office spaces and conference rooms



Social distancing (min six feet (two meters))



Site policies for contractors and visitors



Manage the number of employees returning with each phase when we are ready to return



Transparent communication and training prior to return to workplace

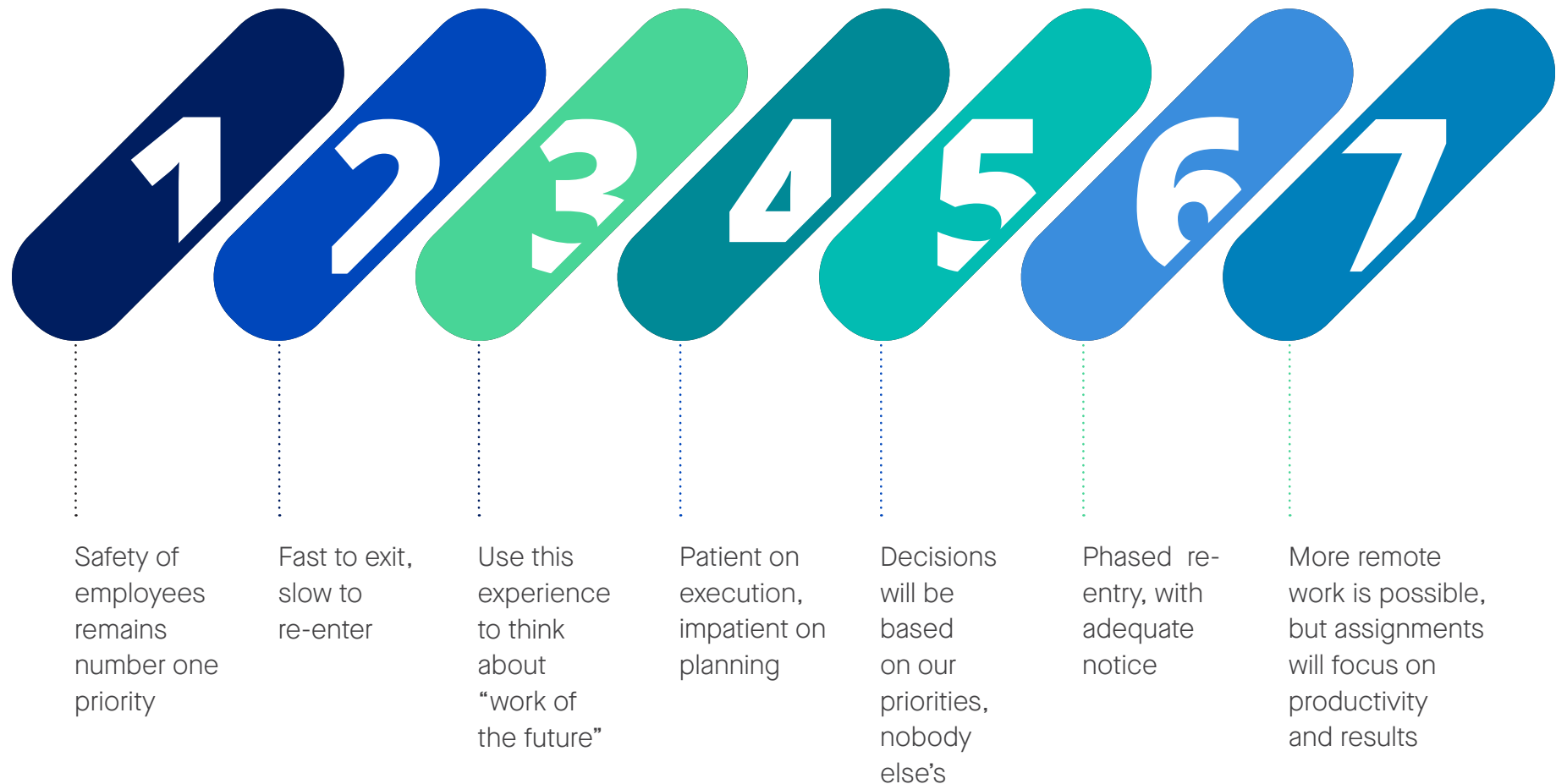


Maintaining an inclusive culture through our behaviors and actions



## A phased strategy, on our timescale

Our Be Healthy, Be Safe goals focus on putting our employees' physical, emotional and financial wellness first. We achieve these goals by following a set of guiding principles for how we bring more of our employees back to working in our office locations.





# Returning employees to our office locations

**“We will not come back to the office with the same urgency that we left.” - Jeff Storey**

Our planning will take into account local factors to determine risks, timing and readiness and may differ by geography, job function and capabilities.

	Initial Re-Entry	Ongoing Transition	End State (could be post vaccination)
<b>Who returns</b>	<ul style="list-style-type: none"> <li>Evaluate and prioritize roles that can be performed with greatest value in the office.</li> <li>Ensure we account for individual employees' personal situations.</li> </ul>	<ul style="list-style-type: none"> <li>Gradual transition to our End State model</li> <li>Based on current local environment and business needs.</li> <li>Continue to prioritize teams, job functions and take into consideration individual employees' requests.</li> </ul>	<ul style="list-style-type: none"> <li>Establish new work-from-home hybrid model based on business and employee needs.</li> <li>Focus on increased productivity, efficiencies, and onsite equipment requirements.</li> </ul>
<b>How we protect our employees</b>	<ul style="list-style-type: none"> <li>Required health screenings for employees working in administrative office locations</li> <li>Strict social distancing and required face coverings</li> <li>Limited use of common areas/conference rooms</li> <li>Rigorous cleaning and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Health screenings as necessary for employees working in administrative office locations</li> <li>Social distancing and required face coverings as recommended</li> <li>Limited use of common areas/conference rooms</li> <li>Rigorous cleaning and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Relaxed health screenings</li> <li>Social distancing and required face coverings as recommended</li> <li>Staggered use of common areas and conference rooms if needed</li> <li>Enhanced cleaning and hygiene</li> </ul>
<b>Guidelines for target employees at our office locations</b>	Minimal employees returning to office	Reduced number of employees returning to the office	TBD based on go-forward End State decisions



# Employee Wellbeing





# Guidelines for working in our office locations

The safety of our employees remains our number one priority. If you have a health concern about returning to work, contact your manager or submit a ticket through HRConnect\*.



As employees, these are all our responsibilities. Compliance to the standards and best practices outlined in this guide is mandatory.



## If you feel sick, stay home!

Contact your manager, submit an HRConnect ticket or contact your country HR Representative\* if you have concerns on returning to work.



## Social distancing

Protect your own health and keep a safe distance (six feet (two meters)) when around other employees.



## Wear a face covering

Face coverings are **required** when near coworkers in cubicles, hallways and other common areas.



## Closing of common areas – go virtual

Avoid lounge areas and cafeterias. Meeting in conference rooms should be no more than 5 people at a time. Virtual conferencing continues to be the preferred way to hold meetings.



## Keep our workplace clean

Wipe down frequently touched surfaces and wash hands frequently.

\*Employees based in LATAM, APAC or India, please reach out to your [local HR contacts](#) as processes and local requirements may differ in these regions.



# Guidelines for employees with COVID-19 exposure or symptoms returning to the workplace



When employees who **previously were** symptomatic can enter the workplace

## Symptom-based strategy

- More than 3 days from recovery
- More than 10 days from symptom onset

## Test-based strategy<sup>1</sup>

- No fever<sup>2</sup>
- Improvement of respiratory symptoms
- 2 negative tests more than 24 hours apart<sup>3</sup>



When employees **without** symptoms can enter the workplace

## Time-based strategy

For employees who tested positive without symptoms:

- More than 10 days since first positive test

## Quarantine for exposure

For employees with known exposure to COVID-19 and no positive test or symptoms:

- More than 14 days since last exposure



**Employees should be completely free of symptoms before returning to a CenturyLink facility.**

## The common symptoms of COVID-19:

- Cold, flu-like or upper respiratory sickness symptoms
- Chills, headache, new loss of taste or smell, diarrhea, muscle pain, body aches, cough, and/or sore throat
- Fever of 100.4 degrees Fahrenheit (38 Celsius) or higher
- Shortness of breath or difficulty breathing
- Aware of direct exposure to COVID-19

If you have experienced any of these symptoms within the last 14 days, please do not enter a CenturyLink facility.

For more information on steps to respond to an employee who reports that they feel ill or have been exposed to COVID-19, see [Workplace wellbeing U.S. FAQs](#) on page 15.

1. For employees based in Monroe, Broomfield or Littleton who believe they may have COVID-19, **testing is available** at our onsite clinics. If you are experiencing symptoms, please call the clinic prior to going in. If you are not located in these locations, please reach out to your regular medical provider for recommended testing sites. Testing is contingent on the availability of ample testing supplies and laboratory capacity as well as convenient access to testing.
2. Resolution of fever should occur without the use of fever-reducing medications.
3. Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least 2 consecutive respiratory specimens collected ≥24 hours apart (total of 2 negative specimens).

Source: CDC [Discontinuation of Isolation for Persons with COVID -19 Not in Healthcare Settings](#) (May 29,2020), [Criteria for Return to Work for Healthcare Personnel With Suspected or Confirmed COVID-19](#) (May 2, 2020)





## Our international employees and operations

**CenturyLink has a diverse workforce with employees that reside in 37 countries across the globe.**

- Our CenturyLink COVID-19 Workplace Guide contains our company guidelines for many common health, safety and operational practices. It applies generally to all company locations but contains information specific to the North American region.
- Given the complexity and localized approach required in managing our office locations in different countries, regions and localities, there may be variations in processes, practices and timing referenced in this guide.
- It is critical to understand your specific country and local requirements. Employees should reference local processes and communications from their regional incident management and HR teams.
- Region specific news and information can be found on the following SharePoint COVID-19 Pages:
  - [North America](#)
  - [APAC](#)
  - [EMEA](#)
  - [LATAM](#)
- For additional questions or inquiries, please contact the following resources:
  - **LATAM** – Contact your Country HR Representative
  - **EMEA** – Submit HRConnect ticket or contact your country HR representative.
  - **India** – Contact your HR or EIMT Representative
  - **APAC** – [APAC IMT](#) team, HR or your respective country representatives



## Social distancing

**Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you — or they — have no symptoms.**

### **Keep your distance to slow the spread**

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least six feet (about two arms’ length) from other people, even when you wear a face covering
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings
- Follow guidance from authorities where you live

Many people have personal circumstances or situations that present challenges with practicing social distancing to prevent the spread of COVID-19. [Learn more about social distancing with disabilities.](#)

### **Why practice social distancing?**

COVID-19 spreads mainly among people who are in close contact (within about six feet (two meters)) for a prolonged period (over 15 minutes). Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. Social distancing helps limit opportunities to come in contact with infected people outside the home.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sunlight, humidity, and the type of surface. [Learn more about social distancing for people who are at higher risk.](#)

\*Content source: [www.cdc.gov](http://www.cdc.gov)



## Face covering

**Cloth face coverings are an additional step to help slow the spread of COVID-19 when combined with everyday preventive actions and social distancing in public settings.**



### **Wear your face covering correctly**

- Wash your hands before putting on your face covering.
- Put it over your nose and mouth and secure it under your chin.
- Try to fit it snugly against the sides of your face.
- Make sure you can breathe easily.



### **Use the face covering to protect others**

- Wear a face covering to help protect others; many people who are infected don't know it and don't have symptoms.
- Keep the covering on your face the entire time you're in public.
- Don't put the covering around your neck or up on your forehead.
- Don't touch the face covering, and, if you do, wash your hands.

**Is it mandatory to wear a facial covering when entering a CenturyLink facility or when working in the field?**

- Yes. If social distancing requirements (six feet (two meters)) can't be met, facial coverings are required. Your local site management may define additional protective measures above the required minimum guidelines.

**Is CenturyLink going to supply me with a facial covering?**

- CenturyLink will provide facial coverings as supplies are available to employees in our office locations if social distancing requirement (six feet (two meters)) can't be met.

\*Content source: [www.cdc.gov](https://www.cdc.gov)



## Wash your hands often to stay healthy

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community.



Office locations will have hand sanitizer and/or sanitizing stations available for employee use.



### Follow these five steps to wash your hands the right way

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

**Note:** Use hand sanitizer when you can't use soap and water. Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

### Key times to wash hands



You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching garbage
- After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc
- Before touching your eyes, nose, or mouth because that's how germs enter our bodies

[Learn more about proper hand washing and how germs spread](#)

\*Content source: [www.cdc.gov](http://www.cdc.gov)



## Company travel policies

### **Business travel** - domestic or international

All international business travel is suspended. Employees should not make plans for international travel, including intra-regional travel (for APAC, EMEA, LATAM). Any exceptions must be approved by the Senior Leadership Team. Domestic travel is restricted based on approval from VP.

If you are asked to travel for business purposes, you and your manager must be aware of the national, state or local orders where you are traveling to and from, and strictly adhere to those requirements. If a quarantine is required by national/state guidelines, and you are not able to work from home, consult your region-specific guidelines or contact your local EIMT. For NA-based employees, you may use emergency PTO up to the remaining balance or 80 hours.

For your reference, [this page](#) provides a list and applicable links of each state's travel guidance.

### **Personal travel** - domestic or international

Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

**Note:** If your nation/state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If you travel for personal reasons and need to be isolated, use PTO or excused unpaid time off, or refer to regional applicable policies.

Please visit [IATA](#) to see local travel restrictions.



## Technician safety

### Our technicians

Our incredible technicians have a tough job, but we are prepared to meet the continuing challenges facing them each day by taking several steps to help keep both our employees and customers healthy and to minimize the spread of the virus.

#### “Safe Connections” program

Perform installation and repair activities from outside the home or business where possible.

- **Residential service** – Complete any exterior work and talk customers through the interior work if possible.
- **Business service** – Work with onsite contacts to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines. If on a customer or vendor premise, comply with their on-site safety rules or CenturyLink policies, whichever is the more stringent.

#### Personal protective equipment

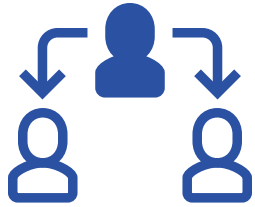
It is **required** that you wear a face covering when entering a home or business. A face covering is also required outside of the home/business where six feet (two meters) of distance cannot be maintained. We have provided our customer-facing team members with hand sanitizer, sanitizing wipes and face coverings to use where it is difficult to maintain social distancing guidelines.

#### Staying home and rescheduling

Stay at home if you are not feeling well. If a customer is not feeling well, we ask that they reschedule their appointment.



**Please stay focused on following your local community rules. You will receive information on any changes in our company policies or practices as decisions are made. If you have questions, please contact your manager.**



## Customer and supplier safety

### Meeting with our customers

Regardless of our employees' working location, it is important that we continue to support our customers and our business, and we keep our network running strong.

#### Can I meet with a customer in person?

Video conferencing and telephone communication continue to be the safest and preferred way to hold meetings.

#### What if the customer insists we meet in person or if an in-person meeting is needed for clear business reasons?

If an in-person meeting is required, please follow these conditions:

- Approval from a VP or above is obtained prior to the meeting.
- No air or train travel is required to conduct the meeting.
- The employee follows applicable state and local rules when meeting in-person.
- The employee wears a face covering in all situations where six feet (two meters) of physical distance cannot be maintained.

### Working with our suppliers and vendors

Protecting our suppliers and vendors is a priority for CenturyLink. Please be aware and follow additional requirements put in place on their premises.

Please stay focused on following your local community rules. You will receive information on any changes in our company policies or practices as decisions are made. If you have questions, please contact your manager.



\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

### What do I do if I...

- **am experiencing symptoms of COVID-19?**
- **come into close contact with someone who has had or currently has COVID-19?**
- **have tested positive for COVID-19?**

Below are the steps to respond to an employee who reports that they feel ill from or have been exposed to COVID-19.

- The employee should leave the office location as soon and as directly as possible for home and seek help from their medical provider. Most office facilities are not equipped to do any kind of employee isolation or quarantine.
- The employee or manager will create an HRConnect ticket and select “Coronavirus” to begin our process to help manage your health and the safety of our employees.
- If you have been diagnosed with COVID-19: Create an HRConnect ticket or contact your country HR representative and select “COVID-19 Test Positive” for expedited support.
- Creating an HRConnect ticket or contacting your country HR representative will start a process where HR, Real Estate, Environmental Health & Safety and Legal teams are coordinated to ensure proper steps are taken to protect our employees:
  - Manager will contact the employee to help complete a risk assessment that contains screening questions and determine if further evaluation is necessary and follow up on next steps.
  - The HR Connect teams will work together to ensure our workplace and employees are safe, including follow up on any needed contact tracing from presumed positive or positive employees.

**Note:** If local regulations require on-site quarantine, a quarantine area will be available.

### Where can you report employees who are not following protocol?

- For NA and EMEA, the employee or manager can create an HRConnect ticket or contact your country HR representative and select “Coronavirus” to submit your concern that workplace guidelines are not being followed. For all other regions, please [contact your country HR representative](#).





\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

### When should employees reach out to EAP?

- The Employee Assistance Program (EAP) is a free benefit available to all employees and is available to employees by phone.
- EAP provides many services to employees, including counselors, legal services, financial counseling, etc. Employees can reach out to EAP for many reasons, but employees should feel encouraged to contact EAP if they are feeling overwhelmed or stressed by the changes brought upon by COVID.
- To learn more about EAP for US & APAC, visit <https://centurylink.mybeaconwellbeing.com/>.
- For EAP Canada, visit <https://www.lifeworks.com/>.
- For LATAM, visit <http://www.eaplatina.com/en/>. Benefits may vary by region, so contact your local HR teams for additional details.
- For EMEA, visit <https://general.li.lifeworks.com/>.

### Will on-site clinics be open for patients?

- Our Monroe, Broomfield and Littleton on-site clinics remain open for walk in patients, appointments and virtual support.
- If you believe you have symptoms of COVID, call the clinic before going in.
  - **Broomfield:** 720.925.4685
  - **Monroe:** 318.582.7272
  - **Littleton:** 720.239.7160
- You can also schedule an appointment at [portal.cormedical.net](https://portal.cormedical.net).

### Who can you contact for janitorial services, cleaning supplies, hand sanitizing station refills, Personal Protective Equipment, etc.?

- Real Estate Help Desk is available 24/7 for facility-related requests
- The Real Estate Help Desk is available 24/7 for facility-related requests (cleaning requests relating to suspected COVID-19 cases need to be first reported to HR Connect)
- **By phone:** (800.201.7033)
  - **Online:** [Real Estate Help Desk request](#)
- Personal Protective Equipment (PPE) can be ordered through an expedited process by contacting [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com)



\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

**What if I have a request to move from my desk location or modifications to my workspace to provide greater distancing from others?**

- Workplace Self Service (WSS) is your resource for office furniture requests and employee moves
- Create a request online through WSS Ticket Input

**What UHC resources are available to me?**

- Cor Medical onsite clinics (Monday-Friday, 8 a.m. - 5 p.m.) – Broomfield campus, 720.925.4685 and 700 W. Mineral Ave, Littleton 720.239.7160 **(Call ahead to discuss further evaluation. Employees who fail temperature screening will be allowed access to onsite clinics for immediate evaluation and testing as advised by medical personnel.)**
- Virtual visit: MDLIVE at [mdlive.com/CenturyLink](https://mdlive.com/CenturyLink) or call 800.400.6354
- Your Primary Care Physician (PCP)
- If you need to find a PCP, call the UHC nurse team at 800.842.1219 or log in to [myuhc.com](https://myuhc.com) or the UnitedHealthcare app.

**What Bind resources are available to me?**

- Cor Medical onsite clinics (Monday-Friday, 8 a.m. - 5 p.m.) – Broomfield campus, 720.925.4685 and 700 W. Mineral Ave, Littleton 720.239.7160
- Virtual visit: Doctor on Demand app or AmWell app.
- Your Primary Care Physician (PCP)
- If you need to find a PCP, call Bind at 833.576.6519

# Workplace Health and Safety







## Maintaining clean and safe office locations – it takes a village

**Our commitment to providing a clean and safe physical work environment for employees has taken on life-saving importance as we work to eliminate and prevent any traces of COVID-19 in our facilities. However, we need to start working differently, and we must work together.**

### Here are some things we are doing to ensure our facilities are clean and sanitary

- Enhanced daily wipe downs with CDC-approved disinfectant on all high-traffic and high-touch areas including door handles, break areas, copy rooms and elevators in major facilities
- Additional enhanced wipe downs with CDC-approved disinfectant on all critical-function locations such as NOCs, Security Centers, warehouses, distribution centers and garages
- Hand sanitizing stations in common areas in major facilities
- Access to hand sanitizer and disinfectant wipes
- Accommodating additional cleaning frequencies as needed
- Building heating and air conditioning systems (HVAC) have been adjusted to maximize fresh air intake
- Faucets, water fountains and ice makers have been flushed to ensure fresh water/ice; refrigerators have been cleaned and sanitized. Non-dispensing ice makers in administrative offices will be disabled to prevent cross-contamination.

### Here are some simple things you can add to your workplace routine to help do your part in keeping our facilities clean and sanitary

- Regularly wipe down frequently touched surfaces in your workspace with disinfecting wipes – especially that keyboard
- Bring your water bottle or coffee mug home daily to wash and disinfect
- Don't forget about your phone! Wipe down and disinfect your mobile device
- Wash your hands with soap frequently throughout the day
- Don't share phone headsets or handsets.



**Office locations will have hand sanitizer and/or sanitizing stations available for employee use.**

Don't see the supplies you need to do your part? Use CART, SAP the Real Estate Help Desk or [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com) to make requests. We are committed to the health and safety of our employees.



## Building access

### Employee and visitor health screenings

**Maintaining a safe and healthy work environment is a top priority for our teams currently working-from-work and in our phased approach to transition work-from-home teams back to the office.**

With that commitment in mind, the company is establishing our approach to health screening as a pre-requisite for all employees working at customer sites or in the field and employees and visitors entering any CenturyLink facility.

#### What are we doing today?

CenturyLink is currently determining the right combination of process and technology to protect workers who are currently working from our office locations or the field or who will be transitioning back to work-from-work. We are assessing technology-based solutions such as individual and contactless thermometers, infrared thermal cameras, and we are considering ways to support contact tracing.

We are also evaluating application-based solutions that employees can use to answer questions about any COVID-19-related symptoms they may be experiencing as part of a daily self-monitoring process. Self-monitoring will help to ensure anyone with symptoms can be referred for additional evaluation before entering the workplace, minimizing the chance of exposure to COVID-19 for co-workers.

**Note:** No action needed regarding building access; no badges have been disabled. However, If you are working from home, please continue doing so until your management has discussed your specific office re-entry plan with you. Exceptions to returning to work at an office facility are being evaluated on a case-by-case basis and require VP approval. If you feel your circumstances are such that you need to return to the office to work, contact your manager to discuss your situation and next steps.

#### What's Next?

We will continue to update employees on our employee and visitor health and screening processes as decisions are made.

Technologies and processes may vary by country, state/region and locality to ensure we are in compliance with government regulations

**Note:** For more specific guidance related to your facility, please refer to local communications or contact your regional EIMT representatives.



## Building spaces and onsite services

**Do your part to maintain physical distancing in common areas, including:**

**Note:** For more specific guidance related to your facility, please refer to local communications or contact your regional EIMT representatives.



### Workspaces

If you return to the office and are uncomfortable with your proximity to other employees, open a ticket in WSS and Real Estate will work with you to ensure appropriate distancing.



### Conference rooms

Meetings in conference rooms should be no more than five people at a time, and virtual conferencing continues to be the preferred way to hold meetings.



### Elevators

Limit occupancy to maintain social distancing guidelines; where feasible, limit the use of elevators and follow local building requirements.



### Common service areas

Copy rooms, ATMs, vending machines and micro markets – employees are encouraged to wipe touched surfaces before and after use.



### Mail rooms

Will remain open but limit any personal shipments to a CenturyLink location.



### Break rooms

Wash your hands or use hand sanitizer before and after touching any surfaces, including appliance handles, knobs and buttons. Avoid use of eating areas if physical distancing is not possible.



### Cafeterias

Will remain closed until further notice.



### Fitness centers

Will remain closed until further notice.



### Onsite clinics

Our Monroe, Broomfield and Littleton onsite clinics will remain open for walk-in patients, appointments and virtual support. You can also schedule an appointment at [portal.cormedical.net](https://portal.cormedical.net).



®

CenturyLink



## DISTRICT 6

July 20, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Important Reminder on Health and Safety Policies at CenturyLink

The District received the email below outlining important reminders regarding CenturyLink's health and safety policies.



[\*Important Reminder on health and safety policies at CenturyLink\*](#)

[\*centurylink.sharepoint.com\*](#)

As stay-at-home COVID-19 restrictions have been lifted, and nonessential businesses have been reopening their workplaces, the hard reality is that we continue to see concerning rises in the numbers of COVID-19 cases, even among our own CenturyLink employees. We always have had clear company policies designed to keep you safe. COVID-19 has presented us with new challenges and put increased importance on our priority to maintain a safe environment for all employees. We count on each one of you to follow our safety policies to help in our ongoing efforts to contain the virus.

If you are in a CenturyLink work facility or working on a customer's premises, it is mandatory that you follow all safety policies and practices. **Not following**



**current safety policies for your location, including the below rules, may result in disciplinary action up to and including termination.**

As a reminder, below are examples of key safety policies currently in place for most CenturyLink locations. As COVID-19 outbreaks may vary by geography, some policies and measures may vary due to local public health agency recommendations. See the [employee COVID-19 FAQs](#) for more details or check with your local HR representative if you have questions about your specific location.

### **Know the rules:**

**Face coverings** are required when working at our office locations:

- Wear a face covering in hallways, elevators, garages, common areas and in your personal work area when a safe distance of at least six feet (two meters) cannot be maintained.
- Face coverings must be worn over your nose and mouth and secured under your chin and fit as snugly against the sides of your face while allowing you to breathe easily.
- Face coverings or other COVID-19 related safety equipment and supplies may be ordered through [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com).

**Social distancing** is required when working at our office locations and with coworkers:

- All employees must always maintain a safe distance of at least six feet (two meters) while working. Some unique exceptions may exist with certain job functions such as two-man work crews for field repair work. But those exceptions should be rare and require supervisor approval.
- Wearing a face covering is not a substitute for social distancing. While at a CenturyLink facility, you must wear a face covering

any time you are meeting in a group, even while maintaining the safe social distance of six feet (2 meters).

- Employees should make every effort to minimize the time and frequency of in-person meeting or gatherings – even if maintaining proper social distancing.
- Meetings in conference rooms should not be more than 5 people, must be able to maintain a safe distance of at least six feet (two meters) and require face covering be worn at all times.
- Where possible, in-person meetings should be limited to 15 minutes or less.
- Virtual conferencing continues to be the preferred way to hold meetings.

## **Business Travel**

- All international business travel is currently suspended. Any exceptions must be approved by the Senior Leadership Team.
- Domestic travel is restricted and permitted only if approved by a vice-president or above.
- All business travel must adhere to national, state or local orders applicable where you are travelling to and from, including those that require quarantine upon arrival and/or return. This includes wearing face coverings and maintaining social distancing where possible.

## **Personal Travel**

- If you travel for personal reasons, you must follow state or province requirements for social-distancing, social-isolation or quarantine following domestic travel.

- If you need to be isolated per nation/state/province or local laws, use PTO or excused unpaid time off, or refer to applicable regional policies.
- If your nation/state/province or local laws do not require self-quarantine following travel, you may return to work immediately.

## **Business and Customer Meetings**

- Video conferencing and telephone communication continue to be the safest and preferred way to hold meetings.
- In-person meeting with customers (requested by the customer or otherwise) are permitted only if:
  - An in-person meeting is required for business reasons.
  - Approval from a VP or above is obtained prior to the meeting.
  - No air or train travel may occur to conduct the meeting.
  - The employee follows applicable state and local rules when meeting in-person. The employee wears a face covering in all situations where six feet (two meters) of physical distance cannot be maintained.

## **Field technicians and engineers**

- You must follow our “**Safe Connections**” program where you perform installation and repair activities from outside the home or business where possible.
- It is **required** that you wear a face covering when entering any home or business.
- CenturyLink employees not permitted to ride in vehicles together or gather in garage areas. Some unique exceptions may exist with certain job functions such as two-man work crews for field repair work. But those exceptions should be rare and require supervisor approval.

- A face covering is also **required** outside of the home/business where six feet of distance cannot be maintained.
- **Residential service** – Complete any exterior work and talk customers through the interior work if possible.
- **Business Services** – Work with on-site contacts to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines.
- **Know to stay home if you are not feeling well:**
- This is to protect you, your coworkers and our customers.

We must be flexible and proactive in this dynamic, rapidly changing environment. While at work, we can enforce the proper health and safety policies, but we cannot tell you how to live your personal lives. However, you are strongly encouraged to strictly follow your local regulations, to protect yourself and your families. Limit your social interactions, maintain social distancing, wear your face covering, and wash your hands often. We all must do our part to keep flattening the curve of the COVID-19 virus.

Be healthy, be safe.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives





June 3, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Temporary Voluntary Option of Home Garaging Continuing Until Further Notice

The District received the email below today regarding the extension of the COVID-19 home garaging opportunities until further notice. For details on the program, please refer to the April 21, 2020 notice also included below.

All,

FYI - As we continue to evaluate and define how we will operate in the COVID-19 environment, we have decided to extend the COVID-19 home garaging opportunities until further notice.

**Amy D Rehberg**

Labor Relations Analyst



April 21, 2020

The District received the email below and the attached [Operations Policy on Home Garaging](#) this morning. The email contains the notice that will be sent out this afternoon to the Field Technicians.

Good Morning,

In our continuing efforts to practice social distancing and give our field technicians the option of limiting work interactions, we will begin allowing many technicians the temporary voluntary option of participating in the Home garaging program. The following is a notice that will be sent to all of the Field Technicians later today from the Regional Field Leaders. We are establishing a couple of eligibility rules that are mentioned in the note. I am also attaching the Home Garaging policy that is in effect and has been in effect since 2016. Let me know if you have any questions.

Team,

You've seen the updates from Jeff Storey, Richard Batelaan, and Tim Walden regarding the many precautions being taken due to COVID-19. We appreciate your feedback, and please know it is taken very seriously. To provide additional social distancing measures for our essential Field personnel, we are implementing a 6-week period for expanded home garaging opportunities on a voluntary basis with a few simple parameters outlined below.

- The home garage location must be within 12 miles of the technician's assigned work location.
- All other home garage policy rules remain in place (i.e., no parking at apartment complexes, no personal use, no non-employees in the vehicles, no crossing state lines).
- Unfortunately, employees assigned to bucket trucks, bucket vans, and "underground vehicles" used for accessing underground utilities with generators/air supply for ventilation (fiber and utility trailers/box trucks) are not eligible.

Notify your supervisor if you meet the requirements and would like to home garage. If approved, Fleet and Dispatch change requests will be submitted on your behalf and you will be notified of your home garaging start date. Over the next 6 weeks, your "clock in" day will begin when you pull your first task at the start of your scheduled shift, and end when you complete your last task.

Please review the Home Garaging policy to be sure you understand all of the parameters and expectations.

We understand the important work our Field Technicians are delivering to support our customers and keep the business running. We are proud of the work you are doing. You are the backbone of the business, and we truly appreciate all you are doing. We will continue to look into ways to accommodate our customers without compromising your safety. We urge you to continue bringing ideas to your supervisors and managers on how to make your work environment safer as we ride out this pandemic.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

# Operations Policy

## Home Garaging

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### PURPOSE

In an effort to increase productivity and efficiency in serving our customers, CenturyLink Global Operations will allow some employees to garage their CenturyLink Vehicle away from the employee's designated work reporting location. Home Garaging is offered at the Company's discretion and will be considered a privilege, not a right. Satellite Garaging may be mandatory as determined at the Company's sole discretion (see below for Definitions). The Home/Satellite Garaging Program (the "Program") is established for bona fide non-compensatory business reasons and should only be utilized when it benefits the Company.

### MEASURE

All CenturyLink Vehicles that are part of the Program must be properly authorized and designated in the CenturyLink Fleet vehicle record database, which includes an indicator field to identify approved vehicles. Field Operations is responsible for identifying the vehicles that will be home garaged and providing that information to Fleet. Field Operations will also be responsible for providing to the Fleet Supervisor the county location for each vehicle for licensing.

### SCOPE

The requirements and processes outlined below apply to all CenturyLink employees who are assigned CenturyLink Vehicles that are not garaged at the employees' designated work reporting location. Therefore, it also applies to those employees who are required to Satellite Garage. Please note that if an employee is covered by a collective bargaining agreement, the collective bargaining agreement controls to the extent there is any conflict with this policy. Additionally, to the extent that this policy conflicts with any federal, state or local laws, those laws are controlling. Please note that the state of Washington and the state of California impose different home garaging requirements.

### DEFINITIONS

- **Home Garaging** - Refers to parking a CenturyLink Vehicle at an approved CenturyLink employee's place of residence when the vehicle is not in use for official CenturyLink business.
- **Satellite Garaging** - Refers to parking a CenturyLink Vehicle at an approved location other than the employee's designated work reporting location or place of residence when the vehicle is not in use for official CenturyLink business. Satellite garaging may not always be voluntary and may be utilized at the Company's sole discretion.
- **Eligible Employee** - Refers to CenturyLink Global Operations employees with job responsibilities requiring the use of a CenturyLink Vehicle, who at the discretion of Management, and based on the needs of the business, is allowed to participate in the Program. Employees on corrective and/or disciplinary action may be deemed ineligible to participate in the Program. Some examples of disciplinary actions that could affect an employee's eligibility for the Program include, but are not limited to: Code of Conduct violations, vehicular accidents, safety warnings and/or safety violations, citations for driving while intoxicated or impaired, and any other action that the Company deems relevant to maintain the safety and effectiveness of the Program and/or the operation of the business.
- **CenturyLink Vehicle** – As used throughout the Home Garage Policy, refers to Approved CenturyLink Vehicles, including the following types of GPS-equipped CenturyLink Vehicles: Bucket trucks; pickup trucks with topper and painted with CenturyLink logo/advertising; vans with front bench seating,



## **Operations Policy**

### **Home Garaging**

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permanent shelving in cargo area, used to carry merchandise or equipment, and painted with CenturyLink logo/advertising; other vehicles approved by CenturyLink Management.

#### **REQUIREMENTS**

##### **EMPLOYEE ELIGIBILITY**

1. Home Garaging is based on the needs of the business, allowed on a volunteer basis, and is considered a privilege, not a right, for participating Eligible Employees. As a privilege, Home Garaging can be rescinded or modified at any time at CenturyLink management's sole discretion.
2. Satellite Garaging may be mandatory and, if utilized, assignments of personnel and determinations of satellite garage locations will be at Management's total discretion.
3. Participation in Home/Satellite Garaging requires employees to reside within a pre-defined work area with respect to their assigned CenturyLink reporting location. The pre-defined work area is determined solely by the Company. At CenturyLink's sole discretion, Home/Satellite Garaging can be extended past the pre-defined work area. Please contact your Local Management for information regarding the predefined work area in your location.
4. Participation in Home Garaging in a specific area may be limited depending on the needs of the business.
5. In order to be eligible for the Program, the employee must be an Eligible Employee, as defined above. If, at any time, the employee fails to meet the criteria of an Eligible Employee, their home/satellite garaging privileges may be suspended or revoked at CenturyLink management's discretion.
6. Employee at all times must comply with the CenturyLink Drug and Alcohol-Free Workplace Policy and the CenturyLink Off-Duty Misconduct Policy.
7. An employee who receives any off-duty citation for driving while under the influence or similar violation will become ineligible for the Program. The length of an employee's ineligibility for the Program will be determined after consultation with HR/Labor Relations. In no event shall an employee be eligible for the Program while mandated to have an ignition interlock device on their personal vehicle.

##### **MANAGEMENT**

1. Management manages the Program. Fleet's role is limited to maintaining a list of authorized vehicles/drivers and providing a regular validation of the database for Management use.
2. Management may conduct routine and random audits of policy compliance. Suspected policy violations will be investigated and appropriate action will be taken.

##### **VEHICLE SPECIFICATIONS**

1. Participation in Home/Satellite Garaging requires an employee to drive a CenturyLink Vehicle.
2. This policy is purposely limited to the use of only CenturyLink Vehicles so that the employee's commuting use of the vehicle is not taxable. Home garaging a vehicle other than a CenturyLink Vehicle (see

## **Operations Policy**

### **Home Garaging**

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definition) would require establishing a process to track the employee's use of the vehicle and taxing the employee for the value of the commuting use of the vehicle pursuant to IRS regulations.

3. The CenturyLink Vehicle's GPS must be in good working condition. If an employee notices a problem with their GPS equipment, they must immediately report it to their supervisor.

#### **VEHICLE MAINTENANCE**

1. The employee agrees to ensure the CenturyLink Vehicle is properly maintained according to CenturyLink Fleet guidelines. Fleet will coordinate CenturyLink Vehicle repair and maintenance and will designate an approved vendor or Company repair facility for all work. The employee is responsible for transportation to and from the designated repair or service facility. Fleet will not perform repairs or maintenance at the employee's residence.
2. The employee will notify Fleet as soon as the employee notices or discovers a condition in the CenturyLink Vehicle requiring a repair in accordance with local processes and procedures.
3. The employee agrees to check and maintain proper fluid levels and tire air pressure. If fluids are required, they may be purchased using a CenturyLink designated fuel card at approved fuel stations.
4. The employee will make the CenturyLink Vehicle available for scheduled and non-scheduled repairs, maintenance and inspections.
5. If an employee encounters a need to contact Fleet for CenturyLink Vehicle maintenance outside of their regularly scheduled shift/tour or if maintenance is scheduled outside of the regularly scheduled shift/tour, time spent arranging maintenance and/or driving the vehicle to the approved vendor or Company repair facility will not be compensated, unless an applicable Collective Bargaining Agreement requires it.

#### **USE OF VEHICLE**

1. CenturyLink Vehicles are to be utilized for official CenturyLink business only; the CenturyLink Vehicle is not to be used when the employee is off duty, nor for any personal reasons. Personal use of CenturyLink Vehicles is strictly prohibited.
2. Only CenturyLink employees or CenturyLink authorized personnel are allowed inside the CenturyLink Vehicles at all times, including when the CenturyLink Vehicle is not in use or the employee is off duty.
3. CenturyLink employees are expected to travel by the most direct and safest route possible when commuting to their first assignment, driving from job to job during their shift, and returning to their home garage/satellite location from their last assignment.
4. The employee is to lock the CenturyLink Vehicle when not in use, including while the vehicle is parked at a home/satellite garage.
5. The employee agrees, as required, that the CenturyLink Vehicle will always be parked in a safe, secure, legal and accessible location as determined by the Company.

## Operations Policy

### Home Garaging

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#### COMMUTING TO WORK LOCATIONS

1. Employees who Home Garage are expected to do the following at home only after their shift/tour has started: log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for the time spent performing these morning activities, including travel time to the first work location.
2. Employees who Satellite Garage will need to be at their designated satellite location at the start of their shift/tour. Only after reaching their satellite garage location and their shift/tour has started, employees are expected to log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for their time spent performing these morning activities, including travel time to the first work location, but not travel time to the satellite garage.
3. Employees are not to perform any work-related functions whatsoever prior to the start of their shift/tour, which begins with the morning activities outlined above. Work-related functions include, but are not limited to, initiating or monitoring software downloads/pushes, e-mails, administrative paperwork, work related calls, training, etc.
4. Employees are to arrive at the first job site as soon as possible after the start of their shift/tour.
5. Employees must report all time worked, including, but not limited to, time spent accessing job assignments, reading/sending e-mails and completing paperwork. Employees should never log into the network, utilize their work phone or engage in any other work activity outside their scheduled shift/tour without prior approval from their supervisor.
6. If an employee encounters any CenturyLink Vehicle, equipment, computer or system-related issue that could result in a delay in the start of the employee's day, the employee is to immediately notify their supervisor.
7. If the employee still has time after their last job of the day, but before their shift/tour ends, they should use the time to refuel and restock their CenturyLink Vehicle and perform other work-related activities as directed by their supervisor.
8. Employees who home garage will not be compensated for their normal commutes home after their shift/tour ends. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home are employees permitted to perform any work-related activities whatsoever.
9. Employees who satellite garage will be compensated for their normal commute back to the satellite location, but not from that location back to their homes. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home/at the satellite location are employees permitted to perform any work-related activities whatsoever.
10. If the employee's commute time home after their shift/tour ends exceeds that employee's normal daily commute, the employee will be compensated for the time spent driving beyond the normal commute time. The normal commute time is determined solely by the Company based on a generalized and realistic

## Operations Policy

### Home Garaging

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consensus of average commute times. Employees must report time traveled beyond the normal commute on their payroll timesheets.

#### OTHER ACTIVITIES

1. Meetings covering Safety, Corporate Communications, Bulletins, etc., will be scheduled by the employee's Supervisor.
2. Employees can restock their CenturyLink Vehicles or pick up parts after their last job of the day, if time permits. If time does not permit, their supervisor will schedule times to restock vehicles with supplies or pick up parts. Employees are never allowed to stock vehicles or pick up parts outside these designated times without prior approval of their supervisor.
3. Employees who home garage or satellite garage are required to remove all hand-held electronic devices from their CenturyLink Vehicle for safe storage in their home. Hand-held electronic devices include, but are not limited to, laptop computers, iPads, cell phones and HST tools.
4. All tools, excluding electronic devices, remaining in the CenturyLink Vehicle must be properly stored and locked after the employee's last job, and before the employee's shift ends.

***Note! ANY VIOLATION OR NONCOMPLIANCE WITH THIS POLICY MAY RESULT IN SUSPENSION OR REVOCATION OF HOME/SATELLITE GARAGING PRIVILEGES, IN ADDITION TO ANY DISCIPLINARY ACTION THE COMPANY DEEMS APPROPRIATE, UP TO AND INCLUDING TERMINATION.***

#### **HR Use Only:**

Effective Date: 02/01/16  
Owner: North American Operations  
Approval: EVP North America Operations  
Scope: US Employees



June 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Emergency PTO Extended through September 1, 2020

The District received the notice below and attached updated COVID-19 FAQs from the Company that was posted for all employees on their internal Intranet COVID page yesterday.



6/1/2020

***For U.S. and Canadian employees***

As the COVID-19 pandemic continues into the summer months, we're continuing to take precautions to keep employees safe and healthy. This includes extending emergency PTO through Sept. 1, 2020. The acceptable reasons to use emergency PTO to care for yourself and your family and guidelines to request it will remain the same.

As many states relax their stay at home orders, some employees are planning personal travel over the summer months. We absolutely encourage you to take time off to relax and recharge. While you plan, please make sure you are aware of your state/province and local guidelines and plan ahead for any precautions you need to take upon your return.

Emergency PTO cannot be used to cover quarantine following personal travel. If your area requires a quarantine period, you should work with your manager to determine if you can work from home, use regular PTO or take unpaid time off. If your area does not require a quarantine period, you can return to work immediately following your vacation.

Please refer to the [COVID-19 FAQs](#) or talk to your manager for more details.

Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment - FAQs](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

[PPE \(Cloth face coverings and gloves\)](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above.

We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that “work from home” is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

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### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.

[Back to top](#)

### **Benefits**

#### **How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

#### **Who is eligible to use emergency PTO related to COVID-19?**

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

#### **What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

#### **As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

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### **For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

### **If my state requires me to self-isolate following domestic travel for personal reasons, and I am not able to work from home, can I use emergency PTO during self-isolation/quarantine?**

Emergency PTO is only allowed in the five instances mentioned above. Self-Isolation following personal travel is not one of the five conditions for emergency PTO. If you decide to travel for personal reasons, you must follow your state's guidelines on self-isolation following travel to reduce your risk of COVID-19 infection/transmission. See the question below, "[What are the current recommendations pertaining to air travel?](#)"

If your state requires a period of quarantine or self-isolation following travel, please work with your manager to use either regular PTO or excused unpaid time off.

### **Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons CenturyLink has defined.

### **Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we will no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

### **Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.



**Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO.

**Are contractors eligible for emergency PTO time?**

Contractors are not CenturyLink employees, so they are not eligible for CenturyLink pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

**If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

**I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

**What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](https://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## Policy

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

### **Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

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**I am currently work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager to obtain approval to go into your office for a very limited timeframe to pick up equipment and files as needed, so they are aware of your request. As a reminder, when in the building, you must maintain social distancing (minimum of 6 feet separation from others) and be prepared to wear a face covering in case you encounter other people.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

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**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

We've implemented a new way of working – called Safe Connections – that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses.

For our residential services, we've modified our processes to enable our technicians to complete any exterior work as usual, while relying on our residential customers to complete interior work. If the installation or repair cannot be completed from outside the home as desired, the decision about whether to enter or not enter a customer premise resides with our technicians based on their own assessment and discretion.

For our business services, technicians are working with onsite contacts to ensure their safety and that of our customer's employees. As our business environments vary, techs are collaborating with customers to find options such as scheduling work outside of business hours or finding other ways to provide safe route access to equipment rooms and closets.

These options provide flexibility for us to ensure we're supporting our customers while still adhering to recommended social distancing guidelines for our technicians.

#### **What are the current recommendations pertaining to air travel?**

##### **All International Business Travel Cancelled, Domestic Business Travel Restricted**

All international business travel is suspended. Employees should not make plans for international travel immediately, including intra-regional travel (for APAC, EMEA, LATAM), and any exceptions must be approved by the Senior Leadership Team.

##### **Personal Travel - domestic or international**

Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

If your state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If your state or province requires a period of quarantine or self-isolation following travel, work with your manager to use either regular PTO or excused unpaid time off.

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### **What steps is the company taking to prevent spread in buildings?**

On March 9, the company began enhanced wipe downs with CDC approved disinfectant in “high touch” common areas for 60 buildings with critical functions, 3 times a day. These included door handles, break areas, conference rooms, etc. Locations like the NOC, Security Centers, warehouses and distribution centers where employees need to be on the CenturyLink network are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have been provided to these locations where employees are not able to work from home.

High-touch cleaning with CDC compliant disinfectant was also implemented at 509 garages and central offices with 10+ employees during their regular cleaning schedule. We are leveraging janitors in administrative buildings if additional cleaning frequency is required.

HR, Environmental Health & Safety and Legal are analyzing all COVID-19 related tickets submitted to HRconnect. This team meets and then notifies CRE to initiate enhanced cleaning of facility spaces that may have been accessed by individuals who have communicated potential exposure to or symptoms of COVID-19.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, CenturyLink will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

### **If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

### **How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.

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### **What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

### **What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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### **PPE - Cloth face coverings and gloves (for employees “working from work”)**

#### **Where can I obtain protective equipment and supplies?**

If you are a field-based employee who is regularly in public, such as those performing installations or repairs in customer homes, the company is distributing equipment and supplies you can use to help prevent exposure to the virus including hand washing kits, hand sanitizer, disinfectant wipes, disposable gloves and face coverings. If you haven't yet received yours, please talk to your supervisor. Leaders can request face coverings by emailing [COVIDPPE@CenturyLink.com](mailto:COVIDPPE@CenturyLink.com). Smaller locations can also order supplies through SAP.

Due to the demand for personal protective equipment for field personnel and essential workers in other industries, we cannot provide these things for employees who work from home or in offices that do not interact with the public regularly. Please continue to follow social distancing guidelines in these settings.

#### **Who should wear a cloth face covering?**

We are providing cloth face coverings to employees who are required to “work from work” and for whom it may be difficult to maintain social distancing guidelines of at least 6 feet. The first work group to receive cloth face coverings is our North America Field Operations and Network Implementation teams. Leaders who have employees who are not WFH and are in a work environment where 6 feet of social distancing is difficult to maintain should send an email to [COVID-19PPE@CenturyLink.com](mailto:COVID-19PPE@CenturyLink.com) describing their needs and face coverings will be shipped to that leader for distribution, as-needed.

#### **Why should I wear a cloth face covering?**

We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

### Why has guidance been updated?

The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.

### How do I wear a face covering?

Cloth face coverings should....

- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit
- Be sure to always orient the same side of the face covering away from your face each time you put it on; the exterior and interior surfaces are not always obvious. If needed, mark the exterior with an "A" for "away from your face".

### When should I wear a face covering?

Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

### How do I safely remove a used face covering?

Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

### How do I keep my face covering clean and avoid potential cross-contamination?

Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

### How long does a face covering last?

This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

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**How should I dispose of my cloth face coverings (and other protective equipment)?**

When they are no longer suitable for use cloth face coverings (and disposable gloves) may be disposed in the regular trash. Place end of use items in a sealed plastic bag for seven days before adding to your outgoing trash. Work clothing should be washed daily and may be re-used. If you have close contact (within 6 feet for 15 minutes or more) with a person known to have COVID-19 all items of clothing should be washed and dried on “hot” as soon as feasible and protective equipment should be sealed in a plastic bag for seven days and then discarded as trash.

**Will a face covering protect me from other types of airborne contaminants?**

No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the CenturyLink Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the CenturyLink Safety & Health Practice for [Personal Protective Equipment](#).

**What is the company's guidance on the use of gloves to prevent transmission of COVID-19?**

The company is committed to providing supplies and equipment that are effective in preventing the transmission of COVID-19. We continue to emphasize the use of hand washing with soap and water or with hand sanitizer with at least 60% alcohol content (or equivalent) and avoiding touching your eyes, nose, and mouth as the primary means of avoiding infection after touching potentially contaminated surfaces. Recent guidance from the Occupational Safety and Health Administration (OSHA) suggests that employees providing what OSHA describes as “In-home repair services” (i.e. any employee entering a customer's home) wear disposable gloves. Gloves must also be worn when required by a business customer, required by orders of State and Local governments, or when using disinfectants or cleaners and the product label or Safety Data Sheet require using disposable gloves. Due to the high global demand for disposable gloves (particularly by health care providers treating COVID-19 patients) all other COVID-19 related company uses for disposable gloves should be strictly limited.



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**In the event that I must wear disposable gloves due to one of the requirements above, how do I safely put them on and take them off?**

To don disposable gloves:

- Thoroughly wash hands.
- Hold with one hand and insert the other.
- Pull the glove cuff towards your wrist to cover as much skin as possible.
- Check to make sure there are no holes or tears.

To doff (remove) disposable gloves:

- Grasp the outside of one glove at the wrist. Do not touch bare skin.
- Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
- Hold the glove you just removed in your gloved hand.
- Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
- Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose of the gloves safely (sealed trash bag). Do not re-use gloves.
- Clean your hands immediately after removing gloves.

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June 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update Regarding Safety Precautions During Protests and Curfews

The District received the email below this morning regarding an update from the Company on their safety precautions during the current protests and curfews.

From: **Rehberg, Amy**

Date: Tue, Jun 2, 2020 at 9:37 AM

Subject: NEWS update

Good Morning,

I just wanted to provide you an update regarding our safety precautions during the current protests and curfews. We have notified our employees in impacted areas to be safe and contact their supervisor of any situation that they feel uncomfortable working in or around and to remove themselves from those situations. We are also closely evaluating any after-hours call-outs or dispatch activity in areas where there are active protests and delaying those except in critical outage situations. The safety of our employees is our top priority. We will continue to provide updates to employees and you as situations develop.

Let me know if you have any questions or get any feedback that you want to share.

Thanks.

**Amy D Rehberg**

Labor Relations Analyst



**CenturyLink®**

Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives





May 26, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Face Protection Reminder

The District received the email below this morning regarding a COVID-19 face protection reminder for technicians.

May 26, 2020

Good Morning,

Due to some of the close contact issues the technicians have been experiencing, the Organization has now made it a requirement for the technicians to utilize face protection rather than technician option. Below [attached [here](#)] is the InfoLink notice that went out yesterday to all Field Technicians. There was also a posting in their "Hot Reads" on their smart phones.

**Amy D Rehberg**

Labor Relations Analyst

[InfoLink Notice](#)

Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

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### COVID-19 Face Protection Reminder:

This alert is a reminder to all Field Technicians that wearing a face covering is **required** when on-site and when entering a customer's home or business.

- Wearing a face cover is one of several strategies where we, as a company, can perform to help keep our employees and customers safe.
- It is critical that we reassure our customers that CenturyLink has taken the right steps to minimize customer contact.
  - When a Field Technician has to enter the site, we are doing everything we can to safely complete the work with minimal risk to the customer.
- This is a **requirement** until further notice that all field Technicians are to wear a face cover when on site or when entering a customer's home or business.

POC - Kevin.Christensen@centurylink.com

POC Name: Christensen, Kevin

POC Number: 913-390-2713



April 29, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Emergency Paid Time Off (PTO) Extended to June 1, 2020

Please see the email below received this morning regarding the extension of paid time off (PTO) to cover COVID-19 circumstances.

**Emergency PTO Extended to June 1**

U.S. and Canadian Employees

To continue to support our employees and keep our company strong, we are pleased to announce we are extending the period that CenturyLink will provide additional hours of emergency, excused, paid time off (PTO) to all U.S. and Canadian employees to cover COVID-19 circumstances.

The other [previously announced](#) benefits will remain the same.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 21, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Temporary Voluntary Option of Home Garaging

The District received the email below and the attached [Operations Policy on Home Garaging](#) this morning. The email contains the notice that will be sent out this afternoon to the Field Technicians.

Good Morning,

In our continuing efforts to practice social distancing and give our field technicians the option of limiting work interactions, we will begin allowing many technicians the temporary voluntary option of participating in the Home garaging program. The following is a notice that will be sent to all of the Field Technicians later today from the Regional Field Leaders. We are establishing a couple of eligibility rules that are mentioned in the note. I am also attaching the Home Garaging policy that is in effect and has been in effect since 2016. Let me know if you have any questions.

Team,

You've seen the updates from Jeff Storey, Richard Batelaan, and Tim Walden regarding the many precautions being taken due to COVID-19. We appreciate your feedback, and please know it is taken very seriously. To provide additional social distancing measures for our essential Field personnel, we are implementing a 6-week period for expanded home garaging opportunities on a voluntary basis with a few simple parameters outlined below.

- The home garage location must be within 12 miles of the technician's assigned work location.
- All other home garage policy rules remain in place (i.e., no parking at apartment complexes, no personal use, no non-employees in the vehicles, no crossing state lines).
- Unfortunately, employees assigned to bucket trucks, bucket vans, and "underground vehicles" used for accessing underground utilities with generators/air supply for ventilation (fiber and utility trailers/box trucks) are not eligible.

Notify your supervisor if you meet the requirements and would like to home garage. If approved, Fleet and Dispatch change requests will be submitted on your behalf and you will be notified of your home garaging start date. Over the next 6 weeks, your "clock in" day will begin when you pull your first task at the start of your scheduled shift, and end when you complete your last task.

Please review the Home Garaging policy to be sure you understand all of the parameters and expectations.

We understand the important work our Field Technicians are delivering to support our customers and keep the business running. We are proud of the work you are doing. You are the backbone of the business, and we truly appreciate all you are doing. We will continue to look into ways to accommodate our customers without compromising your safety. We urge you to continue bringing ideas to your supervisors and managers on how to make your work environment safer as we ride out this pandemic.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

# Operations Policy

## Home Garaging

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### PURPOSE

In an effort to increase productivity and efficiency in serving our customers, CenturyLink Global Operations will allow some employees to garage their CenturyLink Vehicle away from the employee's designated work reporting location. Home Garaging is offered at the Company's discretion and will be considered a privilege, not a right. Satellite Garaging may be mandatory as determined at the Company's sole discretion (see below for Definitions). The Home/Satellite Garaging Program (the "Program") is established for bona fide non-compensatory business reasons and should only be utilized when it benefits the Company.

### MEASURE

All CenturyLink Vehicles that are part of the Program must be properly authorized and designated in the CenturyLink Fleet vehicle record database, which includes an indicator field to identify approved vehicles. Field Operations is responsible for identifying the vehicles that will be home garaged and providing that information to Fleet. Field Operations will also be responsible for providing to the Fleet Supervisor the county location for each vehicle for licensing.

### SCOPE

The requirements and processes outlined below apply to all CenturyLink employees who are assigned CenturyLink Vehicles that are not garaged at the employees' designated work reporting location. Therefore, it also applies to those employees who are required to Satellite Garage. Please note that if an employee is covered by a collective bargaining agreement, the collective bargaining agreement controls to the extent there is any conflict with this policy. Additionally, to the extent that this policy conflicts with any federal, state or local laws, those laws are controlling. Please note that the state of Washington and the state of California impose different home garaging requirements.

### DEFINITIONS

- **Home Garaging** - Refers to parking a CenturyLink Vehicle at an approved CenturyLink employee's place of residence when the vehicle is not in use for official CenturyLink business.
- **Satellite Garaging** - Refers to parking a CenturyLink Vehicle at an approved location other than the employee's designated work reporting location or place of residence when the vehicle is not in use for official CenturyLink business. Satellite garaging may not always be voluntary and may be utilized at the Company's sole discretion.
- **Eligible Employee** - Refers to CenturyLink Global Operations employees with job responsibilities requiring the use of a CenturyLink Vehicle, who at the discretion of Management, and based on the needs of the business, is allowed to participate in the Program. Employees on corrective and/or disciplinary action may be deemed ineligible to participate in the Program. Some examples of disciplinary actions that could affect an employee's eligibility for the Program include, but are not limited to: Code of Conduct violations, vehicular accidents, safety warnings and/or safety violations, citations for driving while intoxicated or impaired, and any other action that the Company deems relevant to maintain the safety and effectiveness of the Program and/or the operation of the business.
- **CenturyLink Vehicle** – As used throughout the Home Garage Policy, refers to Approved CenturyLink Vehicles, including the following types of GPS-equipped CenturyLink Vehicles: Bucket trucks; pickup trucks with topper and painted with CenturyLink logo/advertising; vans with front bench seating,



## **Operations Policy**

### **Home Garaging**

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permanent shelving in cargo area, used to carry merchandise or equipment, and painted with CenturyLink logo/advertising; other vehicles approved by CenturyLink Management.

#### **REQUIREMENTS**

##### **EMPLOYEE ELIGIBILITY**

1. Home Garaging is based on the needs of the business, allowed on a volunteer basis, and is considered a privilege, not a right, for participating Eligible Employees. As a privilege, Home Garaging can be rescinded or modified at any time at CenturyLink management's sole discretion.
2. Satellite Garaging may be mandatory and, if utilized, assignments of personnel and determinations of satellite garage locations will be at Management's total discretion.
3. Participation in Home/Satellite Garaging requires employees to reside within a pre-defined work area with respect to their assigned CenturyLink reporting location. The pre-defined work area is determined solely by the Company. At CenturyLink's sole discretion, Home/Satellite Garaging can be extended past the pre-defined work area. Please contact your Local Management for information regarding the predefined work area in your location.
4. Participation in Home Garaging in a specific area may be limited depending on the needs of the business.
5. In order to be eligible for the Program, the employee must be an Eligible Employee, as defined above. If, at any time, the employee fails to meet the criteria of an Eligible Employee, their home/satellite garaging privileges may be suspended or revoked at CenturyLink management's discretion.
6. Employee at all times must comply with the CenturyLink Drug and Alcohol-Free Workplace Policy and the CenturyLink Off-Duty Misconduct Policy.
7. An employee who receives any off-duty citation for driving while under the influence or similar violation will become ineligible for the Program. The length of an employee's ineligibility for the Program will be determined after consultation with HR/Labor Relations. In no event shall an employee be eligible for the Program while mandated to have an ignition interlock device on their personal vehicle.

##### **MANAGEMENT**

1. Management manages the Program. Fleet's role is limited to maintaining a list of authorized vehicles/drivers and providing a regular validation of the database for Management use.
2. Management may conduct routine and random audits of policy compliance. Suspected policy violations will be investigated and appropriate action will be taken.

##### **VEHICLE SPECIFICATIONS**

1. Participation in Home/Satellite Garaging requires an employee to drive a CenturyLink Vehicle.
2. This policy is purposely limited to the use of only CenturyLink Vehicles so that the employee's commuting use of the vehicle is not taxable. Home garaging a vehicle other than a CenturyLink Vehicle (see

## **Operations Policy**

### **Home Garaging**

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definition) would require establishing a process to track the employee's use of the vehicle and taxing the employee for the value of the commuting use of the vehicle pursuant to IRS regulations.

3. The CenturyLink Vehicle's GPS must be in good working condition. If an employee notices a problem with their GPS equipment, they must immediately report it to their supervisor.

#### **VEHICLE MAINTENANCE**

1. The employee agrees to ensure the CenturyLink Vehicle is properly maintained according to CenturyLink Fleet guidelines. Fleet will coordinate CenturyLink Vehicle repair and maintenance and will designate an approved vendor or Company repair facility for all work. The employee is responsible for transportation to and from the designated repair or service facility. Fleet will not perform repairs or maintenance at the employee's residence.
2. The employee will notify Fleet as soon as the employee notices or discovers a condition in the CenturyLink Vehicle requiring a repair in accordance with local processes and procedures.
3. The employee agrees to check and maintain proper fluid levels and tire air pressure. If fluids are required, they may be purchased using a CenturyLink designated fuel card at approved fuel stations.
4. The employee will make the CenturyLink Vehicle available for scheduled and non-scheduled repairs, maintenance and inspections.
5. If an employee encounters a need to contact Fleet for CenturyLink Vehicle maintenance outside of their regularly scheduled shift/tour or if maintenance is scheduled outside of the regularly scheduled shift/tour, time spent arranging maintenance and/or driving the vehicle to the approved vendor or Company repair facility will not be compensated, unless an applicable Collective Bargaining Agreement requires it.

#### **USE OF VEHICLE**

1. CenturyLink Vehicles are to be utilized for official CenturyLink business only; the CenturyLink Vehicle is not to be used when the employee is off duty, nor for any personal reasons. Personal use of CenturyLink Vehicles is strictly prohibited.
2. Only CenturyLink employees or CenturyLink authorized personnel are allowed inside the CenturyLink Vehicles at all times, including when the CenturyLink Vehicle is not in use or the employee is off duty.
3. CenturyLink employees are expected to travel by the most direct and safest route possible when commuting to their first assignment, driving from job to job during their shift, and returning to their home garage/satellite location from their last assignment.
4. The employee is to lock the CenturyLink Vehicle when not in use, including while the vehicle is parked at a home/satellite garage.
5. The employee agrees, as required, that the CenturyLink Vehicle will always be parked in a safe, secure, legal and accessible location as determined by the Company.

## Operations Policy

### Home Garaging

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#### COMMUTING TO WORK LOCATIONS

1. Employees who Home Garage are expected to do the following at home only after their shift/tour has started: log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for the time spent performing these morning activities, including travel time to the first work location.
2. Employees who Satellite Garage will need to be at their designated satellite location at the start of their shift/tour. Only after reaching their satellite garage location and their shift/tour has started, employees are expected to log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for their time spent performing these morning activities, including travel time to the first work location, but not travel time to the satellite garage.
3. Employees are not to perform any work-related functions whatsoever prior to the start of their shift/tour, which begins with the morning activities outlined above. Work-related functions include, but are not limited to, initiating or monitoring software downloads/pushes, e-mails, administrative paperwork, work related calls, training, etc.
4. Employees are to arrive at the first job site as soon as possible after the start of their shift/tour.
5. Employees must report all time worked, including, but not limited to, time spent accessing job assignments, reading/sending e-mails and completing paperwork. Employees should never log into the network, utilize their work phone or engage in any other work activity outside their scheduled shift/tour without prior approval from their supervisor.
6. If an employee encounters any CenturyLink Vehicle, equipment, computer or system-related issue that could result in a delay in the start of the employee's day, the employee is to immediately notify their supervisor.
7. If the employee still has time after their last job of the day, but before their shift/tour ends, they should use the time to refuel and restock their CenturyLink Vehicle and perform other work-related activities as directed by their supervisor.
8. Employees who home garage will not be compensated for their normal commutes home after their shift/tour ends. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home are employees permitted to perform any work-related activities whatsoever.
9. Employees who satellite garage will be compensated for their normal commute back to the satellite location, but not from that location back to their homes. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home/at the satellite location are employees permitted to perform any work-related activities whatsoever.
10. If the employee's commute time home after their shift/tour ends exceeds that employee's normal daily commute, the employee will be compensated for the time spent driving beyond the normal commute time. The normal commute time is determined solely by the Company based on a generalized and realistic

## Operations Policy

### Home Garaging

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consensus of average commute times. Employees must report time traveled beyond the normal commute on their payroll timesheets.

#### OTHER ACTIVITIES

1. Meetings covering Safety, Corporate Communications, Bulletins, etc., will be scheduled by the employee's Supervisor.
2. Employees can restock their CenturyLink Vehicles or pick up parts after their last job of the day, if time permits. If time does not permit, their supervisor will schedule times to restock vehicles with supplies or pick up parts. Employees are never allowed to stock vehicles or pick up parts outside these designated times without prior approval of their supervisor.
3. Employees who home garage or satellite garage are required to remove all hand-held electronic devices from their CenturyLink Vehicle for safe storage in their home. Hand-held electronic devices include, but are not limited to, laptop computers, iPads, cell phones and HST tools.
4. All tools, excluding electronic devices, remaining in the CenturyLink Vehicle must be properly stored and locked after the employee's last job, and before the employee's shift ends.

***Note! ANY VIOLATION OR NONCOMPLIANCE WITH THIS POLICY MAY RESULT IN SUSPENSION OR REVOCATION OF HOME/SATELLITE GARAGING PRIVILEGES, IN ADDITION TO ANY DISCIPLINARY ACTION THE COMPANY DEEMS APPROPRIATE, UP TO AND INCLUDING TERMINATION.***

#### **HR Use Only:**

Effective Date: 02/01/16  
Owner: North American Operations  
Approval: EVP North America Operations  
Scope: US Employees



April 13, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: HR Processes Associated with COVID-19 - Cleaning and Assessment

Please see the important update [attached](#) regarding cleaning and assessment.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## **CTL Processes Associated with COVID-19 – Cleaning & Assessment**

**4/9/20**

### **Cleaning:**

Real Estate has implemented the following cleaning /disinfecting protocol: (Source: 4/4/20 COVID update NA Employee Operations)

- **Routine** - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
- **Symptomatic employee present** - Disinfecting employee's immediate work area and common areas using CDC-recommended processes when an employee is/has exhibited symptoms that fully align with COVID-19.
- **Confirmed COVID-19 case present** - Electrostatic spray or manual disinfecting of employees' work areas and building common areas using CDC-recommended processes and products when an employee has tested positive for COVID-19.

### **Additional Details:**

- Implemented wipe down with CDC approved disinfectant in "high touch" common areas of buildings with critical functions was started on March 9<sup>th</sup> for 60 buildings, 3 times a day, which continues today. Those included door handles, break areas, conference rooms, etc.
- Locations like the NOC, Security Centers, warehouses and distribution centers, etc., where employees need to be on the CenturyLink Network, are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have also been provided to these locations where employees are not able to work from home.
- Most recently, "High-touch" cleaning with CDC compliant disinfectant has been implemented at 509 garages and COs with 10+ employees during their regular cleaning schedule.
- Company vehicles – employees sent home on quarantine have their company vehicles locked and labeled that the vehicle is not available for use until "X" date (the period of time that has been recommended by the CDC to be free of possible COVID-19 affects).

### **HRConnect Ticketing Process/Assessment:**

- HRConnect ticket comes into ELR team and is scanned for COVID related issue in order to expedite response on the ticket.
- If related to an issue of an employee with symptoms/suspected exposure/assumed or test positive, the matter is assigned to an appropriate ELR manager for immediate attention.
- ELR manager works with employee 's supervisor to conduct an interview with the employee to get more details. The completed interview is returned to the ELR manager for further action.
- Employee with symptoms or confirmed exposure are sent home with counsel to seek appropriate medical attention.
- Employees identified as close contact (6 feet or closer for 15 minutes or longer) with an assumed or test positive (symptomatic cases are treated as assumed positive) employees are notified of quarantine.
- ELR also initiates cleaning request to Real Estate and notifies Assessment team (representatives from Legal, Labor, HR, EH&S).
- Labor Relations will provide Union with the following information:
  - Names, job title and work location of employees identified as having close contact with assumed or test positive person.
  - Location of facility cleaned for confirmed COVID case (non-disclosure).



April 9, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: New Installation/Repair Process for Field Technicians

Please see the important update below and the attachments (including a video) regarding a new installation and repair process that is being implemented today.

From: **Basile, Joe A** <[Joseph.A.Basile@centurylink.com](mailto:Joseph.A.Basile@centurylink.com)>

Date: Thu, Apr 9, 2020 at 7:19 AM

Subject: New Installation/Repair Process for Field Techs

All- As you are likely aware and as Jeff Storey indicated in the last note I forwarded to you, we have been working on a process that will allow our field technicians to provide installation and repair services to our residential and small business customers without having to enter the premises. We trialed the process in several states earlier this week and plan to begin implementing across the country starting today. Attached are the methods and procedures document and a short video that describes the new process. These will be covered with our technicians this morning.

This new process continues to focus on helping to protect our employees from exposure and keeping them safe. All of the other precautionary measures that we have shared with you continue to remain in effect as well (social distancing, PPE use, hand washing, face coverings, etc). We will continue to evaluate this new approach and may need to make modifications as we move forward, but we expect this to remain our process for interacting with customers until further notice. Our employees should discuss their questions with their supervisor.

Joseph A. Basile

Labor Relations Negotiator

[Attachment](#)

[Video](#)

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 8, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on Face Coverings and Gloves

Please see the important update below on face coverings and gloves received this morning.

From: **Basile, Joe A** <[Joseph.A.Basile@centurylink.com](mailto:Joseph.A.Basile@centurylink.com)>

Date: Wed, Apr 8, 2020 at 9:45 AM

Subject: Update on face coverings and gloves

All,

The message below was distributed within NA Operations (Batelaan) yesterday about "face coverings" and gloves:

Over the past couple of days, there have been several communications regarding CenturyLink providing our employees who work outside, work from work, directly interface with our customers, or otherwise may not be able to consistently maintain social distancing (at least 6 feet of separation) access to face coverings. The use of face coverings is especially important in geographic areas experiencing high rates of community transmission of COVID-19. There are 35,000 face coverings that will be shipped to work center locations by the end of this week. There is nothing that employees need to do to order these. We will be shipping them directly to the work locations of the employees who meet the criteria (work outside and/or direct customer facing). There will be enough in each shipment for each employee to have two face coverings. These face coverings are washable, reusable and approved by the CDC as of April 3, 2020. See the below FAQ for guidance on use and care of cloth face coverings.

There is an additional order of face coverings that will be fulfilled in the next couple of weeks. If you need additional face coverings in the future, please place orders for them through the normal ordering process.

#### **Cloth Face Coverings – Frequently Asked Questions**

##### **Why should I wear a cloth face covering?**

- We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3<sup>rd</sup>, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

##### **Why has guidance been updated?**

- The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.



#### How do I wear a face covering?

- Cloth face coverings should....
- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit

#### When should I wear a face covering?

- Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

#### How do I safely remove a used face covering?

- Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

#### How do I keep my face covering clean and avoid potential cross-contamination?

- Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

#### How long does a face covering last?

- This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

#### What should I do until I receive my company issued face covering?

- Strict adherence to social distancing and personal hygiene are still the primary means for preventing COVID-19. Until your cloth face covering arrives, you may wear any personal item (folded bandana, scarf, etc.) as a cloth face covering. If you don't own any such item, you may purchase it and request reasonable reimbursement. Speak to your Manager prior to purchasing items for which you wish to be reimbursed. Do it-yourself (DIY) guidance is available from [the CDC](#) and the [Office of the US Surgeon General](#).

#### Will a face covering protect me from other types of airborne contaminants?

- No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the CenturyLink Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

- Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

- Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the CenturyLink Safety & Health Practice for [Personal Protective Equipment](#).

**Has the company have updated guidance regarding the use of gloves?**

- No. The use of disposable gloves is not generally considered necessary or effective in reducing the risk of COVID-19 transmission outside of a healthcare setting. Employees who choose to wear gloves should:
  - Wash your hands before putting on clean disposable gloves
  - To remove:
    - Grasp the outside of one glove at the wrist. Do not touch bare skin.
    - Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
    - Hold the glove you just removed in your gloved hand
    - Peel off the second glove by putting your fingers inside the glove at the top of your wrist
    - Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second
    - Dispose of the gloves safely (sealed trash bag). Do not re-use gloves
    - Clean your hands immediately after removing gloves

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: CEO Jeff Storey Announcement

Please see the [attached announcement](#) from CenturyLink CEO Jeff Storey released on April 5, 2020.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

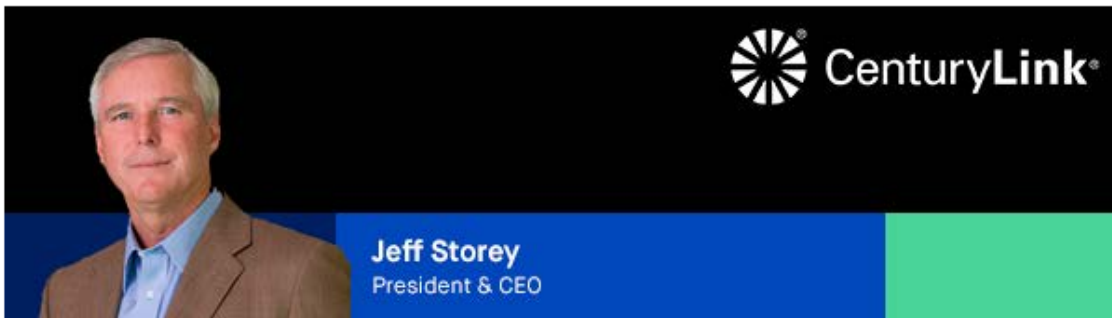
[CEO Announcement](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 Staff Representatives

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April 5, 2020

[Español](#) | [Portugues](#)

Hello, everyone. I am writing this note specifically to you, our Technicians. Our employees across the company are stepping up to the challenges we face as a company and a society, but I want you to know we recognize that you are playing a special role in our response.

Last week, Richard Batelaan announced new measures we put into place to reinforce our commitment to creating a safe environment for you and the customers you serve. I want to take few minutes to offer my perspective on this very important topic.

Most of you don't know this, but I began my career 37 years ago as an outside plant supervisor for Southwestern Bell Telephone. My first week on the job I was required to learn the Bell System Creed: "No job is so important and no service so urgent that we cannot take time to perform our work safely." All these years later I can still recite that Creed from memory. It remains one of my core beliefs, and it informs every decision I make about how we work, especially in this environment.

I feel and accept a personal responsibility to do everything in my power to keep you and our customers safe. That is true every day, but it becomes a particular focus in the context of the Coronavirus. The work we do is important and must be done. But as important as are the services we deliver, I will not compromise or ask you to compromise your safety to do your jobs.

To date, our practices have generally proceeded and have gone beyond the recommendations of governmental and health authorities. As our collective understanding of the Coronavirus has increased, those recommendations have evolved and so must our practices. There are many factors to consider, but the bottom line is this: if we cannot create an environment where it is reasonably safe for you to do your work, we will not ask you to do that work.

Here are a few things we are doing to ensure a non-hazardous environment for all of you:

- From the beginning, we prescreen all install or repair requests to see if anyone in the household is ill or suspected of having non-symptomatic COVID-19 infections. If a household or work location is deemed at risk, you will not see that order come through the system. We simply will not take the order.
- As Richard stressed, we are reviewing every aspect of our install and repair systems and protocols to minimize instances where we are required to enter a customer's premises. In this environment, the best order is one where a customer self-provisions, and we are looking to maximize those instances.
- We are working hard to gain access to a more reliable supply of Personal Protective Equipment (PPE), but it admittedly has been a challenge. The global demand for simple items like hand sanitizer has far outstripped the supply. I want to be clear on this point, if a technician cannot maintain proper social distance and does not have hand sanitizer, I do not want him or her to go into a customer's premises.
- Regarding the issue of face coverings, Tim Walden communicated on Friday that we are working with procurement to get cloth face coverings into your hands as quickly as possible. We have already secured a shipment of 10,000 face coverings that will arrive early next week, and we will start distributing them immediately. You can read the rest of [Tim's note \(here\)](#).
- The main thing I want you to understand is – **and I cannot stress this point enough** – if you feel a particular home or business is not safe to enter or you cannot maintain the social distancing or personal hygiene requirements, you have full authority to say, "I'm not going in." No questions asked. No second guessing. You have not only the authority, but the obligation to use good judgement to evaluate the safety of any particular situation.

I have been asked if we will begin "hazard pay," and, for reasons I will explain, my answer is no. My view on the issue is anchored in this single thought: my foremost commitment is that I do not expect the company to put you into a hazardous work situation. You certainly play a major role in assuring this; first, by following the safety guidelines mentioned here and in Tim's and Richard's communications with you; but most importantly by exercising your authority to make the call on your own.

My last comment with respect to "hazard pay" is that I value each one of you, and I don't want to create an environment or incentives that put you in harm's way or encourage you to take unnecessary risks. I don't want you to feel pressure to do something unsafe because you are getting paid a little extra for it. Again, I will reiterate, "No job is so important and no service so urgent that we cannot take time to perform our work safely." If there is guidance I give you stronger than any other, it is that!

Our focus on safety is not new to any of you. We have many company regulations designed to keep you safe, such as practices for operating company vehicles and guidelines for safe pole climbing or proper ladder use. Making smart judgements about how we work to ensure safety is nothing new to us. We have added protocols to not enter a premises without proper PPE; to maintain social distancing while you do your work; to frequently cleanse your hands with sanitizer or soap and water; to avoid touching your face and, as always, to use good judgement and common sense to avoid environments that you deem unsafe.



Clearly, the role of PPE is evolving as this crisis escalates. In addition to speaking with your local management, we have established a centralized email address that any employee should use to [notify us of your specific need for PPE](#). Our management team is very focused on ensuring each of you have the proper equipment, and I encourage you to communicate directly with them to address your issues. I also wanted to give you a second option for communicating directly with our warehousing and procurement staff to get the equipment you need.

I've also heard concerns about working outside, in general. I think about my own health, and as long as I maintain the distance from others, I feel like there is no safer place to be than outside. Obviously, we cannot eliminate all risks. If we do our work thoughtfully and conscientiously, it should be no more dangerous than it has been in the past and, in today's world, even less dangerous than going to the grocery store, where we are exposed to thousands of people without having the ability to assess the personal precautions they take. Don't read this as me minimizing the Coronavirus threat, because I absolutely do not. My point is that, like any other potentially hazardous condition we face in our jobs, we identify the things we can do to mitigate that risk and do our work in that way. Just as with other jobs we do, if that risk cannot be sufficiently mitigated, we do not do that work.

I understand some of you will take a different view than me on these issues. I respect that. I can see both sides. But that is the nature of a crisis; there are no easy answers. My commitment to you is that we will continue to evaluate the data, to listen to the advice of medical personnel and governmental agencies and to identify additional measures to increase your and our customers' safety as you perform the important work that you do.

Following this note to you, I will also send an all-employee email. As I will mention there, we provide services that are critical to the ability of our customers, our communities and our nations to get through this crisis. Much like the healthcare workers and public service employees whose professions call on them to be on the frontlines, those of you within our "work-from-work" population are the heroes of our business. That may come across as hokey, but it is exactly how I feel about what you are doing every day.

Thank you so much for your commitment and hard work. Please stay safe out there.

Jeff



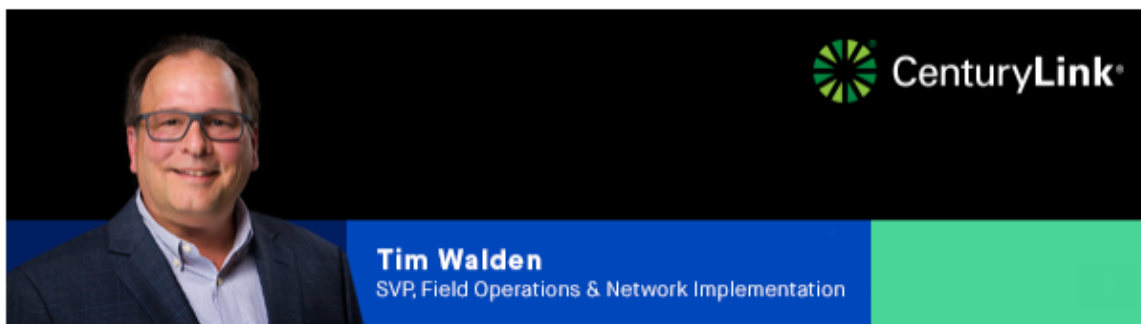
April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: CDC Recommendation for Face Coverings

Please see the update below on face coverings that was referenced in CEO Jeff Storey's announcement.



Team,

Your health and safety continue to be our top priority. Richard Batelaan just announced [increased safety measures](#) on April 1, including new install and repair procedures that limit entry into homes and businesses. In addition, in light of new CDC recommendation that were released this evening on wearing cloth face coverings in public settings, we strongly encourage all public-facing employees to protect themselves with cloth face coverings where it is difficult to maintain social distancing guidelines. We are working with procurement as quickly as possible to get cloth face coverings into your hands – we have already secured a shipment of 10,000 face coverings that will arrive early next week and will start distributing immediately.

In the meantime, please use a home-made face covering, or a snug-fitting bandana or scarf as an interim solution. If you don't have anything suitable, please follow the [CDC's existing personal hygiene and social distancing guidelines](#) and the aforementioned April 1 guidance until we can get you something suitable.

It's key to note that the cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders. The CDC is advising that cloth face coverings made from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

The CDC also emphasizes that social distancing of six feet and hand washing or sanitizing remain as important as ever. We recognize this new guidance is a sudden change that will take some creativity and patience to adhere to overnight. We are working as quickly as we can to acquire the PPE you need to do your jobs safely.

Read the [full April 3 CDC guidelines on cloth face masks](#).

We appreciate everything you are doing on behalf of our customers each day.

Thank you, stay safe.

Tim Walden





April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update - April 3, 2020

Please see the [attached COVID-19 update](#) released on April 3, 2020 from CenturyLink.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[COVID-19 Update](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 Staff Representatives



April 3, 2020

To: North American Operations Field Technicians

CenturyLink is committed to protecting the health and safety of our employees. When it comes to our critical, customer-facing employees, we are focusing our resources on effective safety measures and consistently applying them in every relevant situation. We are investing in supplies that have been shown to be effective and appropriate for their safety in this current environment.

Our Procurement team is continually purchasing safety supplies such as hand sanitizer, wipes and gloves. Those supplies are being distributed to field offices as stock comes into CenturyLink's warehouses. We request your assistance in prudent use of available stock.

Additionally, we have established a process where you can order supplies for your location. Please see the below information. If in doubt or if you have any questions, we have established a direct email [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com) to assist you.

#### How to order PPE supplies for your location:

- For Field and Network sites, follow your normal process to order consumables: Through SAP or CART (<https://sapemp.corp.intranet/irj/portal/>), ordering the material codes listed below
- For large admin sites such as Broomfield, Mineral or Monroe, Real Estate is deploying supplies directly
- For smaller offices, or if you do not have access to SAP or CART, please submit a request to COVIDPPE ([COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com)) for internal fulfillment

Material Type	Material UOM	SAP Material Code	Notes
Hand Sanitizer	8 oz bottle	1068954	Larger bottles for office use can be ordered through <a href="mailto:COVIDPPE@centurylink.com">COVIDPPE@centurylink.com</a>
Disinfectant Wipes	100 count box or 75 count canister	1465628	

<b>Gloves</b>	100 count box	M-1250878 L-1250879 XL-1250880	
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### **Additional Information:**

Below describes the recommended safety supplies (based on WHO, CDC, and OSHA guidance) effective in preventing transmission of COVID-19. It also describes certain protective items that are not recommended and the reasoning for that determination.

### **Items Provided to Prevent COVID-19 Transmission - Effective**

- **Hand Washing** - Hand washing is recommended by the [WHO](#) and [CDC](#) as an important means of preventing “person to person” or contaminated object transmission of COVID-19. Soap and water for hand washing is available at all company locations with restrooms. If soap and water are not available at a company location with a restroom, Field Technicians should notify the Real Estate Help Desk. Field Technicians may use water jugs/coolers or other containers to maintain a supply of water and soap to facilitate hand washing.
- **Hand Sanitizer** - Field Technicians should have adequate supplies of hand sanitizers to clean and sanitize their hands so that viral material on surfaces touched by others is not spread to the eyes, nose or mouth where it may cause infection. Any hand sanitizer with at least 60% alcohol (or equivalent) content may be used.
- **Surface Disinfectant** – Keeping surfaces clean and free of viral matter is also recommended by the [WHO](#) and [CDC](#) as another important means of preventing contaminated object transmission of COVID-19. Field Technicians should use disinfectant wipes or sprays (with EPA-registered disinfectants or containing 70% alcohol or its equivalent) in accordance with the instructions on the label to deactivate the virus before touching surfaces that others have or may have touched. Dirty surfaces should first be cleaned (i.e. soap and water) and then disinfected.
- **Cleaning Commonly Touched and Other Building Surfaces** – As described above keeping surfaces clean aids in preventing the spread of viral matter. Real Estate has implemented the following cleaning /disinfecting protocol:
  - Routine - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
  - Symptomatic employee present - Disinfecting employee’s immediate work area and common areas using CDC-recommended processes when an employee is/has exhibited symptoms that fully align with COVID-19.
  - Confirmed COVID-19 case present - Electrostatic spray or manual disinfecting of employees’ work areas and building common areas using CDC-recommended processes and products when an employee has tested positive for COVID-19.

### **Items that have Limited Effectiveness in Preventing COVID-19 Transmission**

- **Non-contact Infrared Thermal Scanners** –Thermal scanners may be used for self-monitoring of elevated body temperature (i.e. fever of 100.4 or more) by persons who have known or suspected direct or close contact with a presumed or confirmed COVID-19 case. Unfortunately, a person may be contagious prior to exhibiting symptoms (e.g. fever) so this method of self-monitoring or employee/visitor screening is of limited effectiveness.

### Items that are Not Effective in Preventing COVID-19 Transmission

- **Nitrile gloves** –The use of nitrile gloves is not recommended to prevent the transmission of COVID-19 for Field Technicians who may have contact with customers or the public. The use of gloves merely acts as a second skin thereby providing an additional surface that could be contaminated with viral matter. Glove users must wash their hands when removing gloves so use of the gloves is unnecessary. The [WHO](#) and [CDC](#) only recommend the use of protective gloves for high risk persons (i.e. those providing medical or home care for COVID-19 patients). [OSHA](#) recommends gloves for high and very high risk employees such as medical professionals caring for COVID-19 patients and for some medium risk employees who work in high population density work environments (e.g. schools, public transportation, event venues, high volume retail settings etc.).
- **Face masks and respirators** – Routine use of face masks and respirators by healthy persons has not been shown to prevent or reduce the risk of transmission of COVID-19. Neither the [WHO](#) or [CDC](#) recommend that face masks or respirators be used for this purpose. Face masks or respirators must be used by medical professionals caring for a person infected with COVID-19 and unnecessary use of such face masks hinders their ability to care for COVID-19 patients.
  - Field Technicians may wear N95 or N100 filtering face piece respirators (face masks) when required by customers to access the customer's premise. Half-face or full- face air filtering respirators must not be worn as these respirators require medical clearance, training, a written program, and fit testing.



April 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Maintaining a Safe Environment for Employees and Customers

Please see the latest update below from CenturyLink that was sent out yesterday, April 1.



North America Operations Team,

Thank you for your continued commitment to safety and productivity during this event. It's an unprecedented time that has called for extraordinary effort from all of us, and I appreciate how you've delivered on it.

Below is our high-level, nationwide plan to maintain a safe environment for our employees and customers. We will drive this through our COVID-19 response team led by Ron Pfaff, so please watch for further details from your organizational leaders.

Today, we are instituting increased safety measures to our current protocols. One, in particular, that we've had in place, but I want to emphasize, is the discretion of our employees to assess the safety of a customer situation and act accordingly. As I said in my all-employee note last week, we don't want to put too much on the shoulders of our "work at work" employees, and this, like all other measures, has been designed with safety as the top priority.

**Our commitment to a safe environment for employees and customers**

*This will be rolled out in phases, and employees should seek direction from their management on the phased approach*

- **Pre-screening:** Our centers are pre-screening customers before scheduling dispatches to ensure the technicians are arriving to a home or business that is safe.

- **Authority to make real-time decisions:** The technician has the absolute authority to make reasonable decisions on entry, based on real-time information they see, to enforce social distancing with our customers and to follow the CDC guidelines to keep a safe environment.
- **Minimize entry:** We encourage techs to minimize entry into homes and businesses, with entry as a last resort only following additional processes/protocols (see below) – and the final gauge being technician judgment.
- **PPE Supplies:** Proper personal protective equipment (PPE) should be supplied for all technicians. If a technician does not have access to appropriate disinfectant (e.g., soap and water, wipes or hand sanitizer), they should not be in contact with customers. In an effort to provide additional peace of mind, employees may use masks and gloves at their discretion. Please work with your direct management for access to masks and gloves or reimbursement if purchased locally. Due to the national healthcare system demand these items are in limited quantities and should be kept to limited use.
- **New install and repair procedures:** Use the following new install and repair procedures that minimize the need for entry:
  - o New install and repair procedures that are put in place temporarily during COVID-19 are to be considered permanent customer solutions with no expectation of re-dispatch for additional work.
  - o Any customers that want an additional dispatch at a later date for inside wire-type work will be done by request for an additional fee. Customers with inside wire maintenance plans can request inside wire work later at no additional charge.
  - o Use current protocols for reasonable case work that must continue, such as self-installs, critical infrastructure, government services, essential enterprise and supply chain services, medical facilities, disabled or elderly customers, etc.

We need to be here for each other and keep all of our mutual interests and safety in mind. Thank you for delivering a special effort during such a critical time.

Richard

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



**March 27, 2020**

To: North American Operations Field Technicians

CenturyLink is committed to protecting the health and safety of our employees. This commitment is driving our decision making during the COVID-19 outbreak as we safeguard our employees while also maintaining business operations in support of the critical global communications infrastructure. When it comes to our critical, customer-facing employees, we are focusing our resources on effective safety measures and consistently applying them in every relevant situation. We are investing in supplies that have been shown to be effective and appropriate for their safety in this current environment.

This document describes the recommended safety supplies (based on WHO, CDC, and OSHA guidance) effective in preventing transmission of COVID-19. It also describes certain protective items that are not recommended and the reasoning for that determination.

Our Procurement team is working diligently to timely source adequate supplies, and we request your assistance in prudent use of available stock. Barring any unforeseen circumstances, we expect to fulfill all back orders for hand sanitizer gel and disinfectant wipes next week. Work groups that are out of stock but can purchase recommended supplies locally, should work with their local management team to obtain these items and reimburse for the expense.

**Items Provided to Prevent COVID-19 Transmission - Effective**

- **Hand Washing** - Hand washing is recommended by the [WHO](#) and [CDC](#) as an important means of preventing “person to person” or contaminated object transmission of COVID-19. Soap and water for hand washing is available at all company locations with restrooms. If soap and water are not available at a company location with a restroom, Field Technicians should notify the Real Estate Help Desk. Field Technicians may use water jugs/coolers or other containers to maintain a supply of water and soap to facilitate hand washing.
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EPA-registered disinfectants or containing 70% alcohol or its equivalent) in accordance with the instructions on the label to deactivate the virus before touching surfaces that others have or may have touched. Dirty surfaces should first be cleaned (i.e. soap and water) and then disinfected.

- **Cleaning Commonly Touched and Other Building Surfaces** – As described above keeping surfaces clean aids in preventing the spread of viral matter. Real Estate has implemented the following cleaning /disinfecting protocol:
  - **Routine** - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
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#### **Items that are Not Effective in Preventing COVID-19 Transmission**

- **Nitrile gloves** –The use of nitrile gloves is not recommended to prevent the transmission of COVID-19 for Field Technicians who may have contact with customers or the public. The use of gloves merely acts as a second skin thereby providing an additional surface that could be contaminated with viral matter. Glove users must wash their hands when removing gloves so use of the gloves is unnecessary. The [WHO](#) and [CDC](#) only recommend the use of protective gloves for high risk persons (i.e. those providing medical or home care for COVID-19 patients). [OSHA](#) recommends gloves for high and very high risk employees such as medical professionals caring for COVID-19 patients and for some medium risk employees who work in high population density work environments (e.g. schools, public transportation, event venues, high volume retail settings etc.).
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**Cleaning removes germs**, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

**Disinfecting kills germs** on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

**Sanitizing lowers the number of germs** on surfaces or objects to a safe level **by either cleaning or disinfecting** them to lower the risk of infection.

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## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above.

We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that "work from home" is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

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### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.

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### **Benefits**

#### **How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

#### **Who is eligible to use emergency PTO related to COVID-19?**

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

#### **What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

#### **As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

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### **For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

### **Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons CenturyLink has defined.

### **Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we will no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

### **Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.

### **Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO.

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### **Are contractors eligible for emergency PTO time?**

Contractors are not CenturyLink employees, so they are not eligible for CenturyLink pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

### **If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

### **I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

### **What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](http://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## **Policy**

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

### **Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

### **If I am designated to work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager if your role is designated to work from home and you need to return to the office for files or equipment.

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**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

Follow our standard policy to assess risk of entering a customer's home. If there is no valid, specific reason for not entering the home, employees should proceed with work as normal. Employees who refuse to go into customer homes will be required to take PTO. Employees who run out of PTO time will be required to take unpaid time.

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### **What are the current recommendations pertaining to air travel?**

For international travel, the Centers for Disease Control and Prevention (CDC) recommends social distancing for 14 days following return to the United States. The CDC has asked people to assess the risk of domestic air travel but has not made recommendations for social distancing after a domestic trip. CenturyLink issued an additional recommendation that employees who travel by air within the United States be directed to not have contact with other employees, customers or vendors for 14 days following their flight. This directive was made due to the high number of interactions with people and objects during air travel of any type, as well as possible contact with asymptomatic people, which is increasingly suspected of driving the high transmission rate of COVID-19. CenturyLink managers should ensure their employees are observing the recommendation.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, CenturyLink will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

### **If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

### **How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.



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**What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

**What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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March 26, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Appreciation for our Field Technicians

The District received the email below from CenturyLink Labor Relations Analyst Amy Rehberg that includes a message from their Sr. Vice President of Field Operations and Network Implementation Tim Walden for your review.

From: **Rehberg, Amy** <[Amy.Rehberg@centurylink.com](mailto:Amy.Rehberg@centurylink.com)>

Date: Thu, Mar 26, 2020 at 8:28 AM

Subject: FW: Appreciation for our field technicians

Below is a message from Tim Walden I want to share with you and also for our Business and Consumer customers, we have begun utilizing this statement with customers if a technician dispatch is required:

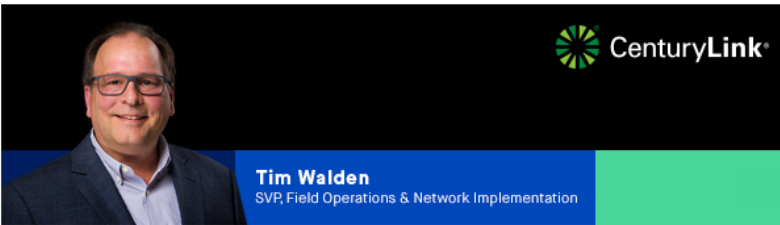
*"The Technician cannot enter the facility if anyone in the facility, within the past 5 days (i) is or has been confirmed positive or presumed positive for COVID-19, (ii) is waiting for results of a COVID-19 test, (iii) has COVID-19 symptoms – specifically, a fever, shortness of breath or cough, or (iv) is under a doctor's order to self-quarantine or self-isolate due to COVID-19 or recent international travel. I know your safety and those of your family is important to you, and I want you to know that none of those concerns that I listed are applicable to our technicians either. Can you please confirm that none of these scenarios apply?"*

The technicians have been provided the same scripting to utilize when in contact with customers:

*"I cannot enter the facility if anyone in the facility, within the past 5 days (i) is or has been confirmed positive or presumed positive for COVID-19, (ii) is waiting for results of a COVID-19 test, (iii) has COVID-19 symptoms – specifically, a fever, shortness of breath or cough, or (iv) is under a doctor's order to self-quarantine or self-isolate due to COVID-19 or recent international travel. I know your safety and those of your family is important to you, and I want you to know that none of those concerns that I listed are applicable to me either."*

**Amy D Rehberg**

Labor Relations Analyst



Team,

It has been several weeks since you started receiving corporate guidance to address CenturyLink's employee and customer safety/needs during this Coronavirus outbreak. There has been an abundance of communication and many people focused on ensuring that our business is enabled to not only support our customers but also provide them the data infrastructure needed to thrive in the current environment.

We have "shelter in place" orders, quarantines, and coronavirus exposures that we are working to navigate, all while supporting consumers who are now working from home and home-schooling their children; and businesses that are being forced into new operating models that include new and more secure locations or just a whole new business model.

As we work through these new requirements, there is one area of consistency that we can always depend on – our field operations team.

**CenturyLink Field Techs:**

enable CenturyLink to install or upgrade data services for those consumers who are now working from home and/or home-schooling their children;

ensure that businesses that have to relocate or change their current operating model have the data infrastructure in place to meet their needs, when they need it;

respond to calls when a consumer or business customer is having issues or not receiving the service that they expect and need;

do all that they do while overcoming adversity every day. As work continues to ensure that personal safety supplies (on backorder across the nation) get in the hands of our technicians, CenturyLink field techs find ways to ensure that they can support our customers while still focusing on ensuring a safe environment;

are the backbone of our company, and I cannot express how honored I am to be a part of an organization that has the highest caliber of dedicated, customer-focused technicians in the industry.

As the leader of this organization, I want to ensure you that you have my commitment that any concern or suggestion that you bring forward will be provided a response. Many concerns and suggestions will drive change. You are the feet on the ground in our markets, and your feedback is critical to our success.

Thank you for your continued dedication!

Tim

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13



March 23, 2020

TO: CenturyLink Local Presidents  
FROM: Sylvia J. Ramos, Assistant to the Vice President  
SUBJECT: Immediate Actions on COVID-19 & Customer Demand Work

Dear Local Presidents:

Attached below is an important notice from Supervisor of Region Operations Scott Houle outlining changes taking effect immediately to manage the increase in customer demand:

**March 23, 2020**

**Effective Immediately: THE FOLLOWING ACTIONS ARE BEING TAKEN TO BETTER SERVE OUR CUSTOMERS DURING THIS TIME (COVID-19)**

As millions of Americans move to working from home, CenturyLink has experienced a significant increase in customer demand. To prepare for this demand, changes have been made in CLICK and WFA. Three major changes are:

1. All **IR Technicians** will be bulk loaded, all markets,
2. All products will transition to all day appointments
3. All non-essential Company Demand work will be stopped

**All markets**

- The load can be worked in any order to maximize efficiency. Technician remain responsible for all customer communication. Continue to contact the customer before, during and after on every task.
- It is critical to maintain an accurate status on all jobs
- Same day work is still eligible to be loaded so continue to check for new work
- Complete every job every day even if overtime is required
- With more customers working from home all day, we will quickly be transitioning to all day appointments to maximize the amount of work that can be completed each day

***Scheduled deployment for these critical changes:***

**CLICK Changes**

- All I&R Techs will be bulk loaded effective Monday 3/23/2020
- Only All-day appointments will be offered for orders and repairs effective Tuesday 3/24/2020
- Company Demand
  - Will be systematically removed from all schedules Monday 3/23/2020
  - Technicians ability to create new company demand will be turned off Monday 3/23/2020. SROs can create via the Dispatch Portal.

To reiterate – the key message for all of us is Customer Demand First. Our top priority has to be to finish all customer jobs, everyday!

## **FAQ**

**Q: I can see my full load and it is not routed optimally, what should I do?**

A: Technicians and SROs should not call to move work. Work can be completed out of order by the technician. The technician remains responsible for all customer communication. Continue to contact the customer before, during and after on every task.

**Q: Since I am bulk loaded is the need to look at my load throughout the day eliminated?**

A: No. All techs need to continue to monitor their load. Same day repair will still come in if there is availability, so technicians need to continue to monitor their load for new work.

**Q: What will the technician impacts be to L2S and other metrics?**

A: All reports will continue to be monitored to determine if any changes or exception notes are required.

**Q: I see a 4-hour window on my order or repair – why?**

A: Previously committed times were not changed. Therefore, work will be dispatched that had previous commitments. Continue to contact the customer before, during and after all tasks to ensure commitments such as appointment windows are met or renegotiated with the customer.

**Q: Are jobs impacted that are under performers, pro-active rehab, CALIX Rogue ONT and other company initiative work?**

A: These have all been future dated.

**Q: Are Central Office and Design services impacted by these changes?**

A: Automated Routines were not impacted by these changes.

**Q: What company demand work should an SRO create?**

A: Only customer impacting company demand tasks deemed to be essential should be created at this time. SRO should contact dispatch to load the task.

**Q: I have more questions, who can help?**

A: There will be 2 daily calls hosted by dispatch with field directors/VPs to discuss questions, concerns and load status.

## **CLICK ONLY**

**Q: I still have company demand on my schedule. Should I call dispatch?**

A: Validate first. If it is an automated routine, complete as dispatched. If not, do not complete and do not call dispatch. If dispatch didn't catch the task yet, Non-complete it and continue with your load.

**Scott Houle**

**Supervisor Region Operations**

**West Plains, MO**

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 23, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: IMPORTANT CenturyLink Technician Communication

Dear Local Presidents:

Attached below is an important communication from CenturyLink Labor Relations distributed to technicians outlining the process for COVID-19 concerns for jobs requiring inside access to the customer's premise.

From: **Ponder, Kara D** <[Kara.X.Ponder@centurylink.com](mailto:Kara.X.Ponder@centurylink.com)>  
Date: Sat, Mar 21, 2020 at 10:35 AM  
Subject: CTL Technician Communication

Ali,

The following updated message was distributed to CenturyLink technicians via TechServe/Hot Reads and InfoLink yesterday for jobs requiring inside access to the customer's premise to address COVID-19 concerns:

- Start all orders requiring inside access/a premise visit at the home, verify customer will allow access BEFORE starting any work
- If customer refuses access:
- Explain to customer the order will be dated out 30 days and they will need to contact us once they will allow us inside or the order will be canceled
- **DO NOT** complete any field work
- Return the job as – No Access
- Add a comment on the job stating – Customer Safety Concerns
- If you have concerns due to indications from customer they are ill:
- Explain to customer you are not comfortable entering to complete the inside work
- **DO NOT** complete any field work
- Return the job as – No Access
- Add a comment on the job stating – Technician Safety Concerns
- Notify your Supervisor

*\*\*Reminder! You can continue to use the process to convert Tech installs on single pair copper to a self install if the above scenario occurs as well.*

Repair jobs requiring inside access and the customer or technician is not comfortable with inside access due to COVID-19 concerns:



- Start all repair jobs requiring a premise visit at the home
- Advise customer work completed to NID, determine if inside access still required to complete repair
- If customer refuses access:
- Explain to customer they will need to contact us once they will allow us to have a new repair ticket created
- Complete all work or troubleshooting to the NID
- Return the job as – No Access
- Add a comment on the job stating – Customer Safety Concerns
- If you have concerns due to indications from customer they are ill:
- Explain to customer you are not comfortable entering to complete the inside work and they will need to contact us once they are no longer ill to have a new repair ticket created
- Complete all work or troubleshooting to the NID
- Return the job as – No Access
- Add a comment on the job stating – Technician Safety Concerns

**Kara Ponder**  
Labor Relations



Please contact your CWA Representative with any questions.

SJR/sv

*openr#13*

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 19, 2020

TO: CenturyLink and CenturyTel Presidents

FROM: Sylvia J. Ramos, Asst. to the Vice President

SUBJECT: Union Notification - Additional FAQ Document - COVID-19

Please view the attached [FAQ document](#) received from the Company.



## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Every role may not have the ability to work from home effectively. Please contact your vice president you have concerns about your ability to work from home. If you have special circumstances or concerns, please contact HRconnect.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

#### Can I direct my contractor to WFH?

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible employees in your organization.

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**We have a team meeting that will exceed the 10-person limit. Should we still hold the meeting?**

Please evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, please limit participants to 10 or fewer, effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

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**Benefits****How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S., STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [STD page](#) in InsideLink for details. Employees outside of the U.S. should consult their local laws and policies.

**Who is eligible to use emergency PTO related to COVID-19?**

All full-time U.S. employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

**For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who take time off due to COVID-19-related illness or quarantine, before they are eligible for STD.
- Employees who are unable to work from home if the company closes their office.
- Employees considered at high-risk of serious illness due to underlying health conditions who are unable to work from home.
- Employees who need time off due to school and daycare closures.
- Employees who need to care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

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**Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must approve emergency PTO and ensure it is related to the specific COVID-19-related reasons defined.

**Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

**If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S., STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

**I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days.

**What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

**As an FTO-eligible employee, does the 80-hour emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the 80 hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).



### **What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.")

Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

Employees outside the U.S. should consult local benefit programs.

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### **Policy**

#### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

#### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, you will be provided instructions on how to submit your eligible expenses as required by law.

#### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

#### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others full time. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

**If I am designated to work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager if your role is designated to work from home and you need to return to the office for files or equipment.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**Can I adjust my normal working hours to work earlier or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should work with their manager and leadership to determine if they are eligible to work from home or for another accommodation. Employees who are not eligible for either of these things should use Emergency PTO or FTO to cover any COVID-19-related absences at this time.

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## **Payroll**

**Is there a special code I should code emergency PTO taken related to COVID-19?**

Yes, payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly.

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3-18-2020

Dear Local Union Leaders:

I hope this note finds you and your loved ones safe and healthy. I know that my Labor Relations team at CenturyLink has been keeping open lines of communication with you as the COVID-19 crisis evolves, but I wanted to take a moment and reach out to you personally in this unique and challenging time. It's important to me as the leader of the Company's Labor Relations function that you know we are committed to the safety and health of our employees and we will continue to keep you informed of developments that impact them. We also welcome you to reach out to a member of the Labor Relations staff at any time if you have questions, concerns, or suggestions about the steps we are taking as a Company to help prevent the spread of COVID-19.

I am also asking for your help. A short time ago, my team forwarded to you the communication from CenturyLink CEO Jeff Storey about the steps the Company is taking in regards to the emergency allotment of PTO to employees and the waiving of the service requirement for short term disability benefits eligibility. This is a significant step by the Company to protect the safety and security of our employees. As we put this plan in motion, we also must keep our team as fully engaged and as productive as possible in order to support our customers, our community, and our company. As Jeff's note makes clear, these benefits are available to be used by those who truly need them, but not by those who do not. We are asking for your help and leadership in ensuring that employees who may seek your guidance clearly understand that concept and realize that serving our customers is critical to our success.

Thank you for your support.

Bryan Smith  
CenturyLink Labor Relations





Team,

I don't think I have ever sent two all-employee emails within a four-day span, but as I said in my last email, these are certainly challenging times. I hope you continue to be well and are taking the right precautions to stay healthy.

There's a lot I would like to say about your dedication to our customers, your support of each other, your commitment to our company and the resilience you demonstrate every day. I am fully aware all of that is being put to the test. Collectively, we are all struggling to balance the demands put on us.

We are actively thinking about what we can do to keep our company strong and support our employees. On Sunday, we shared with you that we were moving quickly to a work-from-home environment for all employees who can work from home. I'm pleased how smoothly and quickly that is taking place. Please continue to work together to resolve any issues as they arise. I'd like to thank all of the teams that have worked so hard to make this possible.

I won't go into all of the detail on the actions we've taken, but from curbing travel to limiting meeting sizes (now, no more than 10 people) to modifying our cleaning practices and ordering large quantities of cleaning and disinfectant supplies, we continue to make every effort to keep you safe. Unfortunately, but not surprisingly, some of the safety supplies have longer wait times than we would like. Our procurement and real estate teams continue to work the problem.

I'd like to share that we will be taking two additional steps to help address issues you might face in this rapidly evolving situation.

#### **80 Hours of Emergency PTO**

For the next 60 days, CenturyLink will provide up to 80 hours of emergency, excused, paid time off (PTO) to all U.S. employees. This is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.

This time off must be approved by your manager but can be used non-consecutively to cover the following COVID-19 circumstances:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

This additional paid time off is especially intended to provide greater flexibility for those who cannot perform their duties from home. We hope that if you are now working from home, some of these challenges might already be addressed. I recognize that will not be the case entirely, so this Emergency PTO is available to all U.S. employees.

It is my strong hope that none of us will need this additional PTO, because that will mean we are healthy and have been able to meet the demands we face. If the Emergency PTO is not needed, it will not be rolled over into regular PTO or used for other reasons.

Let me be clear, if you need the additional PTO, please use it. If not, please don't. Keeping our team as fully engaged and as productive as possible is essential to support our customers, our communities and our company.

#### **Expansion of Short-Term Disability Benefits to New Employees**

Historically, employees with less than one year of service are not eligible for CenturyLink's U.S. Short-Term Disability plan. As most of you know, employees use our STD plan after five days of absence due to illness. Effective immediately, we are waiving the one-year waiting requirement for all current U.S.-based employees. STD is intended to be a resource for employees to handle extended illness. I want to ensure that resource is available to all of us during this outbreak. All other provisions of the plan remain in place.

These modifications to our PTO and STD benefits are intended to supplement our current plans and policies during this extraordinary time. They are unlikely to cover all situations and may not be adequate for individual circumstances, but we hope this provides additional security and flexibility to you.

As a reminder, the following resources are available to employees regarding time off:

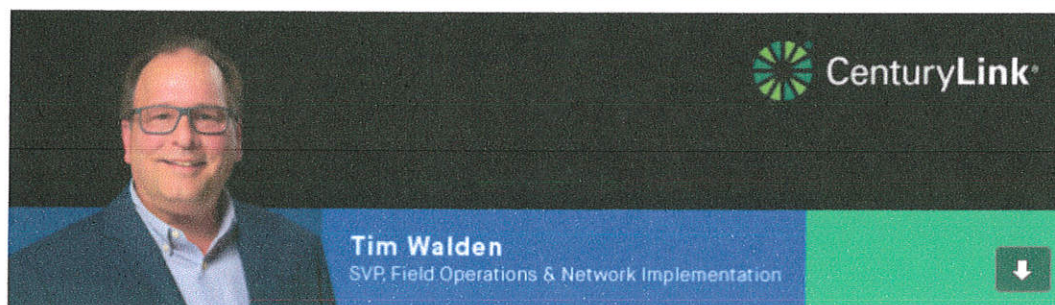
- [U.S. PTO policy](#)
- [FTO policy](#)
- [Short-Term Disability plan](#)
- [FMLA policy](#)

Let me end by saying I am extraordinarily proud of our team. This includes our NOC/SOC personnel that tirelessly work to keep our network running and our customers' traffic secure; our field technicians who work long hours to install and maintain the services our customers are relying on to get through this crisis themselves; and our call center representatives who support our customers with every call and chat they answer. Obviously, the list is too long for me to continue, so let me just say to all of you ... I am extraordinarily proud of you.

If you have any questions about these changes or using PTO for work absences, please consult with your manager. [HRconnect](#) is also available for further clarification or questions.

Jeff





Team,

As a follow up to Richard's message, we want to continue to reinforce social distancing strategies including work from home (WFH). As Richard mentioned, this does not mean everyone will be working from home. We need to continually evaluate the type of work performed and if it is conducive to be effectively performed remotely, as well as the capability for our employees to work from home. This evaluation is currently under way and you will be notified by your management team of transition plans until then, please continue to report to your office.

Given the nature of our business, there are three (3) categories that employees will fall into, detailed below:

1. Employees whose job function enables them to effectively perform their work outside of the office AND have the ability and the appropriate technology may start to work from home immediately.
2. Employees who currently rely upon a desktop computer or need IT assistance to enable them to WFH, please continue going into the office. We are working aggressively to enable as many employees to WFH and continue to evaluate and implement solutions. We will continue to communicate to these employees as we have additional information. Again, by creating a WFH environment for a large percent of our population has the added benefit of reinforcing social distancing in the workplace.
3. Certain roles within our organization require employees to work onsite – for example, positions tied to specific customer contract requirements, secure roles and some field operations positions. At this time, these roles will continue to be performed onsite as needed. To ensure the safety of our employees, we will follow social distancing guidelines.

Employee safety and health continues to be our top priority. If you feel you are in a high-risk category or are the primary care provider for someone in a high-risk category, or if you are ill, please do not come into the office and work with your direct manager.

Please use these Tips for Working from Home and VPN access and connection guidelines found below, which include best practices and common-sense guidance. If you have concerns about your ability to work from home or are unsure which category listed above that you belong to, please talk with your manager as soon as possible.

This is another important step we're taking to encourage social distancing and employee health. I appreciate your flexibility and patience during this unprecedented time for all of us. Thanks for helping us take care of each other and our customers.

Tim Walden

3-17-2020

Sent on Behalf of the Labor Manager that supports your unit (Joe Basile, Deanna Moore, or Amy Rehberg).

We recently forwarded you a communication from CenturyLink CEO Jeff Storey, that spoke about the importance of 'social distancing,' and of CenturyLink's plan to have many of our employees work from home for some period of time to help us contribute to the containment of the COVID-19 virus. Additional follow-up communications from Company leadership are attached or will be forwarded to you this morning.

Employees will be informed if they have been designated to work from home. Employees who are asked to work from home who have concerns about their ability to do so should speak with their supervisor. Attached is the revised temporary work from home policy that would apply.

We realize that for certain employees in the unit, work from home may not be feasible at this time due to the nature of their work (e.g., field technicians). We know that our Field Operations and Network Implementation teams are on the frontline when it comes to enabling our customers and helping them stay connected with friends, family and work during this crisis. We appreciate the dedication our employees have demonstrated in serving our customers even in the face of this challenging time. We want to emphasize that if any employees are ill, they should not come in to their work location or service customers in the field. They should inform their direct supervisor and work with their supervisor regarding options for time off.

We also realize there may be scenarios where technicians have concerns about entering customer premises due to indications that a customer is ill. Employee safety is our top priority, and technicians who have concerns about servicing a customer should follow the established guidelines. The Company continues to evaluate additional precautionary measures to further reduce the risk of exposure to all employees, including our technicians, and we will be in communication with you about any of those measures as the situation evolves.

At this time we do not expect to close any facilities. If this changes, we will notify the employee(s) directly and discuss the timing and impact.

If you have any questions or wish to discuss this further, please contact the Labor Manager that supports your unit (Joe Basile, Deanna Moore, or Amy Rehberg). We look forward to your continued cooperation to help us work through this crisis.

**Kara Ponder**

*Labor Relations*

[kara.x.ponder@centurylink.com](mailto:kara.x.ponder@centurylink.com)

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## **Temporary Work from Home Arrangements due to COVID-19**

### **Background and Scope of Policy:**

As Jeff Storey announced, we will implement more comprehensive work-from-home (WFH) efforts to increase social distancing in response to the COVID-19 outbreak. Employees who can WFH (their job can be performed effectively from home and they can remotely access work-related applications) will move to WFH status as directed by the company. Other employees will continue to work from their assigned work locations and should continue to practice other social distancing strategies.

### **Application:**

This Policy applies to all North America-based employees. If this policy conflicts with local law or an applicable Collective Bargaining Agreement, the local law or Collective Bargaining Agreement shall apply.

We anticipate this Policy will remain in effect for 30 to 45 days, but this Policy and WFH arrangements under it may be terminated earlier or extended for a longer period of time, depending on the company's assessment of the COVID-19 situation and individual employee circumstances.

### **WFH Eligibility:**

- The job function must be capable of being effectively performed remotely from home, and the employee must have access to work tools/equipment (including computer and remote access) that will allow work from home.
- If you are not selected for WFH and have concerns about reporting to the office because of your own medical condition or a family member's medical condition, please submit an HR Connect ticket. If you are not selected for WFH and have concerns about reporting to the office for any other reason (including a school closure), please discuss with your manager.
- The WFH arrangement may end at any time based on business requirements, employee performance or the discretion of the Business leader.

### **WFH Requirements:**

- The WFH arrangement should be transparent to internal and external customers to the maximum extent possible. Employees should be available by phone and computer and continue to provide a high level of support to internal and external customers. Performance expectations remain the same for WFH arrangements.
- While a dedicated work area is not required, employees should find an area that is secure, free of background noise and distractions, and conducive to efficient work.
- The employee may still be required to report to the office, as needed, to attend business critical meetings, to pick up mail, to attend critical training, or as requested by management.
- Given the exceptional COVID-19 circumstances, there may be a need to care for family members while you continue to perform your responsibilities.
  - If you cannot work a 40-hour work week (e.g., dependent care obligations due to school closures that do not allow you to also work), please discuss options with your manager.
  - If you can work a 40-hour work week by working a flexible schedule, including early morning, evening or weekend time, that is permitted with manager approval.
- Management may articulate additional criteria or requirements, including specific department needs and work schedules, consistent with this policy.
- Management may use reasonable means to verify compliance with this policy.
- If you will be working from home in a state other than where you currently work, please submit an HR Connect ticket.

### **Policies & Procedures**

All employees must follow all applicable CenturyLink policies and procedures, including the CenturyLink Code of Conduct, the CenturyLink [Information Security Policy](#), the CenturyLink Employee Toolkit policies, and any department work requirements and policies.

WFH employees must comply with CenturyLink policies and procedures concerning proprietary and confidential information. All necessary precautions must be taken to secure company information at the home office and prevent unauthorized access to any company system.

### **Overtime / Time Reporting:**

Non-exempt (hourly) employees must accurately record and report actual time worked to comply with applicable federal and state laws and company policies. Non-exempt employees may not work “off-the-clock.”

Employees must follow normal reporting procedures to report any absence.

### **Computers, Other Equipment and Internet Access:**

Employees may take their company-issued laptop from their company workspace to their home. Additional guidance will be provided to employees related to other equipment at a later date, and employees may not remove other company property without VP approval. Employees are responsible for installing computer equipment at their home office. Employee home phone lines and internet connections are not eligible for reimbursement. **Note:** Employees in California should submit an HR Connect ticket for information on reimbursement of home phone lines and internet connections.

### **Remote Access through VPN**

Certain applications, such as email, Microsoft Office 365, Microsoft One Drive, Skype and **Teams**, are cloud-based and can be accessed outside of the VPN. Please use the VPN for access only if, and only while, accessing applications that are behind our firewall, such as **InsideLink**. Please reference our InsideLink COVID-19 site for latest IT and Security updates:

<https://centurylink.sharepoint.com/sites/issuemanagement/>.

### **System or Technical Outages:**

If you are unable to work at home due to a system or technical outage, you must immediately report or remedy the outage and report the inability to work to your supervisor. If you are using CenturyLink equipment and experience technical problems, including installation, contact the CenturyLink Help Desk at 877-828-4357 for assistance. The Help Desk can help you with CenturyLink managed systems programs and hardware issues.

### **Injury Prevention and Reporting:**

WFH work stations should be configured to achieve [good working positions](#) so as to minimize the risk of ergonomic injuries. Any injuries to employees or others, if during work hours or in connection with work, must immediately be reported to the supervisor and UNicall at 866-864-2255, Option 2, Option 1, Option 1. CenturyLink reserves the right to deny liability for injuries to family members, visitors, or others at the employee's home office.

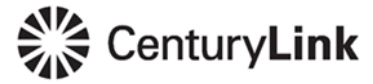
### **Termination of Employment**

If a WFH employee leaves CenturyLink, supervisors need to complete the Termination Checklist as usual. Supervisors will need to make arrangements to collect company-provided equipment as well as company information created or maintained by the employee. WFH employees are required to return all

# Human Resources Guideline

## Work From Home – Temporary Policy

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company property, including documents, and must cooperate with requests to collect such property.

### **HR Use Only:**

Date:	3/15/2020
Owner:	Human Resources
Approval:	EVP Human Resources
Scope:	NA Employees





NA Ops team,

I'm grateful that our steadfast team has come together for our colleagues, communities and customers throughout the COVID-19 event. It's an anxious time for many, and I appreciate your diligence in serving all those who count on you.

I want you to know that we are dedicated to protecting the welfare of our employees as well as the long-term welfare of our company. Additionally, we have recently upgraded our remote access capabilities to enable more work-from-home options. Hence, I would like you to work remotely if you can.

You and your manager should coordinate remote work based on role type and equipment, and you'll soon be receiving instructions specific to your organization. There are many of us for whom remote work is not an option, such as our teammates in the field, and we are continuing to institute measures to prevent undue risk for you. We hear your feedback, and you have our support and gratitude. Please stay tuned for notes from your organizational leaders, who will provide further guidance for each employee scenario:

- Responsibilities and equipment allow an immediate remote work transition
- Not currently equipped for remote work (continue working at normal location until a solution is in place)
- Responsibilities require on-site work (e.g., field technician)

We at CenturyLink are doing our part to "flatten the curve," as Jeff wrote in his all-employee note yesterday, in a way that maintains our commitment to our customers who are weathering the same storm we are. Bandwidth augments, video conferencing infrastructure upgrades, timely installations and site repairs are examples of how CenturyLink has significant influence in helping our customers deal with this crisis. Please take pride in the fact that we are providing a great service to our communities, businesses and government agencies in handling the pandemic.

Please stay safe and stay diligent – people are counting on NA Ops.

Richard

June 17, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Phase 2 Return to Office and the Future of Work at Lumen

Dear Lumen Local Presidents:

The District received the notice below that was sent to all employees this week regarding returning to office locations.



*U.S. Lumen teams*

It is humbling and inspiring to consider where we have been together in the past year and a half. We took pioneering leaps forward as we created our new Lumen brand. We cared for our clients and launched new products and services to truly amaze them. We cared for each other as we faced a global pandemic and discovered new ways to connect. And I believe we emerged better for it. You are the constant that makes Lumen a trusted partner to our customers and a dependable employer for our people.

Now our teams are ready to continue working efficiently and creatively as we look forward to achieving our "Blue Chip" commitments. We are entering a new stage of discovering and defining how to effectively grow our company – not only growing profitable revenue but also growing in how we work as a team. With the amazing work by all of us since the start of the pandemic, we have collectively learned that offering the flexibility of different work arrangements can be additive to the organization. We are innovating our approach to work to foster new ways of collaborating, new real estate and office planning, policy changes and ever-evolving team culture.

As we begin to look at what the future of our work looks like, we have learned that some roles must be done predominantly from the work office; other roles can be done in a hybrid format, working on a regular schedule in the office and remotely; and some jobs can be done predominantly remotely.

We are creating our Future of Work strategy around the key tenets of building an amazing culture in which our great talent can thrive, helping our people balance life and work and, above all, promoting productivity and efficiency for our customers. While the remote workforce changes we implemented last March were largely reactionary to the pandemic, our Future of Work is visionary with an eye toward the best possible customer and employee experience. In other words, if we were to build our Lumen working environment from scratch, as we essentially are doing now, what model will provide peak efficiency and productivity for our workforce?

We have not yet set a date for Phase 2 of Return to Office, but we are getting closer and will continue to monitor trends and follow a fact-based approach to reach that decision. In the meantime, we remain committed to providing you ample notice ahead of any changes. To that end, we are ready to share the Future of Work designations that will inform who will be coming back to the office in Phase 2.

### **Future of Work Designations**

In the coming days, you will hear from your manager about your Future of Work designation and learn if you will be expected to return to the office in Phase 2, once we determine that timing. Each job in the organization has been evaluated by senior leadership and placed into one of three working styles, built around feedback from our people, job roles and the guiding principles above. Here are the basic concepts tied to our designations:

#### **Fully remote**

- No dedicated workspace
  - § Home address is work address
  - § Touchdown space available
  - § In office as requested
- No requirement to be within certain physical distance of specific office location
- Business travel expected on an as-needed basis, according to travel policy
- Continue remote work during Phase 2 of Return to Office

#### **Hybrid**

- Generally, no dedicated workspace
  - § Work address is company building
  - § Touchdown space available
  - § In office on regular, recurring basis. Schedule may or may not be defined.
- Employee is responsible for any commuting costs associated with traveling to and from their assigned office
- Employee's home and work address must be in the same state in most cases
- Initiate hybrid schedule during Phase 2 of Return to Office unless capacity limits met

#### **Work from work**

- Dedicated workspace
  - § Work address is company building and dedicated workstation
  - § In office consistently 4-5 days/week
- Employee is responsible for any commuting costs associated with traveling to and from their assigned office
- Expected to return to office in Phase 2

As the workplace landscape continues to evolve and the world adjusts to a new “normal,” we will continually adapt and refine our approach. With that in mind, this Future of Work approach may evolve as we learn more about ourselves and our post-pandemic environment. We will continue to evaluate work designations with an eye toward a full, more permanent implementation at a later date. In the meantime, if you're contemplating any major decisions about where you live and work (e.g., moving to a different city or state), I encourage to you talk with your manager until we know more about our future.



I hope we all approach our Future of Work with energy, excitement and thoughtfulness in addition to our questions and potential concerns. We need to reflect with pride on how quickly we created a dynamic work environment during the pandemic, when we moved ourselves to safer locations and innovated safer ways to serve our customers. We will use that muscle to transition to our Future of Work, which we'll build together in ways that fit our needs – both in our offices and in our homes.

I look forward to your partnership in staying connected and collaborating in this new environment as we navigate the future together as a team.

Thank you for all you have done to get us to this point.

Scott

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

All,

Below are updated guidelines that we have announced today regarding Lumen employees that are vaccinated. Also included is an update from our EVP-HR, Scott Trezise on our return to the office plans. The return to work plans would only apply to a small group of employees that elected to work from home from our call center groups. We continue to strongly encourage employees to get vaccinated and report that to us. We may begin to ask employees to let us know their status as some customers are requesting to be served only by vaccinated employees. I will keep you posted on that issue. We are not requiring employees to be vaccinated at this point.

Let me know if you have any questions.

## Updated guidance for face coverings at work

6/3/2021

As mentioned in a [recent update from Scott Trezise](#), we continue to monitor changes in national, state and local COVID-19 guidance around things like face coverings, group gatherings and travel. Many of you have questions about Lumen's policy on **face coverings**, in particular, and we have some timely updates to share.

The following workplace guidance is effective immediately for all U.S.-based work-from-work employees and will be reinforced as part of our U.S. Phase 1 Return to Office.

### Bottom line

- Lumen policy will continue to align with CDC guidance.
- There are essentially no COVID-related restrictions at work in a Lumen office if you choose to get vaccinated and [record your status in SuccessFactors](#).
- Non-compliance with any mask requirements (indoors or outdoors) is a violation of Lumen's safety protocols and policies and could result in disciplinary action.

### Regardless of vaccination status

- You must complete a daily [HealthVUE](#) screening for COVID-19 symptoms.

### If you are vaccinated

- There are no COVID-related restrictions on your Lumen workplace activities other than daily [HealthVUE](#) screenings.

## If you are NOT vaccinated

### Indoors at Work

- You **must wear a face covering** and social distance any time you are **indoors** or in an enclosed space. This includes moving around indoors at work.

- Exceptions:

- When you are sitting at your own desk, social distancing **AND** not interacting with others
- When you are alone in a vehicle

- Face coverings and social distancing are required for any indoor meetings that include unvaccinated people.
- Even with a mask, VP approval is required for your participation in and scheduling of **indoor** meetings with more than 15 people, including with other employees, contractors, vendors and customers.
- If you are not vaccinated and do not want to wear a mask at the office/indoors, you can participate in meetings virtually.

### Outdoors at Work

- You can remove your mask if you are working or meeting with others **outdoors AND** can maintain social distancing.

### Other timely questions we've heard you ask

**Q: If I'm vaccinated, why do I have to continue using HealthVUE before I go to the office?**

A: HealthVUE is an ongoing requirement at this time for **both vaccinated and non-vaccinated employees**. This practice is aligned to CDC guidance recommending vaccinated people continue to monitor for COVID-19 symptoms and, if symptomatic, follow testing and quarantine processes. If and when the CDC changes its guidance, we will re-evaluate the health screening requirement.

**Q: What policy do I follow when working at customer or partner locations?**

A: All Lumen employees must follow face covering and other COVID-19 mitigation policies of customers, trainers, vendors or partners when working at one of their facilities, unless their policies are less restrictive than Lumen's policies. The more stringent policy should be applied.

## Q: How do I update my vaccination status?

A: Log into [SuccessFactors](#) from either your desktop or your mobile device, go to My Profile > Personal Information > COVID Vaccine Information. If you've already updated your information, no further action is required.



**Scott Trezise**  
EVP, Human Resources

LUMEN®

U.S.-based Lumen team,

It's been about two weeks since our last update about returning more of our U.S.-based employees to Lumen offices. Since then, we've seen changes in national, state and local COVID-19 guidance for vaccinated people around things like face coverings, group gatherings and travel. Today, we have two important updates to share about Lumen actions tied to updated guidance based on new data and our fact-based approach to determine what's next for our teams.

**1) Phase 1 Return to Office.** Given the current downward shift in COVID-19 community transmission trends, we currently have a projected Phase 1 implementation date of **Monday, June 28**. *We'll communicate separately to those of you who've expressed an interest in returning to the office as part of Phase 1*, but here are a few key reminders for everyone:

- Anyone currently working from home who wants to return to the office full- or part-time as part of Phase 1 **must be vaccinated**.
- Regardless of your current vaccination status, to support the good health of our teams and fact-based decision making, please log into [SuccessFactors](#), go to "My Profile" > Personal Information > COVID Vaccine Information and update your status. If you've already updated your information, no further action is required.
- If you currently work from home and are not vaccinated, please continue to work from home at this time.
- Vaccinations have been key to the downward shift in transmission trends and the progress in communities reopening. For the protection of Lumen employees and our customers, please get vaccinated as soon as possible.

**2) Travel Guidance.** Many of you have been asking if/when you can start traveling again to meet with customers or for other critical business reasons. Based on community transmission trends and additional CDC guidance, we're easing our Lumen travel requirements. Here's what you need to know about our updated Lumen travel policy:

- If you've been vaccinated, you can travel and meet with customers face-to-face. VP approval is no longer required for business travel. However, it's your responsibility to ensure travel costs meet your organization's budget/approval processes, and you should update your vaccination status in SuccessFactors as outlined above.
- If you are **not** vaccinated, please follow the existing travel policy, which requires VP approval and is for critical business needs only. If you are not vaccinated, contact with customers, vendors and team members should continue to be extremely limited and requires following all safety protocols.
- Senior Leadership Team approval is required for all international travel, regardless of vaccination status.

We'll share updated guidance on additional topics such as face coverings, group gatherings and attending events on behalf of Lumen as those decisions unfold. And look for more information about Phase 2 Return to Office in the coming weeks, when we're confident we can safely return more of our people to the office following our data-driven, fact-based approach.

It's encouraging to see so many of our communities continue to open up and return to a "new normal" across many regions where we have operations, employees and customers. We continue to have great empathy for all our Lumen colleagues and will closely monitor and support regions that are recovering at a slower pace. That said, we'll remain cautious and diligent in our approach to loosening Lumen policies and bringing people back to the office. Our goal has been and will always be the health and safety of our people and customers.

Thanks, and be well.

Scott



May 11, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on Returning more Lumen Employees to Office Locations

Dear Lumen Local Presidents:

The District received the notice below that was sent to all employees yesterday regarding returning to office locations. The Company stressed the notice does not apply to the technician force that is and has continued to work from work, but may apply to a small group of employees that are working from home from call centers that are represented.



Scott Trezise  
EVP, Human Resources

LUMEN®

*U.S. Lumen teams*

Since that fateful day in March 2020 when we took the bold step to send the majority of our global workforce home, we've been planning for and talking to you about how and when we will return to our office locations.

Today, I have some important updates regarding our timeline for returning more of our team members to Lumen offices. However, I also want to acknowledge that in many parts of the world current COVID-19 conditions make my answer not so simple. The images we are seeing in India, Latin America and other parts of the world are heartbreaking, and we are working hard to keep our employees safe. To that end, our updates below are for our U.S. employees. We will be communicating separately with our team members outside of the U.S. with specific plans for their regions.

It is fair to say that we all want to get back to some level of normal life, where we don't have to wear a face covering and can safely gather with our family, friends and coworkers. The key in this pursuit is achieving a high level of vaccinations. Unfortunately, COVID-19 continues to be a very serious threat. We have been regularly communicating that when the time is right, we will begin to return more of you to our office locations through a phased approach based on data and facts.

The facts are telling us that we are closer to beginning our re-entry plans but not quite ready to proceed in almost all of our geographies. Central to our fact-based decision-making process is data that looks at new infection and positivity rates by geographic area, which currently have not hit the levels we want to see. It is because of you, both our work-from-work and work-from-home populations, that we feel confident in maintaining our current work arrangements.

I am encouraged to see that every state in the U.S. has opened its vaccinations to all people 16 years of age and older. Receiving a COVID-19 vaccination is a personal choice, and we continue to strongly encourage vaccinations to stop the spread and protect ourselves and our communities. I believe that receiving the vaccination is safe and one of the best ways to protect yourself, your loved ones and your coworkers. I personally received my second shot last week and feel grateful I could do my part to help get us back to a sense of normalcy.

## ***Phase 1 Planning Underway***

While Phase 1 planning is underway, given the current COVID-19 community transmission trends, we are not ready for Phase 1 to begin yet. This phase will include the transition of an initial group of U.S. employees who have told us they are ready to return to the office, either full time or part time. If you have expressed interest in returning to work at one of our office locations, we will provide an update to you in the coming days.

Importantly, as part of Phase 1, we have made the decision to require vaccinations for those interested in returning to work in our Lumen facilities. We believe this is an important step to continue protecting our employees who are required to work onsite, as we increase the number of our people working in the office. Let me be clear: Vaccinations are still strongly encouraged and are not mandatory for all employees. If you currently work from home and have made the personal decision to not get vaccinated, you may continue to work from home at this time. The vaccination requirement is only for our current work-from-home employees who have requested to return to the office as part of Phase 1.

## **Phase 2**

In Phase 2, we will increase the number of employees who can safely return to the office, with a limit of no more than 50 percent of normal occupancy for each location. This will include additional people who are ready to return to work and those who are in certain job roles and functions better suited for working in an office.

In the long term, we do not see our company returning to the same work environment we had before the COVID-19 pandemic. However, there will be a need for many of you to return to the office to ensure we are giving Lumen and our customers our absolute best in terms of efficiency, collaboration and innovation. We will not surprise you with any changes to your work situation and commit to giving a minimum of 30 days' notice to allow employees to prepare for the return to the office. We will provide frequent and transparent communication of our planning along our journey.

I know many of us, myself included, look forward to the day when we can be together in person again. As we wait for that day, I ask that you remain vigilant in following the recommended guidance of your local communities, so we can start to look ahead toward safer and healthier times. Be sure to check our [COVID-19 Resource Center](#) and [Navigate Together pages](#) for the latest news and resources to support your mental, physical and financial well-being.

Thank you for all the dedication you continue to show in support of one another and our customers.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 18, 2021

TO: Lumen Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Updates - Health and Safety Tips, Resources, and FAQs

Dear Lumen Local Presidents:

Please refer to this [link](#) to open a notice the Company sent via email to employees yesterday providing health and safety tips, updated resources, and FAQs. Attached below for quick reference and easy access are the documents related to the articles, FAQs and U.S. State Vaccination Resources that can also be found at the end of the link.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

Attachments:

[Updated Articles](#)

[FAQs](#)

[U.S. State Vaccination Resources](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



# Taking the first shot: What was it like

3/16/2021

[Español](#) | [Português](#)

Standing in line at Walmart isn't something new. I've been doing that for years. But last week, the line was little more meaningful. I was waiting my turn to get my first COVID-19 vaccination shot.

I've mentioned before that I have underlying conditions, so once I discovered vaccinations were available to my group, I immediately went online to find a local Walmart where I could schedule an appointment. Easier said than done. The closest Walmart was about an hour away, but I didn't think twice when I saw an open time slot. I quickly grabbed it.

When the day arrived, I made sure to get there early. The last thing you want to do is drive an hour, arrive late, and maybe lose your timeslot. I was impressed by the efficiency and the friendliness of the people moving me through the line. Just a single piece of paper to fill out, a quick shot in the arm, and then a 15-minute waiting period to make sure I didn't have an allergic reaction.

That was it! I was out of there before my actual appointment time. My arm was a little sore from the shot, but I haven't had any other issues.

I'll be waiting for 28 days for my second shot, but it feels great to have taken this first step toward stopping this pandemic. As annoying as it can be, I'll continue wearing my mask, practicing social distancing and following all our other protocols for my own health and safety, and for the health and safety of my friends, family and community.

Jeff Storey receives his first COVID-19 vaccination

## Are you next?

I know some of us are nervous about getting vaccinated. To be honest, I was a little nervous too. Vaccination is certainly a personal decision and, at this time, it is not mandatory for Lumen employees. However, as the vaccine becomes available, we strongly encourage all our Lumen people around the world to get vaccinated.

If being nervous is holding you back, one idea I've heard suggested is having a family member or friend go with you for support. Whatever it takes to ease your concerns. I encourage all of you to get vaccinated as soon as your eligibility comes up. Let's each do what we can to protect ourselves and make this pandemic a thing of the past.

Please stay informed about the latest COVID-19 vaccination news and guidelines for your local community. We are committed to keeping you informed and will communicate to you any information on how Lumen will support you in receiving the COVID-19 vaccination.

Don't forget to check our [COVID-19 Vaccine Resource Center](#) for the latest news and resources.

Stay safe and healthy,

Jeff

# Some locations may be loosening COVID-19 restrictions; Lumen is not

3/4/2021

For U.S. Lumen People

We are encouraged to see COVID-19 cases and hospitalizations falling in many areas in the U.S. and around the world. Many local, state and regional areas are loosening their restrictions such as mandating face coverings, restricting business hours of operation, limiting restaurant capacity, restricting gatherings, and travel quarantines.

However, the COVID-19 virus remains very contagious and multiple variants of the virus that cause COVID-19 have been documented in the United States and globally during this pandemic. ([source CDC - About Variants of the Virus that Causes COVID-19](#))

Given these facts, all Lumen policies **remain in place** as the health and safety of our Lumen teams, their loved ones and our customers remain a top priority.

## A few important reminders for Lumen employees:

- If you've been classified as a Lumen on-site essential employee, please continue to work from your approved Lumen or customer location and strictly follow all current company policies regarding the use of face coverings and Personal Protective Equipment (PPE) - Even if you have received a COVID-19 vaccine:
- Our Public Policy teams continue to advocate for appropriate vaccine prioritization for Lumen's employees, particularly those who have continued to "work from work" at Lumen or customer locations:
  - As we confirm prioritization for any of our employee groups in specific locations, we will notify eligible employees as quickly as possible.
  - The vaccine rollout is a rapidly changing and dynamic process. Often your best source of current information is to check regularly with state and county health departments for the latest vaccine information for your location.
  - As a reminder, while we do encourage Lumen employees to get vaccinated when eligible, we have not made the COVID-19 vaccine mandatory.
- Approval of work-from-home employees to return to an office location for recurring work continues to require VP approval. However, even though

COVID-19 case rates are declining in some areas, these requests should be kept to a minimum and only requested or approved where the business need is truly critical.

- A reminder that anytime you enter a U.S. Lumen facility or customer location, you are required to complete a HealthVUE self-assessment.
- For any COVID-19 related questions, please contact HRconnect or your regional HR representative

Lumen's top priority is keeping you and your family safe and healthy. Our Lumen COVID-19 Employee Workplace Guide and COVID FAQs were recently updated with our latest health, safety and policy information. You have a responsibility for knowing and following our Lumen COVID-19 policies. You also should be familiar with and always follow any local orders in your community.

# 10 Unusual Symptoms of COVID-19

**Staff**

Cleveland Clinic



By now, we know the symptoms of [COVID-19](#) to watch for:

- Fever or chills.
- Cough.
- Shortness of breath or difficulty breathing.
- Fatigue.
- Muscle or body aches.
- Headache.
- Loss of taste or smell.
- Sore throat.
- Congestion or runny nose.
- Nausea or vomiting.
- Diarrhea.

In addition to these, the CDC recommends seeking emergency medical care if you experience:

- Trouble breathing.
- Persistent pain or pressure in the chest.
- New confusion.
- Inability to wake or stay awake.
- Bluish lips or face.

While the aforementioned symptoms seem to be more common, there have also been some outliers.

Throughout the pandemic, we've heard about [COVID toes and rashes](#), [pink eye](#) and even people losing their appetite. So why does it seem like every time we turn around, some new symptom is making a special guest appearance?

According to pulmonary and critical care physician [Joseph Khabbaza, MD](#), some of these reactions are quite normal, while others are symptoms that the medical community is still learning about.

## **Why are COVID-19 symptoms all over the place?**

“Really, nothing is off the table when it comes to COVID. I always get texts from people asking if something they're experiencing is normal. Well, there's nothing that's truly abnormal when it comes to COVID — literally almost anything goes and we don't exactly know why,” says Dr. Khabbaza.

Dr. Khabbaza says that two people who might appear to be similar on paper can react in totally different ways to COVID-19. As for uncommon symptoms of the virus, he says the following have popped up frequently.

### **Brain fog, confusion, hallucinations or delirium**

Dr. Khabbaza reports that he's seen these symptoms quite often. While the medical community is still trying to figure out what causes brain fog, it's believed that it's likely a result of the body's immune response to the virus or inflammation throughout the nervous system and blood vessels that lead to the brain. As for hallucinations and [delirium](#), those, too, stem from the body fighting off the virus.

He explains.

“Brain fog is kind of a big one. It’s a kind of mental cloudiness — like you’re in a daze. You hear a lot about it with mild outpatients, but we also see it more severely in the ICU. Hallucinations and confusion are commonly experienced during all sorts of severe illnesses. When you have a kind stressor like COVID-19 in the body, you’re more likely to be confused, especially if you are elderly. This symptom is very common with older people as the body is trying to fight off an infection. COVID patients in the ICU sometimes experience a really bad delirium, worse than it seems with other patients who are critically ill. This delirium can worsen during a hospital stay when you’re not sleeping normally or if you’re in pain. Some medications that are used to keep patients comfortable on ventilators can even intensify delirium. With COVID-19, as someone gets worse, the type of brain manifestation that they experience can get worse as well. This can be due to a combination of blood flow and inflammation in the body or potentially alterations in blood flow at the microvascular level that cause these reactions.”

### **Elevated heart rate and temperature**

Dr. Khabbaza says he’s seen patients’ heart rates shoot up after minimal activity shortly after becoming infected. This along with elevated temperatures are a result of [autonomic dysfunction](#).

“We’re seeing this more and more. When it occurs, our [immune system](#) is attacking autonomic nerves — so nerves that regulate things in the body like heart rate and temperature — that thermostat can be thrown off. When this occurs, people’s heart rates are not being regulated. Once you lose that balance, you can have a super-high heart rate or elevated temperature for no reason. We’ve seen that in a lot of people and it seems to be an immune-mediated response, meaning the antibodies that you make somehow attack these kinds of nerves. That’s most likely playing a role in a lot of the unusual symptoms that we’re seeing,” says Dr. Khabbaza.

### **Skin irritation**

Skin is the body’s largest organ, so it has the largest number of blood vessels. Dr. Khabbaza says skin irritations like rashes or discoloration isn’t out of the ordinary when viruses or even autoimmune diseases are present.

“When you think about it, anywhere where blood flows could be affected. Skin is the body’s largest organ so it has the most blood vessels. It’s natural to see manifestations of illness in our skin. A lot of autoimmune diseases, in general, are associated with skin manifestations, especially viruses.”



He adds that we can look back at our childhoods for evidence of this. Mainly, the rashes that developed during illness.

“The skin is a place where a lot of things end up. If your blood count gets very low, your blood is too thick or you form tiny clots in the vessels, that sometimes can cause changes in your skin’s appearance.”

While skin irritations aren’t as common, Dr. Khabbaza said they’re still something that the medical community is trying to understand as it battles COVID-19.

### **Vocal cord neuropathy and loss of taste or smell**

Loss of taste or smell have been associated with COVID-19, and while they’re alarming, Dr. Khabbaza says there’s no need to panic if you experience these symptoms.

“When this occurs, those senses are just not working normally. Nerves can be inflamed or secondarily irritated by our own immune system. But gradually with time, we should gain the ability to use them again.”

[Vocal cord neuropathy](#) can occur when the nerves of the vocal cords are not working normally. This can often be a result of upper respiratory infections and can cause hoarseness or speaking problems, shortness of breath or swallowing issues. Dr. Khabbaza says this is mainly related to the [vagus nerve](#) being irritated and not working normally. This is the nerve that regulates digestion, heart rate, respiratory rate and reflex actions like coughing, sneezing and swallowing. Symptoms of vocal cord neuropathy, especially after a viral infection, often are first confused with post-viral asthma, but the symptoms often don’t improve with the use of inhalers.

### **Should you panic if you have any of these unusual symptoms of COVID-19?**

Dr. Khabbaza says experiencing one of these weird or unusual COVID symptoms isn’t automatically a reason to panic, but if it does affect your ability to do daily activities, let your healthcare provider know sooner than later.

“Most things are going to run their course and should gradually improve, but it can be a very slow process. If anything occurring is significantly affecting your daily living, your healthcare provider needs to know about it. If your heart rate shoots up to 170 when you’re just walking down the hall, that’s going to affect your ability to do anything, so that’s something that warrants prompt attention. If a symptom is affecting your ability to



work or your ability to accomplish your normal day-to-day activities, tell your healthcare provider. There may not always be some intervention that can be done, but COVID changes every day. We learn more every day and there are so many moving parts. If you're having difficulty, you always want to make sure your healthcare provider is aware of everything."

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# Long-Term Effects of COVID-19

Updated Nov. 13, 2020

Languages

Print

CDC is actively working to learn more about the whole range of short- and long-term health effects associated with COVID-19. As the pandemic unfolds, we are learning that many organs besides the lungs are affected by COVID-19 and there are many ways the infection can affect someone's health.

While most persons with COVID-19 recover and return to normal health, some patients can have symptoms that can last for weeks or even months after recovery from acute illness. Even people who are not hospitalized and who have mild illness can experience persistent or late symptoms. Multi-year studies are underway to further investigate. CDC continues to work to identify how common these symptoms are, who is most likely to get them, and whether these symptoms eventually resolve.

The most commonly reported long-term symptoms include:

- Fatigue
- Shortness of breath
- Cough
- Joint pain
- Chest pain

Other reported long-term symptoms include:

- Difficulty with thinking and concentration (sometimes referred to as "brain fog")
- Depression
- Muscle pain
- Headache
- Intermittent fever
- Fast-beating or pounding heart (also known as heart palpitations)

More serious long-term complications appear to be less common but have been reported. These have been noted to affect different organ systems in the body. These include:

- Cardiovascular: inflammation of the heart muscle
- Respiratory: lung function abnormalities
- Renal: acute kidney injury
- Dermatologic: rash, hair loss
- Neurological: smell and taste problems, sleep issues, difficulty with concentration, memory problems
- Psychiatric: depression, anxiety, changes in mood

The long-term significance of these effects is not yet known. CDC will continue active investigation and provide updates as new data emerge, which can inform COVID-19 clinical care as well as the public health response to COVID-19.

#### Preventing COVID-19

The best way to prevent these long-term complications is to prevent COVID-19. The best strategies for [preventing COVID-19 infection](#) in youth and adults are to wear a mask in public places, stay at least 6 feet away from other people, frequently wash your hands, and avoid crowds and confined or poorly ventilated spaces.

Last Updated Nov. 13, 2020

Content source: [National Center for Immunization and Respiratory Diseases \(NCIRD\)](#), [Division of Viral Diseases](#)

# COVID-19 Vaccine — Who Gets Priority and Why We Need Patience

**Staff**

Cleveland Clinic



Let's all breathe a sigh of relief. Although it will be several months before a large chunk of the population is vaccinated, two COVID-19 [vaccines](#) have officially been approved for emergency use in the U.S.

But unfortunately, the vaccine is not a golden ticket. Sure, it's a great start and it means there's an end in sight, but it's not an automatic off button for the pandemic. The upcoming months ahead might prove to be long, anxiety-inducing and somewhat stressful, as federal and local officials collaborate on the logistics of vaccinating 380 million Americans.

[Steven Gordon, MD](#), Chairman of the Department of Infectious Disease, shares insight into [vaccine priority](#) and why being patient about when you'll receive your vaccine correlates with keeping others safe.

## Who is overseeing the vaccine?

The [Advisory Committee on Immunization Practices \(ACIP\)](#) is responsible for overseeing the safe use of vaccines in the U.S. The committee is made up of experts from medical and public health. ACIP works with a variety of groups and organizations to thoroughly review all available scientific information pertaining to vaccines in the U.S. The CDC then sets the immunization schedules based off the recommendations from the committee.

Since March, ACIP has been trying to solve many complex questions regarding the COVID-19 vaccine, even before it started in clinical trials. In the past with other diseases and immunizations, it would take years to provide a vaccine recommendation.

The committee studies three key elements that can lead to potential vaccination:

1. **Science.** It verifies that the vaccine is safe and effective. (FYI: [It is.](#))
2. **Feasibility.** The committee considers the logistics behind how a vaccine would be distributed and how much of the product is available.
3. **Ethics.** How it determines who gets the vaccine, especially the first doses of a limited supply.

## And we're off!

- On December 1, 2020, ACIP recommended that once the FDA passed Emergency Use Authorization (EUA), it should first be offered to healthcare workers and residents of long-term care facilities.
- On December 11, 2020, [the FDA](#) issued the first emergency use of the [Pfizer-BioNTech COVID-19 vaccine](#) to be distributed in the U.S. to those who are 16 years and older.
- Then on December 13, 2020, after the FDA approved it, ACIP officially recommended the vaccine to U.S. residents, specifically for healthcare workers and those in long-term care facilities.
- And on December 18, 2020, Moderna received EUA from the FDA for its COVID-19 vaccine.

## The biggest barrier (at first) will be distribution

Although it's great news that the FDA approved the vaccine and ACIP reviewed and recommended it, we need to brace ourselves that it will likely be a slow start to

distribution. There are still many roadblocks and obstacles to figure out as we go. It's not as easy as just adding someone to a waiting list.

"It usually takes years and years to roll out a vaccine," says Dr. Gordon. "From review, to distribution, everything that has happened over the past nine months has been at warp speed. We've never pushed out a vaccine this quickly before, so there will be many questions we need to answer as this happens in real time."

The federal government has basically said it's going to buy as many doses as it can, he continues, then it will distribute the product to the states. Each state will then partner with healthcare organizations and handle its own distribution. But because each state is different, it's important to have patience as the logistics are worked out, especially because vaccine priority could differ slightly from state to state.

As a comparison, remember how scarce and limited [coronavirus tests](#) were back in March and April?

That's what the vaccine will likely resemble for the first couple of months it's available. It will be a process for state and health officials to figure out the safest and quickest way to start distributing the vaccine – and to those who need it most first.

"When we first started dealing with COVID-19, we only had one type of test and [we were overwhelmed with the demand](#)," says Dr. Gordon. "But testing technology evolved as the science evolved. Now we have [multiple ways of testing](#). In fact, every day you have more and more companies coming forward and saying they found another way and can offer it."

Even though the past nine months felt slow to a normal person (hi, quarantine), the timeline for testing evolution and availability was incredibly short. Now, as more companies seek FDA approval for their vaccines, more doses will become available over the next couple of months, making it more accessible to the U.S. population as time goes on.

## **Why are healthcare workers and long-term care residents first?**

"Thankfully, we now have a vaccine that's very, very effective," says Dr. Gordon. "So the first priority is to make sure that the folks who might die from COVID-19 get the vaccine first. The second thing we need to do is make sure that whoever's taking care of these critically ill patients can continue to do so."

Long-term care residents only make up about 3 million of the 380 million people in the U.S., which is just a small chunk of the population. But when you look at long-term care residents and COVID-19, the numbers are sobering. Long-term care residents makeup 6% of COVID-19 cases, but this group accounts for 40% of the death toll. That means these residents are the most vulnerable, at-risk population in the U.S. regarding coronavirus, and is why ACIP recommended this group to be in the very first wave of vaccination.

Running parallel to long-term care facilities are the healthcare workers who treat those who are critically ill. Healthcare workers make up about 20 million of the 380 million people the U.S. But as the pandemic marches on, especially as we're in the midst of a very heavy surge, more and more healthcare workers are becoming infected. In order to stop the tide, we need to take care of them first, so that they can be there to take care of the sick.

### **Who will be vaccinated after healthcare workers?**

ACIP is continually assessing how the waves of the vaccine will roll out. After healthcare workers and residents of long-term care facilities are vaccinated, the committee will look at the next group of people who are at severe risk and exposure to COVID-19.

These groups include:

- Workers in essential and critical industries.
- People with certain [underlying medical conditions](#).
- Those who are 65 years and older.

“The committee will continue to tackle when each group will be next in line for the vaccine,” says Dr. Gordon. “And I say ‘tackle’ because it really is a deliberative process with lots of things to consider and many experts will weigh in. Hopefully after the first several groups get vaccinated, production will ramp up and we’ll start to see more availability open up.”

### **What’s the timeline for healthy people to get vaccinated?**

When the vaccine is widely accessible, that’s when it will open up to the general public to anybody who is healthy and wants to get vaccinated, says Dr. Dr. Gordon.

“Realistically, for most folks, it will likely be spring or later for the vaccine to be available to them,” he says. “A lot can change, but we’re hopeful that the majority of adults in the U.S. will be vaccinated by the end of 2021.”

### **Kids, pregnant women and those recently infected**

More research is needed about the vaccine for those under 16 and for [pregnant and breastfeeding women](#). Kids were included in some vaccine clinical trials, but it typically [takes much longer to develop a children’s vaccine](#) than an adult version. It’s important to note that in order for the pandemic to be over, kids will also need to be vaccinated.

And when it comes to pregnant and breastfeeding women, the FDA is still deliberating.

“We don’t have clear recommendations for women in this group yet,” says Dr. Gordon. “So while it doesn’t look like it’s a hard stop, it doesn’t mean that if you’re pregnant or breastfeeding that it’s 100% safe either. You’ll need to have a conversation with your provider about the risks and benefits.”

Another group to consider once the vaccine is made available to the general public is those who have had COVID-19 in the last 90 days. This group has [potential lingering immunity](#) and it’s recommended for them to wait 90 days before getting vaccinated.

### **Yes, you will eventually get vaccinated**

The ultimate goal is to get everyone vaccinated so that the population reaches a level of [herd immunity](#). We want to offer the vaccine in a safe and orderly way that prevents the most deaths and illness. This will require patience and perseverance from everyone over the next several months.

Every person and every group that gets vaccinated is a small step in the right direction, no matter how slow it may go.

We need to also remember that the vaccine is not the final answer to the pandemic. Instead, the vaccine will now be one of the many layers of protection we have against COVID-19.

“We need to continue wearing a [face mask](#), [avoid gatherings](#) and maintain physical distance,” says Dr. Gordon. “As much as we like to think that the vaccine will be a



lightning bolt back to how things were in 2019, that's not the case and it won't be for many more months still."

So although a vaccine is hopeful news, we still have a long way to go. Think of it like a light at the end of a tunnel. We're all on a very slow train moving towards it, but eventually, we'll all get there.

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# COVID-19 Vaccines: Get the Facts

**Staff**

Mayo Clinic Health Information Library



Vaccines to prevent the coronavirus disease 2019 (COVID-19) are perhaps the best hope for ending the pandemic. But as the U.S. Food and Drug Administration (FDA) begins authorizing emergency use of COVID-19 vaccines, you likely have questions. Find out about the benefits of the COVID-19 vaccines, how they work, the possible side effects and the importance of continuing to take infection prevention steps.

What are the benefits of getting a COVID-19 vaccine?

COVID-19 can cause severe medical complications and lead to death in some people. There is no way to know how COVID-19 will affect you. If you get COVID-19, you could spread the disease to family, friends and others around you.

Getting a COVID-19 vaccine can help protect you by creating an antibody response in your body without your having to become sick with COVID-19.

A COVID-19 vaccine might prevent you from getting COVID-19. Or, if you get COVID-19, the vaccine might keep you from becoming seriously ill or from developing serious complications.

Getting vaccinated also might help protect people around you from COVID-19, particularly people at increased risk of severe illness from COVID-19.

What COVID-19 vaccines have been approved and how do they work?

Currently, several COVID-19 vaccines are in clinical trials. The FDA will review the results of these trials before approving COVID-19 vaccines for use. But because there is an urgent need for COVID-19 vaccines and the FDA's vaccine approval process can take months to years, the FDA will first be giving emergency use authorization to COVID-19 vaccines based on less data than is normally required. The data must show that the vaccines are safe and effective before the FDA can give emergency use authorization.

### **Pfizer/BioNTech vaccine**

The FDA has given emergency use authorization to the Pfizer/BioNTech COVID-19 vaccine. Data has shown that the vaccine starts working soon after the first dose and has an efficacy rate of 95% seven days after the second dose. This means that about 95% of people who get the vaccine are protected from becoming seriously ill with the virus. This vaccine is for people age 16 and older. It requires two injections given 21 days apart.

### **Moderna vaccine**

The FDA has given emergency use authorization to the Moderna COVID-19 vaccine. Data has shown that the vaccine has an efficacy rate of 94.1%. This vaccine is for people age 18 and older. This vaccine requires two injections given 28 days apart.

Both the Pfizer/BioNTech and the Moderna COVID-19 vaccines use messenger RNA (mRNA). Coronaviruses have a spike-like structure on their surface called an S protein. COVID-19 mRNA vaccines give cells instructions for how to make a harmless piece of an S protein. After vaccination, cells begin making the protein pieces and displaying them on cell surfaces. Your immune system will recognize that the protein doesn't belong there and begin building an immune response and making antibodies.

**UPDATE:** [What You Need to Know About the Johnson & Johnson Vaccine](#)

## Can a COVID-19 vaccine give you COVID-19?

No. The COVID-19 vaccines currently being developed in the U.S. don't use the live virus that causes COVID-19.

Keep in mind that it will take a few weeks for your body to build immunity after getting a COVID-19 vaccination. As a result, it's possible that you could become infected with the virus that causes COVID-19 just before or after being vaccinated.

## What are the possible side effects of a COVID-19 vaccine?

A COVID-19 vaccine can cause mild side effects after the first or second dose, including:

- Pain, redness or swelling where the shot was given
- Fever
- Fatigue
- Headache
- Muscle pain
- Chills
- Joint pain

You'll likely be monitored for 15 minutes after getting a COVID-19 vaccine to see if you have an immediate reaction. Most side effects happen within the first three days after vaccination and typically last only one to two days.

The COVID-19 vaccine may cause side effects similar to signs and symptoms of COVID-19. If you've been exposed to COVID-19 and you develop symptoms more than three days after getting vaccinated or the symptoms last more than two days, self-isolate and get tested.

## How are the COVID-19 vaccines being distributed?

Due to limited supplies, not everyone will be able to get a COVID-19 vaccine right away.

The Advisory Committee on Immunization Practices (ACIP) is a U.S. federal advisory group made up of medical and public health experts. The ACIP has recommended that in the first phase of vaccination in the U.S., COVID-19 vaccines should be given to health care personnel and adult residents of long-term care facilities.

The ACIP has also recommended that the next group to get a vaccine in the U.S. should include people age 75 and older and frontline essential workers, such as first responders, teachers and public transit and grocery store workers.

The third priority group recommended to get the vaccine in the U.S. includes people ages 65 to 74, people ages 16 to 64 who are at high risk of severe COVID-19 due to underlying medical conditions and all other essential workers, such as those working in food service and construction. Examples of underlying medical conditions include type 2 diabetes and severe obesity.

### Can I get a COVID-19 vaccine if I have a history of allergic reactions?

If you have a history of severe allergic reactions not related to vaccines or injectable medications, you may still get a COVID-19 vaccine. You should be monitored for 30 minutes after getting the vaccine.

If you've had an immediate allergic reaction to other vaccines or injectable medications, ask your doctor if you should get a COVID-19 vaccine. If you've ever had an immediate allergic reaction to any ingredient in a COVID-19 vaccine, the Centers for Disease Control and Prevention recommends not getting that specific vaccine. Also, people who are allergic to polysorbate should not get an mRNA COVID-19 vaccine.

If you have an immediate allergic reaction after getting the first dose of a COVID-19 vaccine, don't get the second dose.

### Can pregnant or breastfeeding women get the COVID-19 vaccine?

There is no research on the safety of COVID-19 vaccines in pregnant or breastfeeding women. However, if you are pregnant or breastfeeding and part of a group recommended to get a COVID-19 vaccine, you may choose to get the vaccine. Talk to your health care provider about the risks and benefits.

### Is there anyone who should not get a COVID-19 vaccine?

There is no COVID-19 vaccine yet for children under age 16. Several companies have begun enrolling children as young as age 12 in COVID-19 vaccine clinical trials. Studies including younger children will begin soon.

COVID-19 vaccination might not be recommended for people with certain health conditions. Talk to your doctor if you have questions about getting the vaccine.

## Should I get the COVID-19 vaccine even if I've already had COVID-19?

Getting COVID-19 might offer some natural protection or immunity from reinfection with the virus that causes COVID-19. But it's not clear how long this protection lasts. Because reinfection is possible and COVID-19 can cause severe medical complications, it's recommended that people who have already had COVID-19 get a COVID-19 vaccine. If you've had COVID-19, wait until 90 days after your diagnosis to get a COVID-19 vaccine.

## Can I stop taking safety precautions after getting a COVID-19 vaccine?

Experts want to learn more about the protection that a COVID-19 vaccine provides and how long immunity lasts before changing safety recommendations. Factors such as how many people get vaccinated and how the virus is spreading in communities will also affect these recommendations.

In the meantime, the Centers for Disease Control and Prevention recommends following these precautions for avoiding infection with the COVID-19 virus:

- **Avoid close contact.** This means avoiding close contact (within about 6 feet, or 2 meters) with anyone who is sick or has symptoms. Also, keep distance between yourself and others. This is especially important if you have a higher risk of serious illness.
- **Wear cloth face coverings in public places.** Cloth face coverings offer extra protection in places such as the grocery store, where it's difficult to avoid close contact with others. Surgical masks may be used if available. N95 respirators should be reserved for health care providers.
- **Practice good hygiene.** Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol. Cover your mouth and nose with your elbow or a tissue when you cough or sneeze. Throw away the used tissue. Avoid touching your eyes, nose and mouth. Avoid sharing dishes, glasses, bedding and other household items if you're sick. Clean and disinfect high-touch surfaces daily.
- **Stay home if you're sick.** Stay home from work, school and public areas if you're sick, unless you're going to get medical care. Avoid public transportation, taxis and ride-sharing if you're sick.

If you have a chronic medical condition and may have a higher risk of serious illness, check with your doctor about other ways to protect yourself.

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MARCH 2, 2021

# What You Need to Know About the Johnson & Johnson Vaccine

**Reis Thebault**

The Washington Post



U.S. regulators have approved a third coronavirus vaccine, giving the country another tool at a critical time in the pandemic.

The newest approved vaccine, made by Johnson & Johnson, requires a single shot. It's easy to use, ship and store, and it did not cause any serious side effects during clinical trials. The nation's leading medical experts cheered its authorization and urged people to take whichever coronavirus vaccine is available to them.

"You now have three highly efficacious vaccines, for sure, there's no doubt about that," Anthony Fauci, the nation's top infectious-diseases doctor, said the day after the Food



and Drug Administration authorized the Johnson & Johnson vaccine. "I think people need to get vaccinated as quickly and as expeditiously as possible."

With rollout starting soon, here's what you need to know.

## **How is this vaccine different from the first two?**

The first two vaccines approved for use in the United States - one made by Pfizer and BioNTech, the other by Moderna - require two shots, given weeks apart. The first dose offers partial protection and the second acts as a booster. The two-step system has prompted debate and complicated the vaccination effort.

Unlike traditional vaccines, those made by Pfizer and Moderna use messenger RNA technology to train the immune system to respond to the coronavirus.

The Pfizer and Moderna doses must be kept ultracold or frozen, a requirement that has presented challenges during power outages or technology failures when health workers have scrambled to administer shots or risk the vaccines going to waste.

The Johnson & Johnson vaccine is less fussy.

For starters, it's a one-stop shot. No waiting weeks for another appointment, no logistical headaches from keeping track of who needs their second dose and who's still waiting on their first.

The Johnson & Johnson vaccine does not use mRNA; rather, it's what's known as an adenovirus vector vaccine. It uses the more established approach of employing a harmless cold virus to deliver a gene that carries the blueprint for the spiky protein found on the surface of the coronavirus. The virus infects cells, which then follow the genetic instructions to construct a replica of the coronavirus spike. The immune system uses these replicas to recognize - and respond to - the real thing.

The coronavirus vaccine produced by the University of Oxford and AstraZenica is also based on adenoviruses, as is a Johnson & Johnson-made vaccine for Ebola, which was approved by the European Medicines Agency last year.

The Johnson & Johnson vaccine "doesn't give you covid, because it's not the virus," Fauci said in a recent PSA video. "It's just one protein from the virus that induces your body to make a good response against the whole virus."

Finally, the shots can be stored for months at refrigerator temperature.

## **How effective is the Johnson & Johnson vaccine?**

All three vaccines are "highly efficacious and quite safe," said Philip Landrigan, an epidemiologist and the director of Boston College's Program for Global Public Health and the Common Good.

The Johnson & Johnson vaccine completely prevented hospitalization and death, including in South Africa against a more transmissible variant, and was 85% effective at protecting against severe cases of illness.

It was 72% effective at preventing moderate illness in the U.S. trials, a number that falls short of the Pfizer and Moderna vaccines, which were about 95% effective after two doses. However, experts say head-to-head comparisons among the vaccines cannot be made, because the trials were conducted at different times during the pandemic and in different countries dealing with different variants and transmission rates.

Scientists also note that the newest vaccine's efficacy is far higher than the FDA's 50% requirement.

Advisers to the Centers for Disease Control and Prevention strongly endorsed the vaccine's effectiveness after its approval.

"Anything that keeps people from getting sick and anything that keeps people from going to the hospital and anything that keeps people from dying is a good thing," Landrigan said.

## **When will it be available?**

In some places, imminently.

The move from the FDA authorizes the vaccine for emergency use in people age 18 and older, and the doses were set to ship out Monday, within 48 hours of approval. They will go first to sites already receiving doses of the two other vaccines, including state health departments, pharmacies, federally qualified health centers and community vaccination centers.

Initial supplies of the vaccine will be limited, with about 4 million doses expected to ship during the first week of distribution. However, production will ramp up in the weeks that

follow, and the company says 20 million doses will be delivered by the end of March and 100 million by the end of June.

### **Can I get more than one vaccine?**

Current CDC guidance states that the Pfizer and Moderna vaccines "are not interchangeable with each other or with other covid-19 vaccine products." So no, you should not get more than one type of coronavirus vaccine, and you should not mix the two-dose vaccines.

The CDC affixes its advice with the following disclaimer: "Recommendations may be updated when further information becomes available." Scientists are probably still studying this question, and Landrigan said people should stick to what has been tested and approved.

"There's always a possibility that there could be a cross reaction between the two," he said. "Nobody has data on that, but it's a possibility."

### **Can I choose which vaccine to get?**

At the moment, no.

Across the board, vaccine supply is scarce. Public health experts agree that, as the sports maxim goes, the best ability is availability.

It's natural to compare medicines, Landrigan said, but at this point in the pandemic, being too choosy could be costly.

"People comparison-shop all the time for everything," he said. "But my advice to people is to get whatever vaccine first becomes available in your community. Don't delay, because every day you delay is a day you're unprotected."

### **What does this mean for the pandemic?**

The demand for shots outstrips the supply, and the addition of another approved vaccine means more people will be able to get inoculated, faster.

"It will help to finally quell this terrible pandemic," Landrigan said.

When the Johnson & Johnson vaccine was approved, the downward trend in new coronavirus infections had plateaued, perhaps because officials relaxed public health

restrictions too soon and more contagious virus variants becoming more widespread. Experts say a vigorous vaccination effort is key to stamping them out.

At the pandemic's outset, few would've predicted that Americans would have access to three vaccines within a year.

"It's extraordinary, I've never seen anything like it," said Landrigan, who spent 15 years at the CDC. "I don't think any of us expected we would have one, let alone three vaccines in a matter of 12 months. It's unprecedented."

He added: "So long as the virus doesn't evade us, I think we're on the right track."

The Washington Post's Lena H. Sun, Carolyn Y. Johnson and Laurie McGinley contributed to this report.

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# Should I Get the Vaccine if I've Already Had COVID-19 — and Would My Side Effects Be Worse?

**Staff**

Cleveland Clinic



The Centers for Disease Control and Prevention recommends that people go ahead and get the vaccine when it's their turn, even if they've already had COVID-19.

If you've had COVID-19, you likely developed some amount of natural immunity to it once you recovered. But we don't yet have a good understanding of how long that natural immunity might last. We think the vaccine can boost your protection without causing any harm.

However, if you were treated with monoclonal antibodies or convalescent plasma when you had COVID-19, it's recommended that you wait 90 days before getting vaccinated.

This recommendation also applies if you got sick and received these treatments while waiting for your second dose of vaccine.

There's currently no evidence that having had COVID-19 would make you more or less likely to experience [side effects from the vaccine](#). Some people have mild arm soreness, fatigue, muscle aches, headache or fever, especially after the second dose.

It's important to remember that you should still continue to wear your mask and take other precautions after you get the vaccine. Even after your second shot, you won't be 100% immune from the possibility of getting or spreading COVID-19 to someone else. So, until more of the population can get vaccinated, we should all do our best to protect ourselves and those around us.

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# When You've Been Fully Vaccinated

How to Protect Yourself and Others

Updated Mar. 9, 2021

Languages

[Print](#)

[COVID-19 vaccines](#) are effective at protecting you from getting sick. Based on what we know about COVID-19 vaccines, people who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.

We're still learning how vaccines will affect the spread of COVID-19. After you've been fully vaccinated against COVID-19, you should keep taking [precautions](#) in public places like wearing a mask, staying 6 feet apart from others, and avoiding crowds and poorly ventilated spaces until we know more.

Have You Been Fully Vaccinated?

People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, like the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, like Johnson & Johnson's Janssen vaccine

If it has been less than 2 weeks since your shot, or if you still need to get your second dose, you are NOT fully protected. Keep taking all [prevention steps](#) until you are fully vaccinated.



## What's Changed

If you've been fully vaccinated:

- You can gather indoors with fully vaccinated people without wearing a mask.
- You can gather indoors with unvaccinated people from one other household (for example, visiting with relatives who all live together) without masks, unless any of those people or anyone they live with has an [increased risk for severe illness from COVID-19](#).
- If you've been around someone who has COVID-19, you do not need to stay away from others or get tested unless you have symptoms.
  - However, if you live in a group setting (like a correctional or detention facility or group home) and are around someone who has COVID-19, you should still stay away from others for 14 days and get tested, even if you don't have symptoms.



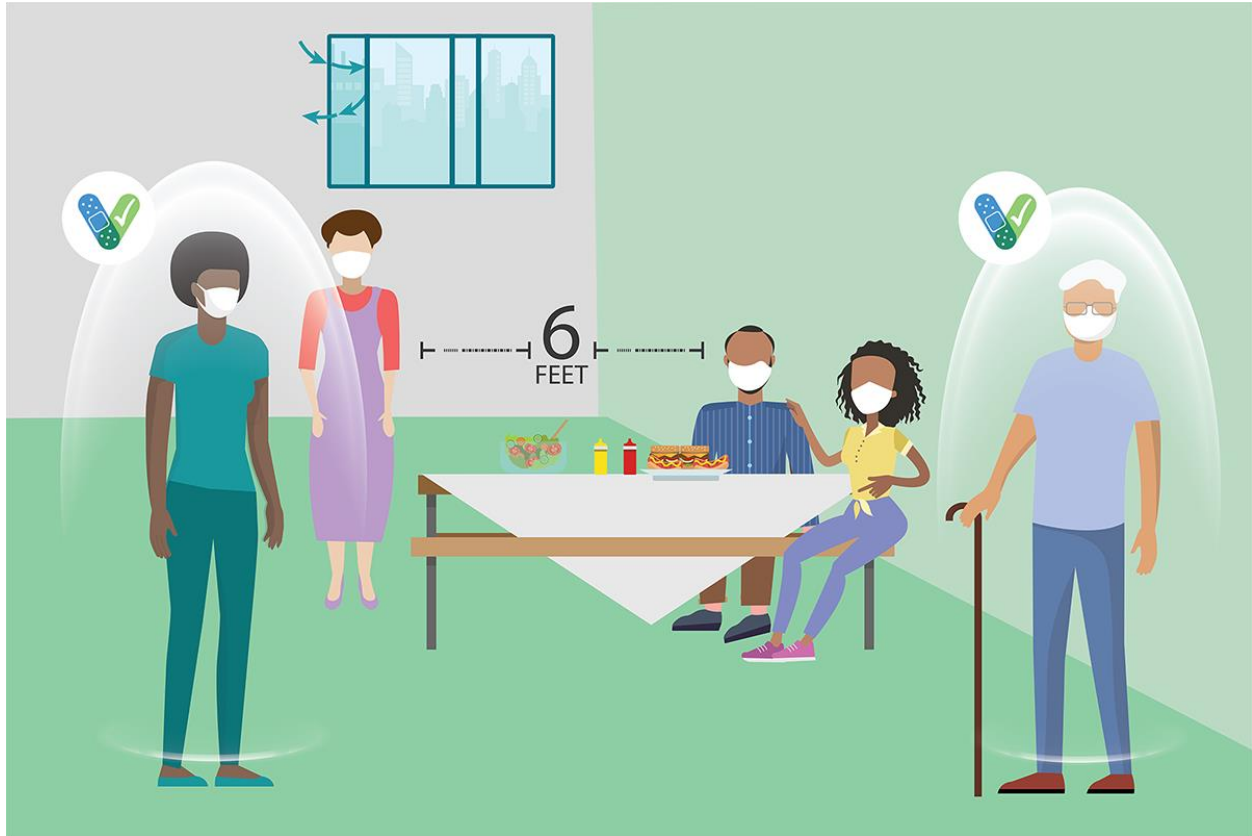




### What Hasn't Changed

For now, if you've been fully vaccinated:

- You should still take steps to [protect yourself and others](#) in many situations, like wearing a mask, staying at least 6 feet apart from others, and avoiding crowds and poorly ventilated spaces. Take these precautions whenever you are:
  - In public
  - Gathering with unvaccinated people from more than one other household
  - Visiting with an unvaccinated person who is at [increased risk of severe illness or death from COVID-19](#) or who lives with a person at increased risk
- You should still avoid medium or large-sized gatherings.
- You should still delay domestic and international travel. If you do travel, you'll still need to follow CDC [requirements and recommendations](#).
- You should still watch out for [symptoms of COVID-19](#), especially if you've been around someone who is sick. If you have symptoms of COVID-19, you should get tested and stay home and away from others.
- You will still need to follow guidance at your workplace.



### What We Know and What We're Still Learning

- **We know** that COVID-19 vaccines are effective at preventing COVID-19 disease, especially severe illness and death.
  - **We're still learning** how effective the vaccines are against variants of the virus that causes COVID-19. Early data show the vaccines may work against some variants but could be less effective against others.
- **We know** that other [prevention steps](#) help stop the spread of COVID-19, and that these steps are still important, even as vaccines are being distributed.
  - **We're still learning** how well COVID-19 vaccines keep people from spreading the disease.
  - Early data show that the vaccines may help keep people from spreading COVID-19, but we are learning more as more people get vaccinated.
- We're still learning **how long** COVID-19 vaccines can protect people.
- As we know more, CDC will continue to update our recommendations for both vaccinated and unvaccinated people.

Until we know more about those questions, everyone — even people who’ve had their vaccines — should continue taking [basic prevention steps](#) when recommended.



Want to learn more about these recommendations? Read our expanded [Interim Public Health Recommendations for Fully Vaccinated People](#), and corresponding [Science Brief](#), and [recommendations for healthcare providers](#).



# U.S. State Vaccination Resources

As you are aware, the vaccination distribution continues to evolve and the access to vaccines continues to grow as states work through the phased approach. We encourage employees to continue to closely monitor the guidance and communication from their county/state for most up-to-date information. Below are links to state Vaccine resource websites. You may be eligible depending on your local requirements.

ARKANSAS: <https://www.healthy.arkansas.gov/programs-services/topics/covid-19-vaccination-plan>

MISSOURI: <https://covidvaccine.mo.gov/>

OKLAHOMA: <https://oklahoma.gov/covid19/vaccine-information.html>

KANSAS: <https://www.kansasvaccine.gov/>

TEXAS: <https://dshs.state.tx.us/coronavirus/immunize/vaccine.aspx>



February 12, 2021

TO: Lumen (CenturyLink) Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID Vaccine FAQs

Dear Lumen Local Presidents:

As a follow-up to the notice sent below, the Company sent the attached [Vaccine FAQs](#) that will be embedded into the FAQs that all employees can link to on Lumen's COVID site. The Company indicated the FAQs will be posted today.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

[Attachment](#)

## Lumen COVID-19 vaccinations and use of ePTO time Frequently Asked Questions

### For Employees

- [For which reasons can I use emergency PTO related to COVID-19?](#)
- [How should I code my time in payroll in order to use available ePTO when I receive my COVID-19 vaccination?](#)
- [Will I receive any mileage reimbursement when traveling to and from the vaccination in my personal vehicle?](#)
- [Can I use a Company vehicle to travel to and from my vaccination?](#)
- [Do I need to coordinate scheduling with my supervisor?](#)
- [Can a supervisor deny my time off from work?](#)
- [Can I use ePTO after work hours or during scheduled days off?](#)
- [What if I have already used all my ePTO time?](#)
- [Does taking ePTO negatively impact my productivity results such as Link2Success?](#)
- [Does taking ePTO time count toward daily or weekly overtime/premium build/payment?](#)
- [If I am approved to use my available ePTO outside my shift/tour to get the vaccination, does that time count as a call-out or trigger other payments under the collective bargaining agreement?](#)

### For Supervisors

- [What if I suspect my employee is requesting more time off than is necessary?](#)
- [What actions can I take when too many employees are requesting the same day/time off?](#)

Lumen will relay information on local availability of vaccines. However, employees and supervisors should follow local news sources and bulletins about vaccine availability and take the initiative to schedule vaccinations as soon as they're available. Questions not addressed in this document should be directed to [Ask HRconnect](#)

---

### For Employees

#### For which reasons can I use emergency PTO related to COVID-19?

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.

- Employees who may need to provide care for others diagnosed with COVID-19
- Employees who get the COVID vaccine. The time spent travelling to and from a COVID vaccination site and the time spent getting the vaccine are eligible for ePTO
- Employees who cannot work due to the side effects of the COVID-19 vaccine

**How should I code my time in payroll in order to use available ePTO when I receive my COVID-19 vaccination?**

Please use absence type: 9998

**Will I receive any mileage reimbursement when traveling to and from the vaccination in my personal vehicle?**

No, however you may use ePTO (if available) to pay for travel time and time for vaccination.

**Can I use a Company vehicle to travel to and from my vaccination?**

Yes, with advance approval from your supervisor and when traveling during your scheduled shift/tour.

**Do I need to coordinate scheduling with my supervisor?**

Yes. If the vaccination is to occur during your scheduled shift/tour, your supervisor will need to coordinate your time off. Even if the vaccination occurs outside your scheduled shift, you still should coordinate scheduling with your supervisor and gain approval for use of ePTO time.

Supervisors should encourage employees in the same work group to schedule vaccinations on different days. This will minimize disruptions to the business for vaccination appointments as well as the potential that employees miss work at the same time if they happen to experience side effects following vaccination.

**Can a supervisor deny my time off from work?**

For the health and wellbeing of our employees, our customers and the general public, we hope to allow employees time off to receive the vaccination. However, it may be necessary, in order to minimize impact to our customers, for a supervisor to deny time off and ask you to seek an appointment for an alternate time.

In considering whether to deny or approve your time, your supervisor should grant the time off unless it would cause missed customer commitments or other business impacts. Your supervisor will consider the following factors in making the decision:

- How accessible is the vaccination location to your work location?
- How long will you be absent from work?
- Can your work assignments be arranged in a way that places you closer to a vaccination location at the specific time?
- Are vaccinations by assigned appointment only, or can you drop in during a range of hours, or schedule the vaccination at a more convenient time?
- Will your co-workers have to cover for you while you are getting vaccinated and, if so, what is the impact to overtime costs?
- Can time be granted at the start of your shift/tour, lunch time or the end of your shift/tour to minimize disruption of the workday?



**Can I use ePTO after work hours or during scheduled days off?**

Yes, you may use ePTO time to travel a reasonable distance to and from a vaccination location in addition to time you spend receiving the vaccination. A reasonable distance generally means no more than what you would normally travel to and from your regular work location. The same absence type code 9998 should be used.

Your supervisor may deny your request to schedule the vaccine after work hours or on a scheduled day off and instead ask you to schedule the vaccine (when possible) during your normal shift.

**What if I have already used all my ePTO time?**

For time off during your scheduled shift/tour, you may use your regular PTO/vacation/personal-day time. You may be granted excused unpaid time (if PTO time is not available) or in some cases, if feasible with supervisory approval, you may be able to flex your shift/tour that day so you can make up the time. No additional ePTO hours will be granted for vaccination.

**Does taking ePTO negatively impact my productivity results such as Link2Success?**

No. The time off is treated no differently than taking PTO/vacation/personal-day time.

**Does taking ePTO time count toward daily or weekly overtime/premium build/payment?**

No, it does not.

**If I am approved to use my available ePTO outside my shift/tour to get the vaccination, does that time count as a call-out or trigger other payments under the collective bargaining agreement?**

No, it does not. Vaccinations are voluntary and while travel time and vaccination time will be paid from your available ePTO, call-out pay or other work-related differentials such as evening/night differentials, split shift/tour are not applicable.

---

**For Supervisors****What if I suspect my employee is requesting more time off than is necessary?**

You should explain to your employee that you are trying to minimize customer impacts and balance the needs of other employees with similar requests. If possible, briefly share what that impact looks like for the day/week in question and ask the employee why he or she needs so much time off when you have not found that same need with other employees.

Without asking the employee to share any private medical information, ask if there are some extenuating circumstances that can be shared with you in order to evaluate the amount of ePTO time requested. Explore what other options are available to the employee that would minimize ePTO but still allow for the employee to receive timely vaccination (scheduling flexibility, alternates times/dates, etc.).

**What actions can I take when too many employees are requesting the same day/time off?**

You should explain to your employees that you are trying to minimize customer impacts and balance the needs of all employees with similar requests. If possible, briefly share what customer impacts look like for the day/week and explore what other options are available to your employees that would still allow them to receive timely vaccination (vaccination location resources, scheduling flexibility, trading time off with another employee, alternates times/dates, etc.).

Also, you should encourage employees in the same work group to schedule vaccinations on different days so that, if they happen to experience side-effects following vaccination, they are not all off work at the same time.

### **Additional Information**

Lumen will relay information on local availability of vaccines. However, employees and supervisors should follow local news sources and bulletins about vaccine availability and take the initiative to schedule vaccinations as soon as they're available. Questions not addressed in this document should be directed to [Ask HRconnect](#)



February 10, 2021

TO: Lumen (CenturyLink) Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 - How to use ePTO for COVID-Related Reasons

The District received notice from the Company that a decision has been made to allow employees to use any available ePTO time in order to get the vaccine. The Company included the attached article which has been posted to their InsideLink page for employees to see.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

Here's a News post that Rehberg, Amy wants you to see

### [How to use ePTO for COVID-19-related reasons](#)

[centurylink.sharepoint.com](https://centurylink.sharepoint.com)

For U.S. Employees Our ePTO policy is an important benefit Lumen has extended to its U.S. and Canadian people to help manage the challenges of navigating the COVID-19 pandemic. We were pleased to announce that we extended our ePTO policy through th...

## **How to use ePTO for COVID-19-related reasons**

For U.S. Employees

Our ePTO policy is an important benefit Lumen has extended to its U.S. and Canadian people to help manage the challenges of navigating the COVID-19 pandemic. We were pleased to announce that we extended our ePTO policy through the first quarter of 2021 for U.S. employees who have not taken the full 80 hours (75 hours for Canadian employees) of emergency, paid time off to manage personal COVID-related emergencies. Key points for how you can use ePTO for COVID-19 related reasons are included below. Full COVID-19 policy guidelines can be found in our COVID-19 FAQs.

### **Using ePTO for COVID-19:**

With manager approval, emergency PTO (ePTO) can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.

- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19
- Employees who get the COVID vaccine. The time spent travelling to and from a COVID vaccination site and the time spent getting the vaccine are eligible for ePTO:
- So that we can plan for service delivery, please work with your manager / supervisor on the timing of your vaccination and on scheduling any needed time off.

This communication is the property of Lumen Technologies and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



January 27, 2021

TO: Lumen (CenturyLink) Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Updates Effective January 26, 2021

Dear Lumen Local Presidents:

The District received the attached notice emailed to employees regarding their interest in a COVID-19 vaccine (a voluntary survey response), an update on HealthVue and general COVID-19 vaccination issues. The Company also provided a copy of the CDC updated COVID-19 Fact Sheet that is referenced in the notice.

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13

[Email Notice on COVID-19](#)

[Updated COVID-19 Fact Sheet](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

**CWA District 6**  
AR KS MO OK TX

[district6.cwa-union.org](https://district6.cwa-union.org)

4801 Southwest Parkway, Bldg 1, Ste 115  
Austin, Texas 78735



# COVID Vaccine Survey

I hope you are encouraged, as I am, that the COVID-19 vaccine is becoming available across the country. It's great to see our healthcare workers, teachers and other vulnerable populations getting their first and even second doses. We've been through a lot since we began to hear about the coronavirus almost a year ago, and now we can start to look ahead toward safer and healthier times.

Here's how we can all help in the vaccination effort. Lumen is proactively engaging at the state level to support our essential employees currently working from work to have priority access as each state continues to work through their phased approach. In addition, there will likely be opportunities for Lumen and other large companies to assist the states in the distribution of the vaccine by reporting the number of their employees who want to be vaccinated. Providing this information may result in our receiving prioritized access to vaccinations as supplies become readily available.

The best way for us to gather our numbers is to ask you directly.

Please take a few moments to complete a very short [COVID-19 Vaccination survey](#) to let us know how you feel about the vaccine and how likely you are to be vaccinated. The survey is confidential, and results will only be shared with our COVID-19 response team to help them frame our next steps as the situation continues to evolve. Your insights will also help us develop our education and communication strategies to be sure we are providing you with the right resources. And, for our frontline employees, your responses will assist us in our efforts at the state level to have you prioritized as essential workers.

Stay safe and health,

Scott

## **HealthVUE - Still mandatory and daily Manager alerts to begin Jan. 26**

### **What's New**

Beginning on January 26, HealthVUE will alert Lumen managers when an employee badges into a location without completing a daily screening or when an employee performs a daily screening and receives a "Stay Home" order.

The manager will receive a daily email if any of their people are in violation of our health screening policies. Managers have a responsibility to reach out to the team member to understand the situation and ensure the employee is safe and, if required, completes the daily HealthVUE screening.

Managers may also view their teams badging and HealthVUE screening data through an interactive dashboard in the [People Data Portal \(PDP\)](#) (Note: You will need to be on VPN). The dashboard may be found under the "General HR Resources" button. Look for the *Badge In & HealthVUE Dashboard* to access your team's reports.

### **Using HealthVUE is mandatory when you are working-from-work**

COVID-19 infection rates are at an all-time high in many areas around the world, and with our own Lumen people. HealthVUE is an important, and mandatory tool for employees to use that helps protect yourself, your coworkers, our customers and your loved ones.

A health screening using HealthVUE via the mobile app or [desktop version](#) is required to be completed each day prior to an employee reporting to a Lumen or customer facility, or otherwise interacting in-person with another employee, customer, vendor/supplier, or business partner. Failure to perform this mandatory health screening and following all Lumen health and safety



policies will result in disciplinary action, including possible termination of employment.

HealthVUE is a key part of how Lumen has implemented safety measures to protect the health of our people who are currently working from work. Some important ways the HealthVUE mobile app works for both you and Lumen include:

- Gives employees ownership of their own symptom monitoring
- Enables an evaluation of symptoms prior to entering the workplace, thereby reducing the risk of disease transmission to co-workers, customers and others
- Avoids the inconvenience and potential health risk to employees and screeners of having temperature checks performed manually while waiting to enter a company location
- Allows quick identification of work locations where COVID-19 exposures may be occurring, so additional protective measures such as contact tracing can be implemented
- Provides a way to scale and/or modify our health screening processes as we plan to gradually increase the number of employees who work from work

The [HealthVUE InsideLink](#) page can help you get the app downloaded or answer common questions in the [HealthVUE Symptom Screening FAQs](#) and [our COVID-19 Health Symptom Screening Policy](#).

If you have additional questions, please discuss with your manager or [Ask HRconnect](#).

Thanks for your continued support.

# **Update on COVID-19 vaccinations for Lumen employees**

## **Update on COVID-19 vaccinations for Lumen employees**

The rollout of the COVID-19 vaccine has people talking, and asking lots of questions. In our Dec. 16, 2020, [Return to Office and ePTO Update](#), we clarified that, at this time, our policy will not make the COVID-19 vaccine mandatory for Lumen employees. But many of you have questions about when the vaccine will be available, and how Lumen will be able to assist our people who would like to take the vaccine.

Because the supply of COVID-19 vaccine is currently limited, the United States and most countries around the world have put plans into place which control the distribution of the vaccine. In the U.S., the [CDC has provided recommendations](#) to federal, state, and local governments about who should be vaccinated first.

## **Will Lumen employees who are classified as essential workers be eligible to get the vaccine?**

The states are acting on their own timelines and are in various stages of working through the phases of distributing the vaccine. That situation, coupled with the fact that Lumen operates in 60 countries, makes it difficult to predict when the vaccine will be available to any one group of our Lumen people in any one location. However, our COVID-19 planning teams are focused on aligning with regional, state and local plans so we can best inform and support our employees.

For our field and work-from-work employees who have been working with dedication at our Lumen and custom locations, our Public Policy teams are actively advocating at the state and federal levels to ensure that these employees, who have interest in taking the vaccine, are prioritized appropriately. We will notify employees as quickly as we can confirm eligibility to be vaccinated, if they choose to do so.

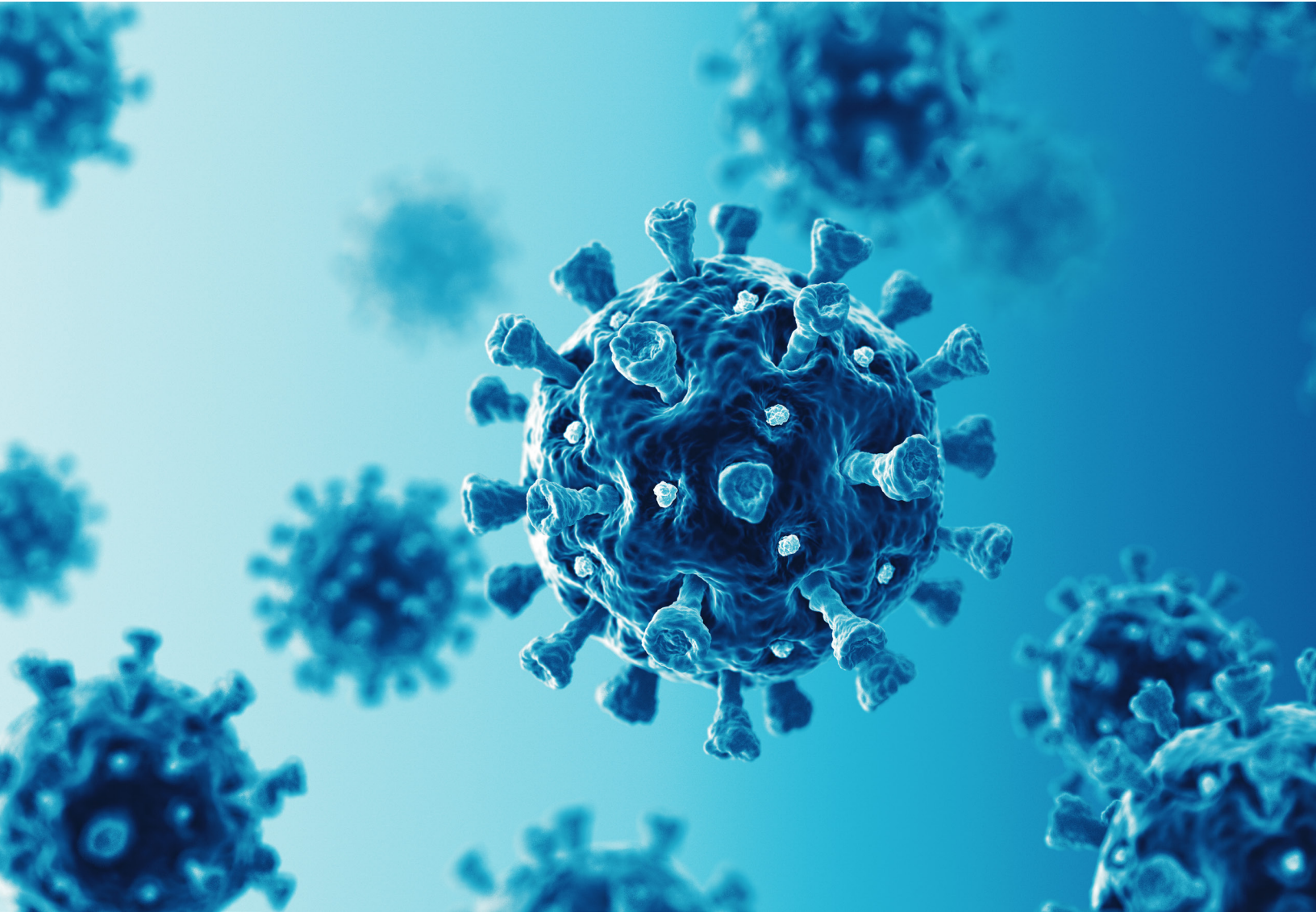
Because state and local plans are evolving quickly and at various paces, it is possible that you will know when and for whom the vaccine is available in your location before the company does. Depending on your personal circumstances, you may also be eligible for vaccine priority based on age or a medical condition regardless of your employment situation. Please look to your local health departments and news sources for the latest information. If you have questions or need a specific credential in order to receive the vaccine, please contact [Ask HRConnect](#).

**Will Lumen employees be able to get a vaccine through our onsite clinics?**

Our onsite CorMedical Clinics in Colorado and Louisiana are in the process of acquiring the COVID-19 vaccines for distribution to Lumen employees. While we cannot commit to a timeline as the vaccine supply chain and distribution is controlled by state and local agencies, our partners from CorMedical are hopeful to receive the first supply of vaccines in the later part of February. The amount of vaccine they will receive is not known yet.

CorMedical will work with our COVID-19 planning team on how vaccinations will be offered to employees as more supplies become available. We anticipate vaccinations will start with Lumen essential workers. If vaccines become available for you in your local area, we encourage you to register and receive the vaccine if you have the option.





# **CORONAVIRUS/COVID-19**

## LATEST INFORMATION

December 21, 2020

# CORONAVIRUS/COVID-19 FACT SHEET

The intent of this document is to provide a brief overview of the novel Coronavirus which is causing the COVID-19 disease. This document includes links to trusted organizations like the Centers for Disease Control and the World Health Organization where you may find the most updated information specific to this disease. This document is intended to be informational and is not intended to be used to diagnose or treat disease.

**DISCLAIMER: PLEASE UNDERSTAND THE INFORMATION RELATED TO COVID-19 IS CONSTANTLY CHANGING.**

## HISTORY AND EPIDEMIOLOGY OF CORONAVIRUSES

- Coronaviruses are a family of viruses originally isolated in 1965 from the respiratory tract of a person
- There are four types of coronaviruses circulating together which account for the second most common cause of the “common cold” (after rhinovirus)
- Coronaviruses also circulate in animals and on rare occasions can develop mutations that allow them to infect humans. When an infection transfers from animal to human it is called a “zoonotic” infection. Most times it’s a virus type that doesn’t leave the first person infected as it may not have the right mutations to allow human to human transmission.
- Sometimes a new “zoonotic” virus demonstrates the ability to be transmitted human to human. Sometimes it can be more concerning than the routine types of viruses and its newness in a population without any immunity to it can cause heightened attention/intervention while scientists learn how the new disease will behave. This is what has happened in 3 large outbreaks:
  - o 2003: Severe Acute Respiratory Distress Syndrome (SARS)
  - o 2012 - Present: Middle Eastern Respiratory Syndrome (MERS)
  - o 2019: The new ‘novel’ outbreak of respiratory illness first detected in Wuhan, China.









## COVID-19

COVID-19 is the name the World Health Organization applied on February 11th to the disease caused by the Coronavirus that was observed to be emanating from Wuhan, China. COVID stands for Corona Virus Disease with 19 reflecting the first year the disease was identified.

You may also observe discussion of SARS-CoV-2. This is the name the International Committee on Taxonomy of Viruses gave to the actual virus that causes the disease COVID-19. This is similar in concept to how HIV is a virus, but AIDS is the name given to the advanced condition caused by the virus. This novel or new coronavirus is called SARS-CoV-2 because of its similarity to the virus that caused the Severe Acute Respiratory Distress Syndrome (SARS) disease in 2003.

Current information indicates that this SARS-CoV-2 virus may be more dangerous (lethal) than the flu, but less so than SARS and MERS. Its exact infectious rate and mechanisms of spread are being studied. Until more is known definitively, precautions are strongly recommended to reduce/limit its spread. While ongoing spread has been difficult to avoid, slowing the spread will allow more time for the deployment of vaccines and targeted treatments while keeping the impacted population as low as possible.

## FLU VERSUS COVID-19

FLU		COVID
Symptomatic spread		Pre-symptomatic and Asymptomatic Spread
Delayed symptom presentation of 1-4 days		Delayed symptom presentation of 2-14 days with median of 5-7 days
Large droplet transmission		Large droplet + aerosol transmission
Standard symptom presentation of fever, body aches, cough, fatigue, sore throat		Atypical symptom presentation; fever is most common symptom
_____		Higher hospitalization and mortality rate
Relatively known disease with known recovery expectations		Relatively unknown long term consequences
Available antiviral medications		No available antiviral medications
Yearly vaccine available		Initially limited access to vaccine



## SYMPTOM COMPARISON

The symptoms of flu and COVID-19 are similar and can make it difficult to tell the difference between the two viruses. In order to confirm a diagnosis, diagnostic testing may be needed. If you become sick, it is important for you to follow the same isolation protocol to prevent spreading flu or COVID, and follow the home-based care recommendations from the [CDC](#).

Symptom Comparison				
Symptoms	Allergies	Cold	Influenza (Flu)	Coronavirus COVID-19
Body Aches	Never	Often	Often	Sometimes
Cough	Sometimes	Often	Often	Often
Diarrhea/GI	Rare	Rare	Sometimes	Sometimes
Fatigue	Sometimes	Sometimes	Often	Often
Fever / Chills / Shaking	Never	Rare	Often	Often
Headache	Rare	Rare	Often	Sometimes
Loss of Taste or Smell	Never	Never	Never	Sometimes
Shortness of Breath or Difficulty Breathing	Rare	Rare	Rare	Often
Sneezing	Often	Often	Rare	Rare
Sore Throat	Rare	Often	Sometimes	Sometimes
Stuffy Nose	Often	Often	Sometimes	Rare

Key symptom differences between the flu and COVID-19 include: shortness of breath or difficulty breathing and loss of taste or smell. For more information, visit the [CDC](#).



## Frequently Asked Questions on Flu

### Is COVID-19 more dangerous than flu?

Flu and COVID-19 can both result in serious illness, hospitalization or death. COVID-19 is more deadly than seasonal influenza. This may change as we learn more about the number of infected people with mild illnesses.

### Will a flu vaccine protect me against COVID-19?

NO, however, flu vaccination has many other important benefits, like: reduced severity of illness, hospitalization and death. Getting a flu vaccine this fall will be more important than ever, not only to reduce your risk from flu but also to help conserve potentially scarce health care resources.

### Can you get the flu and COVID-19 at the same time?

Yes, at the end of the last flu season in the US during February-April 2020, some studies documented up to 5% co-infection with flu and COVID.

### Does a flu vaccination increase your risk of getting COVID-19?

NO.

### Should a flu vaccine be given to someone with suspected or confirmed COVID-19?

No. Vaccination should be deferred for anyone with suspected or confirmed COVID-19, regardless of whether they have symptoms, until they have met the criteria to discontinue their isolation. While mild illness is not a contraindication to flu vaccination, vaccination visits for these people should be postponed to avoid exposing healthcare personnel and other patients to the virus that causes COVID-19. When scheduling or confirming appointments for vaccination, patients should be instructed to notify the provider's office or clinic in advance if they currently have or develop any symptoms of COVID-19. Additionally, a prior infection with suspected or confirmed COVID-19 or flu does not protect someone from future flu infections. The best way to prevent seasonal flu is to get vaccinated every year.

### Should I get a flu shot this year?

Absolutely. Getting a flu vaccine this fall will be more important than ever, not only to reduce your risk from flu but also to help conserve potentially scarce health care resources.

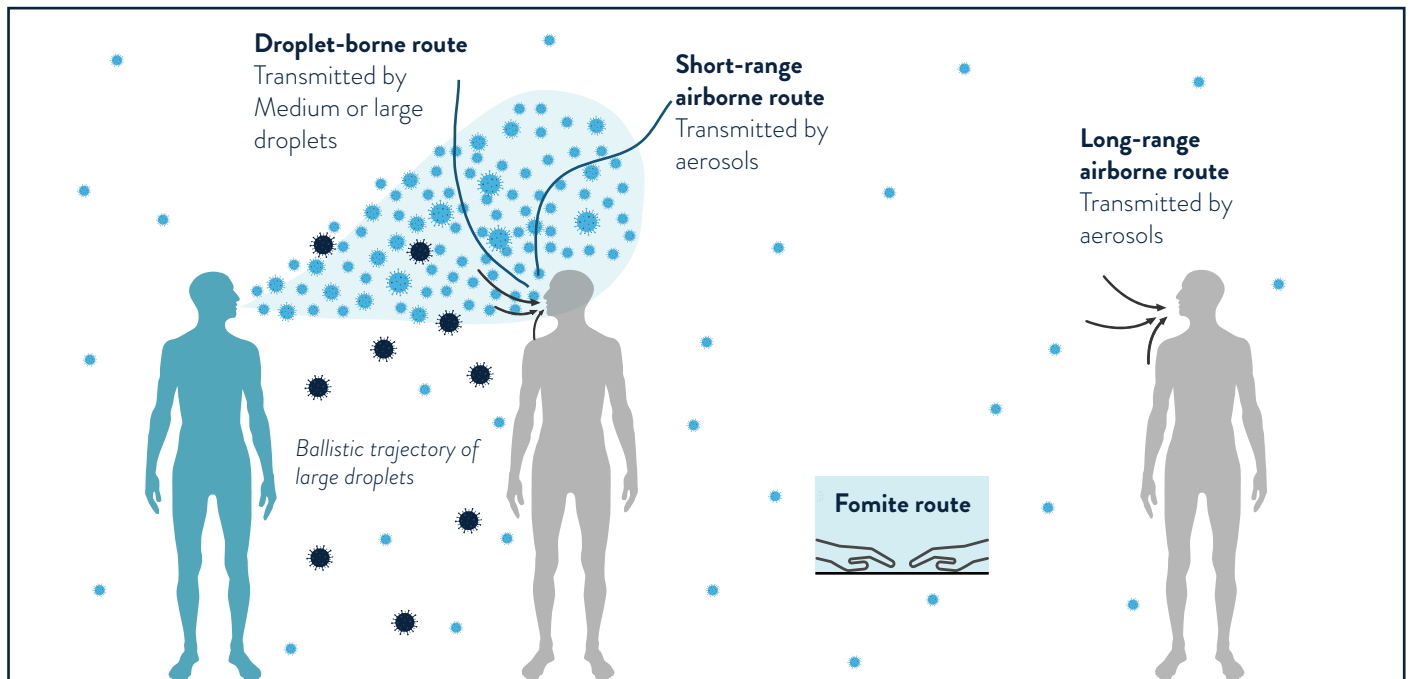
### When is the ideal time to get the flu shot?

Now. In some older people, the immune response system can wane after a few months, so taking it too early like July/August may result in loss of protection after 4-5 months, but taking it now will protect you within a couple of weeks and the immunity should last for the whole season until April for most people.

## SPREAD AND TRANSMISSION

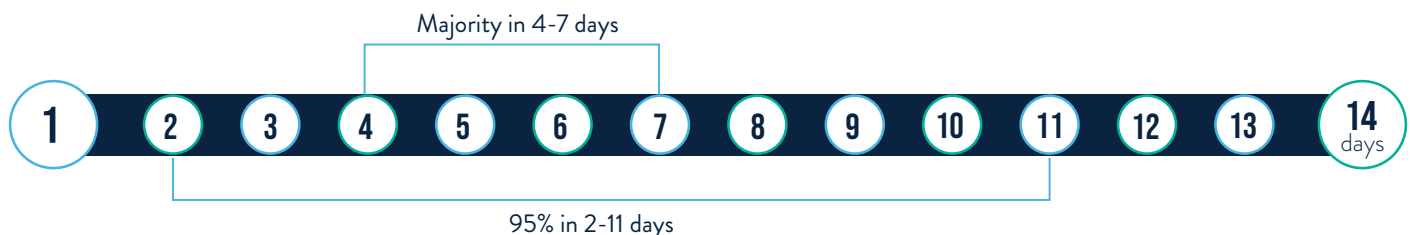
The virus that causes COVID-19 is spreading very easily between people. The main form of transmission is believed to be airborne.

AIRBORNE	FOMITE
<ul style="list-style-type: none"> <li>Large Droplets generated by coughs or sneezes</li> <li>Do not stay suspended in air; fall to ground</li> </ul>	<ul style="list-style-type: none"> <li>~10% of transmission</li> <li>Surfaces or objects</li> <li>The virus can remain on certain surfaces/objects for anywhere between 3 hours to 3 days</li> </ul>



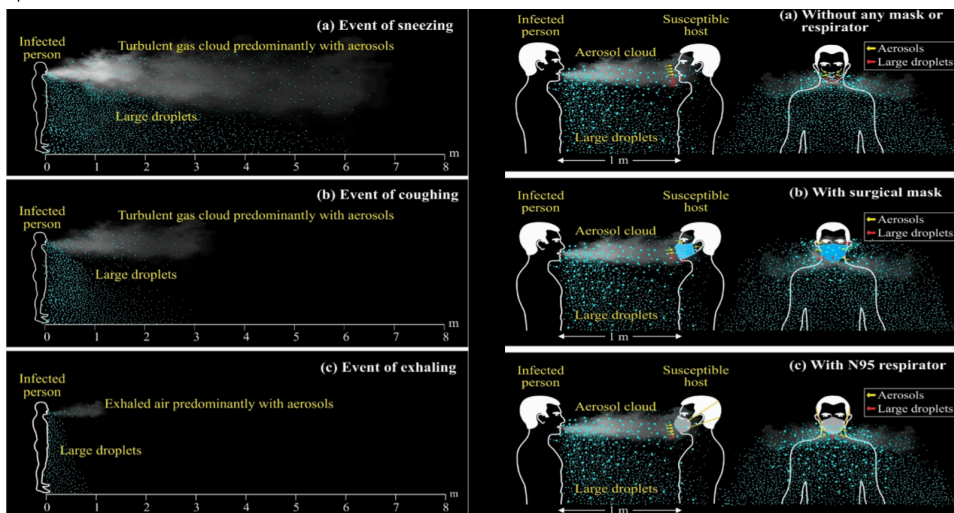
For more information on how the virus is transmitted, please refer to the [CDC](https://www.cdc.gov/coronavirus/2019-ncov/faq.html) for additional information.

## EXPOSURE TO SYMPTOMS

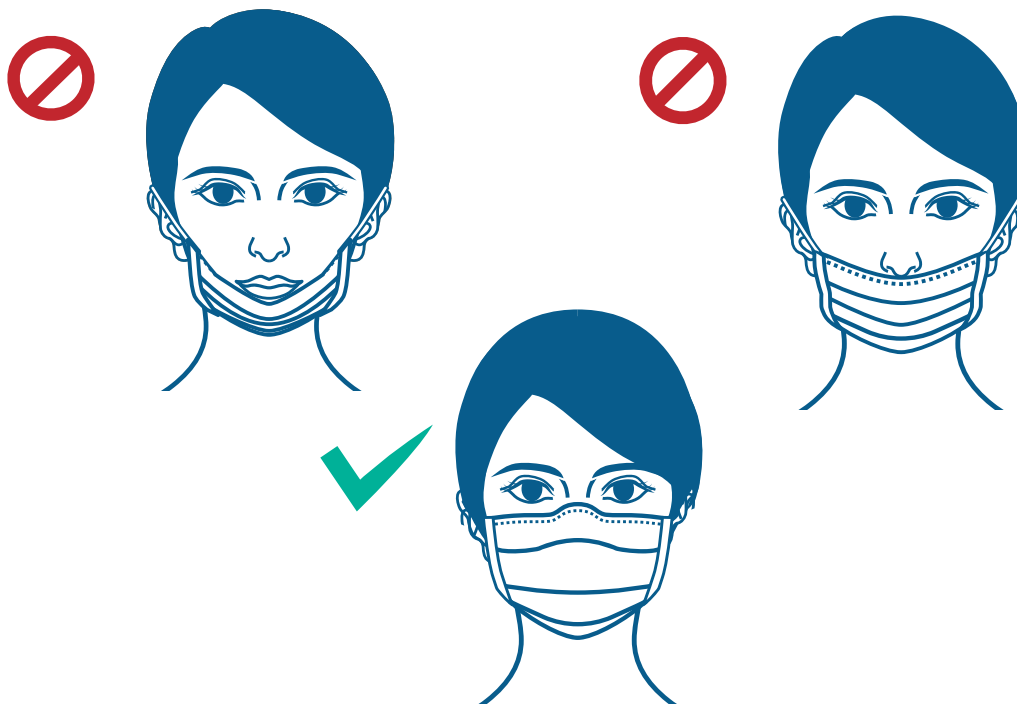


## FACE MASKS

As experts continue to study COVID-19, research has shown the effectiveness of the use of face masks in reducing the spread and transmission of the virus. Face masks, when worn properly, serve as a barrier to help prevent both large droplets and aerosols from traveling into the air. As discussed in the comparison of the flu versus Covid section, a percentage of individuals are spreading this virus in the “presymptomatic” phase (not yet showing any signs or symptoms of COVID-19) or as asymptomatic carriers which is why the use of face masks is even more important.



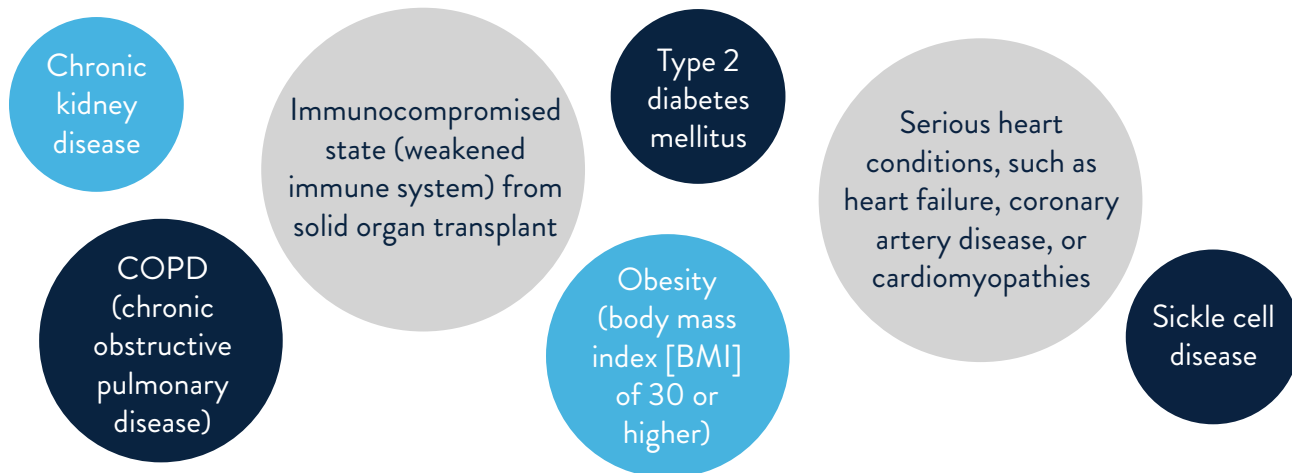
When wearing a face masks, make sure you wash your hands prior to putting on the face masks, put it over your nose and mouth securing it under your chin, and try and fit it snugly to your face. See the picture below for proper use:



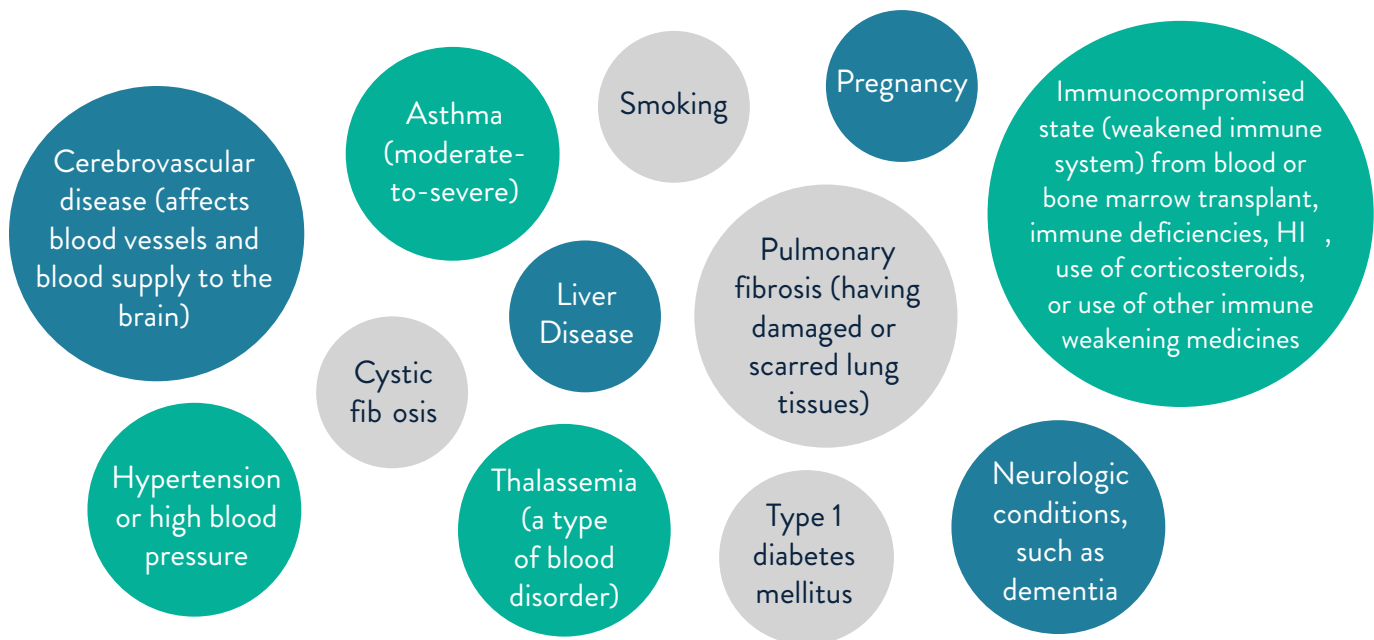
For more information on face coverings or to find literature supporting the use of face masks in reducing the spread of COVID-19, please refer to the [CDC](https://www.cdc.gov).

## RISK FACTORS FOR COVID-19

### CONDITIONS **AT HIGH RISK** FOR SEVERE ILLNESS



### CONDITIONS **MAY BE** AT AN INCREASED RISK FOR SEVERE ILLNESS



For more information on risk factors or to see evidence-based research supporting why these conditions made the list, please visit the [CDC](https://www.cdc.gov) website.

## COVID-19 AND CHILDREN

As we continue to learn more about COVID-19, it has been observed that fewer children have been sick with COVID-19 compared to adults. However, children are still susceptible to being infected with COVID-19 and can spread the virus to others. Like adults, children who have COVID-19 but have no symptoms ("asymptomatic") can still spread the virus to others. According to the CDC, most children with COVID-19 have mild symptoms or have no symptoms at all but some children can get severely ill from COVID-19 and may require hospitalization, intensive care, or a ventilator to help them breathe. As with adults, children may be at an increased risk if they have an underlying medical condition (refer to the risk factors section for further information).

It is important for parents to remain vigilant and continue to practice precautions with their children. See the ways to protect your child below:

- Have your child wear a face mask. Face masks can be safely worn by all children 2 years of age and older, including the vast majority of children with special health conditions, with rare exception.
- Encourage frequent hand washing or the use of hand-sanitizer when hand washing is not possible
- Clean and disinfect "high touch" surfaces daily.
- Wash laundry and plush toys as needed on the warmest setting advised and dry them fully.

For more resources on how to protect your child, please visit the [CDC](#) or [American Academy of Pediatrics](#).

## COVID-19 AND MULTI-SYSTEM INFLAMMATORY SYNDROME (MIS-C) IN CHILDREN

While severe outcomes of COVID-19 in children are rare, there have been reports of a rare but serious health condition in children called multi-system inflammatory syndrome in children (MIS-C). The link between COVID-19 and MIS-C is not well understood and scientists from around the world along with pediatric specialists are still learning best practices on how to diagnose and treat it. So far, children who have been diagnosed with MIS-C have recovered after getting medical care. Children with MIS-C present with a fever and inflammation in their body that gets confirmed from lab tests. Parents should contact their child's pediatrician immediately if they notice any of these symptoms:

- fever ever (100.4 degrees Fahrenheit or higher) lasting 24 hours or more
- abdominal pain, diarrhea or vomiting
- neck pain
- rash or changes in skin color
- bloodshot eyes
- seems extra tired
- trouble breathing
- pain or pressure in the chest that doesn't go away
- becoming confused
- unable to wake up or stay awake
- bluish lips or face

## PREVENTING SPREAD AND INFECTION

### COVER

Wear a face mask when in public. Cover your cough or sneeze with tissue or inside of your elbow.



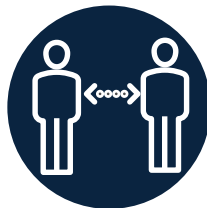
### SANITIZE

Use an alcohol-based hand sanitizer with at least 60% alcohol.



### DISTANCE

Maintain at least 6 ft. or more distance from individuals.



### CLEAN AND DISINFECT

Clean and disinfect frequently touched objects and surfaces using regular house products.



### AVOID

Avoid being exposed to this virus. Refrain from close contact with people who are sick or people who have been to an area with sustained community transmission. Avoid crowded areas.



### WASH

Wash hands often. Use soap and water for 20 seconds, use warm water, rinsing hands well, use a disposable towel to dry hands and turn off the water source.



## SYMPTOMS OF COVID-19

Some people with COVID-19 may have vague or mild symptoms. This is why it is very important to stay home if you are sick, or think you may have come in contact with the virus. Increasing evidence also shows that people are contagious for 2-3 days prior to showing any symptoms, referred to as pre-symptomatic spread, and others may spread the disease despite never feeling symptomatic. It is believed that pre-symptomatic spread is a higher risk than asymptomatic spread, but both highlight the importance of universal prevention precautions. The incubation period is between 2-14 days with the average symptom onset being around day 5-7 for most individuals.

Symptoms include:



**Fever or chills**



**Cough**



**Shortness of  
breath or difficult  
breathing**



**Fatigue**



**Muscle or body  
aches**



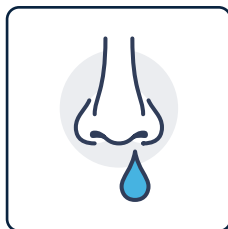
**Headache**



**New loss of taste  
or smell**



**Sore throat**



**Congestion or  
runny nose**



**Nausea or  
vomiting**



**Diarrhea**

As experts continue to research and gain a better understanding of the manifestations of COVID-19, this list may continue to expand. Please refer to the [CDC](https://www.cdc.gov/covid/symptoms/) for an up-to-date list of COVID-19 symptoms.

## WHAT TO DO IF YOU ARE SICK

### KEEP

Keep track of your symptoms.



### STAY

Stay home if you are sick. Do not leave your home, except to get medical care. Do not visit public areas.



### REST

Rest as much as possible along with staying hydrated.



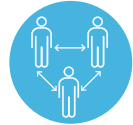
### CALL

Contact your doctor and inform them you may have COVID-19. If you have reason for concern that you have been, or may have been exposed to this virus, call your physician's office/hospital prior to arriving. This will allow them the opportunity to determine how to best care for you, and can help ensure you do not expose other patients and health care providers to an infection. You may contact your [local Health Department](#) or after hour [epidemiologist triage](#).



### SEPARATE

Separate yourself from others in your home. If you need to be around other people or animals in or outside of the home, wear a cloth face covering. Contact individuals who you have recently interacted with (~ three days prior to first symptom) and alert them of your symptoms so they can quarantine for 14 days\* from your last contact while monitoring their symptoms.



### CLEAN

Clean and disinfect high-touch surfaces in your "sick room" and bathroom, wearing disposable gloves if possible.



### MONITOR

Monitor your symptoms. If you are showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face



If you are sick, you can go to the CDC website to complete a [symptom checklist](#) questionnaire.

\* Refer to Guidelines for Coming out of Quarantine or Isolation on Page 14



## CLEANING AND DISINFECTING GUIDELINES

The CDC has an excellent and in depth review of cleaning precautions, including precautions for those assisting in the home care of a person with a known or presumed positive case of COVID-19.

### CLEANING

The act of removing dirt, germs, and contaminants through washing.



### DISINFECTING

The use of strong and specific chemicals to kill a virus or germ.

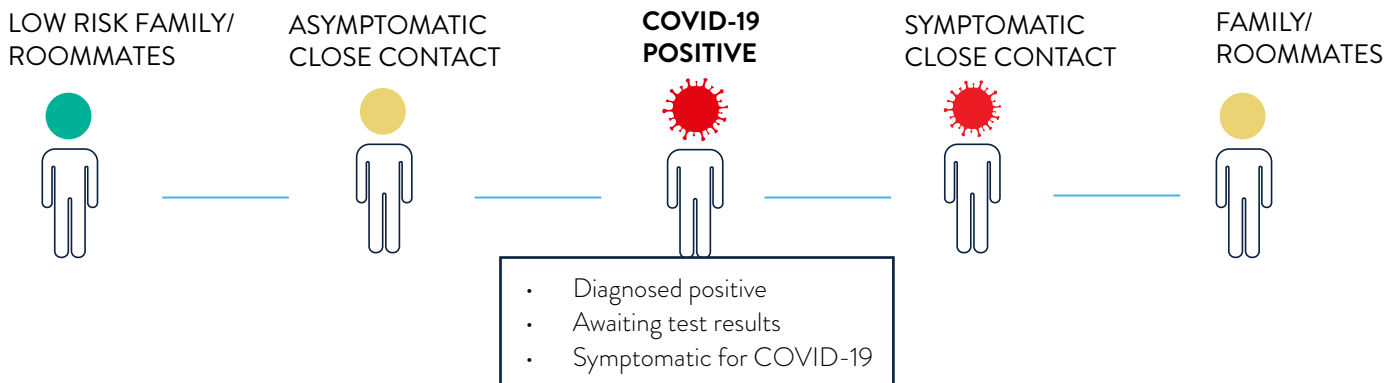
**Note:** When disinfecting a surface, especially if there is known illness, it is important to review the instructions for the specific disinfectant. Commercial cleaners will list a contact or wet time. This is generally the amount of time that a solution must remain 'wet' on the surface to be disinfected in order to maximize the disinfecting properties. Certain cleaners are effective during this wet time, or during the drying phase, and thus it is important to review each cleaner and ensure it is being used appropriately.

The Environmental Protection Agency (EPA) has a list of commercial cleaners for use against SARS-CoV-2. Many are available via retail while others may be limited to commercial/professional utilizations.



## QUARANTINE VS ISOLATION

Green = Normal  
Yellow = Quarantine  
Red = Isolation



**Quarantine** is used to keep someone who might have been exposed to COVID-19 away from others.

**Isolation** is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.

For information on how to know if you should be in quarantine versus isolation, see the [CDC](https://www.cdc.gov) website for examples.

## GUIDELINES FOR COMING OUT OF QUARANTINE OR ISOLATION

**CDC continues to endorse quarantine for 14 days...** However, it has provided options to reduce the length of quarantine to 7-10 days. If you remain asymptomatic the options to consider are:

- After day 10 without testing
- After day 7 after receiving a negative test result (Test must occur on day 5 or later)

### **After stopping quarantine, you should:**

- Watch for symptoms until 14 days after exposure
- If you have symptoms, immediately self-isolate and contact your local public health authority or healthcare provider
- Wear a mask, stay at least 6 feet from others, wash your hands, avoid crowds, and take other steps to prevent the spread of COVID-19

**Check with your local public health officials who make the final decisions on how long quarantine should last based on local conditions**

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## RETURN TO WORK GUIDELINES

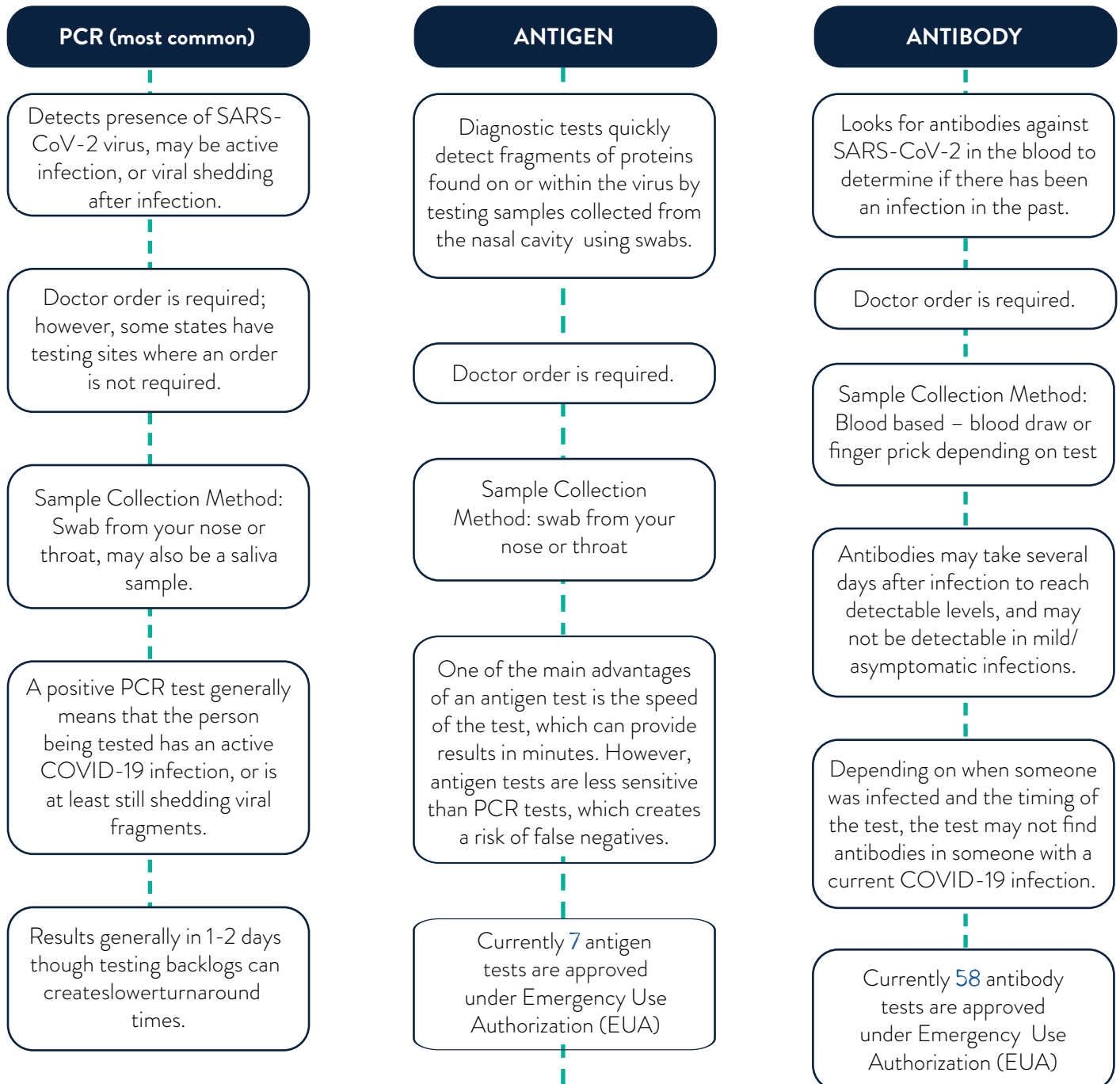


A test-based strategy is no longer recommended to determine when to discontinue home isolation, except in certain circumstances.

Note: Guidelines and testing strategies for healthcare workers may differ.

For more information on when to come out of quarantine or isolation, refer to the [CDC's discontinuation of isolation guidelines](#). This website also provides guidance on non-health care workers versus health care workers.

## TYPES OF COVID-19 TESTING



Testing guidelines and procedures are specific to the area you live in. To inquire about testing you should call your primary care provider. If you do not have a primary care provider you can call your local [Public Health Office](#) for guidance. 2nd.MD is glad to help locate testing centers near you, and assist with finding a Primary care provider, or other specialist to assist in your local care.

## TESTING CONSIDERATIONS

As with any tests, there is a possibility of false positives or false negatives occurring. Even if a COVID test is negative, a person should remain in isolation if they are symptomatic.

With PCR based testing, the viral sensitivity is at its highest, meaning that you are most likely to get a positive result, at day 6 or 7 after a known exposure. By day 10 after exposure, your chances of yielding a positive result decreases significantly.

Antibody tests are not ready for applying at an individual level to say something conclusively about someone's immune status and whether they're protected or not. At most we can say someone has been exposed or has not been exposed but even that information can have false positives/negatives because there's cross reactivity with other seasonal Coronaviruses. The performance of these tests is described by their "sensitivity," or their ability to identify those with antibodies to SARS-CoV-2 (true positive rate), and their "specificity," or their ability to identify those without antibodies to SARS-CoV-2 (true negative rate).

To review test performance, please refer to the [FDA](#) website. Always refer to the complete instructions for use to put these estimates into the proper context and to understand how to use and interpret these tests. FDA also is providing a calculator that will allow users to see the estimated performance of a single test or two independent tests based on their performance characteristics and the estimated prevalence of SARS-CoV-2 antibodies in the target population.

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## TREATMENT FOR COVID-19

Research is underway to determine if any medications may be effective to prevent or reduce the severity of infection with COVID-19.

Currently available treatments with Emergency Use Authorization (EUA) from FDA beyond supportive / symptomatic care are Remdesivir and Convalescent Plasma (i.e. giving antibodies harvested from recovered patients to sick patients) - both of which have a moderate therapeutic benefit in terms of reducing time to viral clearance among severely sick patients in the hospital, but have not been shown to have a mortality benefit.

Of note, Emergency use approval for hydroxychloroquine and chloroquine was removed after randomized trials failed to demonstrate a benefit, and showed risk for cardiac complications.

Supportive care includes the management of complications, like supplemental oxygen or ventilation for breathing difficulties, anticoagulation, IV hydration, dialysis, prone positioning, etc. Targeted therapies that modify or support the immune system response are being studied in clinical trials.

About 80% of patients with mild to moderate disease should not initially require hospitalization and can recover from COVID-19 at home. Adequate hydration, rest, symptomatic care, and intermittent prone positioning to the degree tolerable are recommended for patients recovering from COVID-19 disease at home.

For up-to-date COVID-19 treatment guidelines can be found at the [National Institutes of Health](#) or the [NY Times](#) has a treatment tracker.

## Frequently Asked Questions on Antibody Testing

### Are antibody, or serology, tests used to diagnose SARS-CoV-2 infection? (Updated 5/4)

The terms "serological" or "antibody" tests are generally used to refer to tests that detect antibodies to the SARS-CoV-2 virus. Because the antibodies are part of the body's immune response to exposure and not the virus itself, such testing cannot be used for diagnosis of infection. Based on the underlying scientific principles of antibody tests, we do not expect that an antibody test can be shown to definitively diagnose or exclude COVID-19 infection. SARS-CoV-2 antibody tests are intended for use as an aid in identifying individuals with an adaptive immune response to SARS-CoV-2, indicating recent or prior infection, by detecting antibodies to SARS-CoV-2 in human blood specimens.

### If antibody tests are not used for diagnosis or exclusion of COVID-19 infection, what is their purpose? (Updated 5/4)

Serology (antibody) tests may detect different types of antibodies. The most common are IgM and IgG. High quality serological tests can help us understand whether a person or population of people have developed antibodies indicative of an adaptive immune response to COVID-19.

Because a serology test can yield a negative test result even in infected patients (e.g., if antibody has not yet developed in response to the virus) or may be falsely positive (e.g., if antibody to a coronavirus type other than the current pandemic novel strain is present), antibody tests should not be used in the immediate diagnosis of a patient where COVID-19 infection is suspected. That is, these tests should not be used to diagnose acute COVID-19 infection. Using this type of test on many patients may help the medical community better understand how the immune response against the SARS-CoV-2 virus develops in patients over time and how many people may have been infected. While there is a lot of uncertainty with this new virus, it is also possible that, over time, broad use of antibody tests and clinical follow-up will provide the medical community with more information on whether or not, and how long, a person who has recovered from the virus is at lower risk of infection if they are exposed to the virus again.

Positive results from appropriately validated serology tests that are designed to be very specific to the SARS-CoV-2 virus can indicate whether a patient has had recent or prior COVID-19 infection. In addition, although not everyone who is infected will develop an antibody response, appropriately validated serology tests, when used broadly, can be useful in understanding how many people have developed an adaptive immune response to the virus and how far the pandemic has progressed.

Serology tests can play a critical role in the fight against COVID-19 by helping healthcare professionals identify individuals who have antibodies to SARS-CoV-2 virus and have developed an adaptive immune response. In the future, this may potentially be used to help determine, together with other clinical data, whether these individuals may be less susceptible to infection. At this time, it is unknown for how long antibodies persist following infection and if the presence of antibodies confers protective immunity. In addition, these test results can aid in determining who may be eligible to donate a part of their blood called convalescent plasma, which may serve as a possible treatment for those who are seriously ill from COVID-19.

## VACCINE UPDATE

There are currently two COVID-19 vaccines that have been approved for distribution under the FDA Emergency Use Authorization; these include Pfizer and Moderna. The CDC has provided guidance for allocation and a phased approach for individuals to begin receiving the vaccine. While the vaccine development has occurred at a speed unlike other vaccines, safety of the vaccine has not been compromised and individuals should feel confident in receiving the vaccine when it is available to them. While the CDC has provided an overall framework, states and its public health officials have developed a framework to meet their specific needs. For more information on your states vaccine distribution plans, please visit your state health department or the [CDC Interim Guidance for Jurisdictions](#).

### Work Group Proposed Interim Phase 1 Sequence

	<b>Phase1c</b> Adults with high -risk medical conditions Adults 65+	
	<b>Phase 1b</b> <b>Essential workers</b> (examples: Education Sector, Food & Agriculture, Utilities, Police, Firefighters, Corrections Officers, Transportation)	
<b>Phase 1a</b> Health care personnel LTCF residents		

### GOALS OF THE VACCINE PROGRAM

The main goals of the COVID-19 vaccine program include:

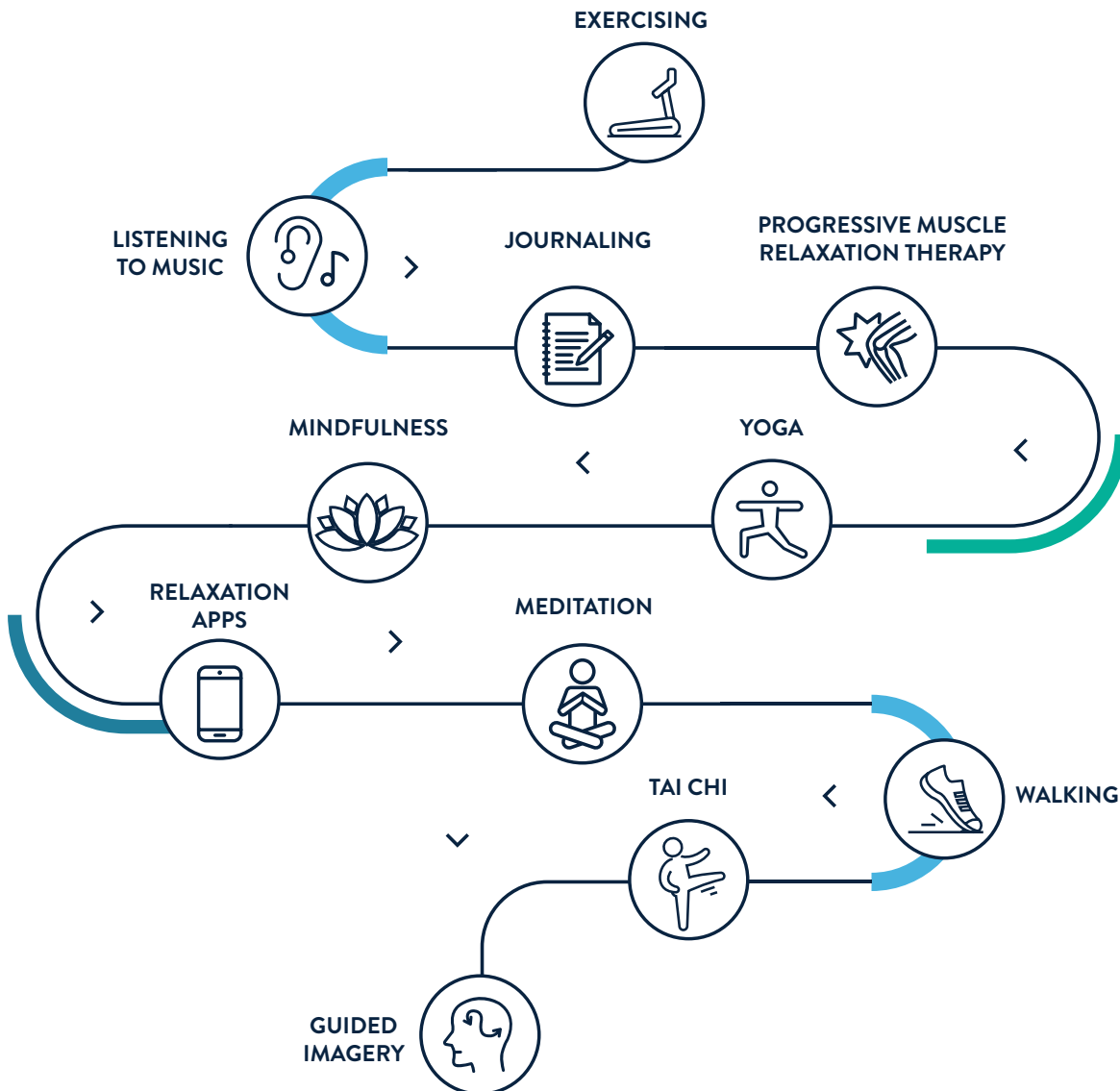
- Ensure safety and effectiveness of COVID-19 vaccines
- Reduce transmission, morbidity, mortality of COVID-19 disease
- Help minimize disruption to society and economy, including maintaining healthcare capacity
- Ensure equity in vaccine allocation and distribution

To learn more about Operation Warp Speed and for more vaccine updates, there are a variety of resources including: [FDA](#), [NIH](#), and the [CDC](#).

## MENTAL HEALTH AND COPING

The COVID-19 pandemic has been a very stressful time for everyone. It is not only important to take care of yourself physically but also mentally.

The following is a list of health and wellbeing strategies that can help you cope during these unprecedented times:



If you are interested in a consultation with one of our Mental Health experts, please contact our 2nd.MD member line at: 1.866.841.2575. For more ways to cope with stress amidst the COVID-19 pandemic, the [CDC](#) has listed several mental health resources.

## RESOURCES

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It is strongly recommended to obtain objective and validated news and information from trusted news organizations. In the modern era of social media and diverse news reporting, incorrect and misleading information may be presented as fact causing unnecessary fear, or lack of appropriate levels of concern.

- [Local Geography Information](#)
- [Treatment Tracker](#)
- [EPA Approved disinfectants](#)
- [CDC COVID-19 Overview and sub-links](#)
- [World Health Organization Overview and sub-links](#)
- [National Institutes of Health COVID-19 overview](#)
- [Directory of Local Health Departments and After Hour Epidemiologist/Infectious Disease Outbreak contact lines](#)
- [American Academy of Pediatrics](#)





December 16, 2020

TO: Lumen (CenturyLink) Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update on Vaccines, ePTO and Return to Office

The District received the attached documents from Lumen providing updates on vaccines, ePTO and Return to Office, as well as, FAQs for your review and reference.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

Attachments:

[Lumen COVID-19 Updates](#)

[COVID-19 FAQs](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

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**Subject:** A COVID-19 Update on Vaccines, ePTO and our Return to Office  
**Audience:** All Employees



**Scott Trezise**  
EVP, Human Resources

LUMEN®

Greetings Lumen team,

Over the past few days, we have seen great progress on COVID-19 vaccinations taking place around the world. It's exciting to see the hard work of so many come together and help us end the year on a high note.

Rightly so, there are a lot of questions and curiosity from our Lumen people about the vaccine and how we are approaching it for our business. I want to share some important updates as we enter the holidays so you have the latest information for yourselves and your family.

At this time, our policy will not make the vaccine mandatory for Lumen employees. In the U.S., the FDA's Emergency Use Authorization certifies that the vaccine meets their "rigorous, scientific standards for safety, effectiveness and manufacturing quality." As the vaccine becomes available, we will strongly encourage all of our U.S. employees to get vaccinated to ensure the health and safety of our teams, their families and our customers. We will follow this same approach in our other global locations. This includes considering medical and governmental updates about the availability, safety and efficacy of vaccines approved for use in those regions.

As more information become available about the vaccine, we will continue to update you quickly on company position and policies.

### Extending our ePTO policy

We have received many questions about our ePTO policy as we prepare to welcome in 2021. I'm pleased to share that we will extend our ePTO policy through first quarter of 2021 for U.S. employees who have not taken the full 80 hours (75 hours for Canadian employees) of emergency, paid time off to manage personal COVID-related emergencies. I hope the policy has helped those who have needed this support, and the extension will provide reassurance for those who have not taken the full allotment of hours but may need to in the coming months. The ePTO guidelines can be found in our [COVID-19 FAQs](#).

### An update on our Return to Office planning

We had hoped to be taking initial steps to move some of our people back into the office by the beginning of 2021. Given the current situation with the rising numbers of infections and hospitalizations throughout the world, it is clearly not the right time. We will continue operating as we have over the past several months with the single focus of keeping you and your families safe. We will revisit our timeline late in the first quarter of 2021.

I want to assure you that we will only bring our people back to our offices when we are certain it is safe. We will not surprise you with any quick decisions, and we will give everyone ample time to understand our plans. Throughout this process, we will continue to make exceptions for our people with high health risks and those who have challenges with childcare or other needs.

That said, when the time is right to begin returning more of our Lumen teams back to our office locations, we will do so through the phased approach outlined below. As we get closer to reaching well-defined safety targets in our communities, we will let you know more about our phase one activities.

Returning employees to our office locations		
Phase 1	Phase 2	Phase 3
<ul style="list-style-type: none"><li>• Volunteer-only transition for people who are ready and want to return to the office.</li><li>• Limit the number of people working in any office location and evaluate up to, but not exceeding, 20 percent of normal occupancy for each location.</li><li>• Timing and targets may vary across geographic regions.</li></ul>	<ul style="list-style-type: none"><li>• Increase the number of employees who can safely return to some of our office locations, up to 50 percent of normal occupancy.</li><li>• Focus on job roles and functions that are better suited to being in an office or that especially thrive with in-person collaboration to achieve higher productivity and efficiency for our business and customers.</li></ul>	<ul style="list-style-type: none"><li>• Vaccine is in place and no additional return-to-office concerns, PPE or safety measures required</li><li>• Begin implementing our new, long-term work strategy.</li></ul>

In the long term, we do not see our company returning to the same work environment we had before the COVID-19 pandemic. But there will be a need for many of you to return to the office to ensure we are giving Lumen and our customers our absolute best in terms of efficiency, collaboration and innovation.

I know many of you, myself included, look forward to the day when we can be together in person again. As we wait for that day, be sure to check our [COVID-19 Resource Center](#) and [Navigate Together pages](#) for the latest news and resources to support your mental, physical and financial wellbeing.

Thanks to each one of you for continuing to deliver on the promise of Lumen. You have focused on keeping yourself, your family and our customers safe while getting the job done. We'll keep you updated on next steps for returning to the office as we reach the right health and safety milestones.

Scott

## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

[PPE \(Cloth face coverings and gloves\)](#)

### Management

#### **Should I tell my employees to work from home?**

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### **Should I cancel all in-person meetings? For how long?**

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### **When will I know the timing for me personally to WFH?**

Your vice president will communicate work from home timing.

#### **What if my manager does not allow me to WFH even though I am able to?**

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that “work from home” is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### **How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?**

We will reevaluate based on the current conditions.

#### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.

[Back to top](#)

## Benefits

### How long will Lumen continue to pay PTO/leave for sick employees?

Due to these extraordinary circumstances, Lumen has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

### Who is eligible to use emergency PTO related to COVID-19?

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

### What is the company's guidance for employees who have FTO instead of PTO?

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

### As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

### For which reasons can I use emergency PTO related to COVID-19?

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.

- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

**If my state requires me to self-isolate following domestic travel for personal reasons, and I am not able to work from home, can I use emergency PTO during self-isolation/quarantine?**

Emergency PTO is only allowed in the five instances mentioned above. Self-Isolation following personal travel is not one of the five conditions for emergency PTO. If you decide to travel for personal reasons, you must follow your state's guidelines on self-isolation following travel to reduce your risk of COVID-19 infection/transmission. See the question below, "[What are the current recommendations pertaining to air travel?](#)"

If your state requires a period of quarantine or self-isolation following travel, please work with your manager to use either regular PTO or excused unpaid time off.

**Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons Lumen has defined.

**Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

**When will emergency PTO related to COVID-19 expire?**

Emergency PTO has been extended through March 31, 2020.

**Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.

**Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO, however HR does not need to provide emergency PTO approval. Internal standard time off request/approval processes should be followed as appropriate.

**Are contractors eligible for emergency PTO time?**

Contractors are not Lumen employees, so they are not eligible for Lumen pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

**If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

**Do employees in Colorado and California get additional emergency PTO under their states' temporary COVID-19 Emergency Leave acts?**

Lumen's emergency PTO benefit, which was extended through March 31, 2021, exceeds the states' 2020 emergency paid time benefit. Therefore, time taken under these Temporary COVID-19 Emergency leaves will be deducted from your current emergency PTO bank. Employees will not be given a separate bank of time, and emergency PTO hours used prior to the laws' effective dates will be deducted. Once you have exhausted emergency PTO you may use other time off available to you.

**I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

**What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, Lumen provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](https://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## Policy

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will Lumen reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

Lumen is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. Lumen will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**



Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

**Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

**I am currently work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager to obtain approval to go into your office for a very limited timeframe to pick up equipment and files as needed, so they are aware of your request. As a reminder, when in the building, you must maintain social distancing (minimum of 6 feet separation from others) and be prepared to wear a face covering in case you encounter other people.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will Lumen do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

We've implemented a new way of working – called Safe Connections – that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses.

For our residential services, we've modified our processes to enable our technicians to complete any exterior work as usual, while relying on our residential customers to complete interior work. If the installation or repair cannot be completed from outside the home as desired, the decision about whether to enter or not enter a customer premise resides with our technicians based on their own assessment and discretion.

For our business services, technicians are working with onsite contacts to ensure their safety and that of our customer's employees. As our business environments vary, techs are collaborating with customers to find options such as scheduling work outside of business hours or finding other ways to provide safe route access to equipment rooms and closets.

These options provide flexibility for us to ensure we're supporting our customers while still adhering to recommended social distancing guidelines for our technicians.

### **What are the current recommendations pertaining to air travel?**

#### **Business Travel - domestic or international**

All international business travel is suspended. Employees should not make plans for international travel, including intra-regional travel (for APAC, EMEA, LATAM). Any exceptions must be approved by the Senior Leadership Team. Domestic travel is restricted based on approval from VP.

If you are asked to travel for business purposes, you and your manager must be aware of the state's orders where you are traveling to and from and strictly adhere to the requirements. If quarantine is required according to state guidelines, and you are not able to work from home, you may use emergency PTO up to the remaining balance or 80 hours.

For your reference, [this page](#) provides a list and applicable links of each state's travel guidance.

#### **Personal Travel - domestic or international**

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Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

If your state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If your state or province requires a period of quarantine or self-isolation following travel, work with your manager to use either regular PTO or excused unpaid time off.

### **What steps is the company taking to prevent spread in buildings?**

On March 9, the company began enhanced wipe downs with CDC approved disinfectant in "high touch" common areas for 60 buildings with critical functions, 3 times a day. These included door handles, break areas, conference rooms, etc. Locations like the NOC, Security Centers, warehouses and distribution centers where employees need to be on the Lumen network are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have been provided to these locations where employees are not able to work from home.

High-touch cleaning with CDC compliant disinfectant was also implemented at 509 garages and central offices with 10+ employees during their regular cleaning schedule. We are leveraging janitors in administrative buildings if additional cleaning frequency is required.

HR, Environmental Health & Safety and Legal are analyzing all COVID-19 related tickets submitted to HRconnect. This team meets and then notifies CRE to initiate enhanced cleaning of facility spaces that may have been accessed by individuals who have communicated potential exposure to or symptoms of COVID-19.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, Lumen will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

**If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

**How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.

**What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

**What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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**PPE - Cloth face coverings and gloves (for employees "working from work")****Where can I obtain protective equipment and supplies?**

If you are a field-based employee who is regularly in public, such as those performing installations or repairs in customer homes, the company is distributing equipment and supplies you can use to help prevent exposure to the virus including hand washing kits, hand sanitizer, disinfectant wipes, disposable gloves and face coverings. If you haven't yet received yours, please talk to your supervisor. Leaders can request face coverings by emailing [COVIDPPE@Lumen.com](mailto:COVIDPPE@Lumen.com). Smaller locations can also order supplies through SAP.

Due to the demand for personal protective equipment for field personnel and essential workers in other industries, we cannot provide these things for employees who work from home or in offices that do not interact with the public regularly. Please continue to follow social distancing guidelines in these settings.

**Who should wear a cloth face covering?**

We are providing cloth face coverings to employees who are required to "work from work" and for whom it may be difficult to maintain social distancing guidelines of at least 6 feet. The first work group to receive cloth face coverings is our North America Field Operations and Network Implementation teams. Leaders who have employees who are not WFH and are in a work environment where 6 feet of social distancing is difficult to maintain should send an email to [COVID-19PPE@Lumen.com](mailto:COVID-19PPE@Lumen.com) describing their needs and face coverings will be shipped to that leader for distribution, as-needed.

### Why should I wear a cloth face covering?

We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

### Why has guidance been updated?

The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.

### How do I wear a face covering?

Cloth face coverings should....

- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit
- Be sure to always orient the same side of the face covering away from your face each time you put it on; the exterior and interior surfaces are not always obvious. If needed, mark the exterior with an "A" for "away from your face".

### When should I wear a face covering?

Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

### How do I safely remove a used face covering?

Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

### How do I keep my face covering clean and avoid potential cross-contamination?

Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

**How long does a face covering last?**

This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

**How should I dispose of my cloth face coverings (and other protective equipment)?**

When they are no longer suitable for use cloth face coverings (and disposable gloves) may be disposed in the regular trash. Place end of use items in a sealed plastic bag for seven days before adding to your outgoing trash. Work clothing should be washed daily and may be re-used. If you have close contact (within 6 feet for 15 minutes or more) with a person known to have COVID-19 all items of clothing should be washed and dried on "hot" as soon as feasible and protective equipment should be sealed in a plastic bag for seven days and then discarded as trash.

**Will a face covering protect me from other types of airborne contaminants?**

No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the Lumen Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the Lumen Safety & Health Practice for [Personal Protective Equipment](#).

**What is the company's guidance on the use of gloves to prevent transmission of COVID-19?**

The company is committed to providing supplies and equipment that are effective in preventing the transmission of COVID-19. We continue to emphasize the use of hand washing with soap and water or with hand sanitizer with at least 60% alcohol content (or equivalent) and avoiding touching your eyes, nose, and mouth as the primary means of avoiding infection after touching potentially contaminated surfaces. Recent guidance from the Occupational Safety and Health Administration (OSHA) suggests that employees providing what OSHA describes as “In-home repair services” (i.e. any employee entering a customer’s home) wear disposable gloves. Gloves must also be worn when required by a business customer, required by orders of State and Local governments, or when using disinfectants or cleaners and the product label or Safety Data Sheet require using disposable gloves. Due to the high global demand for disposable gloves (particularly by health care providers treating COVID-19 patients) all other COVID-19 related company uses for disposable gloves should be strictly limited.

**In the event that I must wear disposable gloves due to one of the requirements above, how do I safely put them on and take them off?**

To don disposable gloves:

- Thoroughly wash hands.
- Hold with one hand and insert the other.
- Pull the glove cuff towards your wrist to cover as much skin as possible.
- Check to make sure there are no holes or tears.

To doff (remove) disposable gloves:

- Grasp the outside of one glove at the wrist. Do not touch bare skin.
- Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
- Hold the glove you just removed in your gloved hand.
- Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
- Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose of the gloves safely (sealed trash bag). Do not re-use gloves.
- Clean your hands immediately after removing gloves.

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## DISTRICT 6

September 3, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on our Return to Work and Emergency PTO plans

Please see the notice below that was distributed to CenturyLink employees today.

**Sept. 3, 2020**

**To: Employees in the U.S. and Canada**

I hope everyone is staying healthy and enjoying these past few months! In July, Jeff shared that we would reevaluate our return to office in early fall. Given that we are at that time, I wanted to share the current thoughts and expectations.

As a quick reminder, the safety of our employees, customers and communities has been our focus since the beginning of the COVID-19 pandemic and remains so. In addition, we continue to take a fact-based and milestone-driven approach to how we transition back to offices in the way that best supports you, our customers and the growth of our business.

With these principles as our foundation, we have decided it is not yet time for those currently working remotely to return to the office. As we approach the end of the year, we will again evaluate the facts of the situation, but for now we do not plan a mass return to the office in 2020. As a global company, if



there is a unique requirement or need in one of the 37 countries where we have employees, we will evaluate and adjust plans as needed.

I want you to know how grateful our Senior Leadership Team is for your efforts and accomplishments over the past six months. COVID-19 will certainly have significant impact on our 2020 financial goals, but your commitment and focus have helped us deliver solid results, despite the numerous personal challenges and sacrifices that have been required.

I'd like to re-stress the importance of following recommended health and safety guidelines in your personal lives, too. Over the last few months we have seen a significant increase in the number of positive COVID-19 cases among our people. Since the majority of the cases are Work from Home employees, it's not the at-work environment causing this spike in positive cases, it is the decisions we are making in our personal lives.

Please protect yourself and your families. Limit your social interactions, maintain social distancing, wear your masks, wash your hands. Be smart. In the U.S., this is a long holiday weekend. One that often culminates in large family gatherings and public celebrations. But whether you are at a Labor Day party or just gathering with friends in the backyard, use caution! Your health is important to your friends at work and the success of our company.

### **Emergency PTO available through Dec. 31**

Many of you have had questions about our emergency PTO (ePTO) policy. I'm happy to share with you that we will extend our ePTO policy, which provides up to 80 hours of emergency, excused, paid time off to all U.S. employees and 75 hours to Canadian employees through Dec. 31, 2020. It's my hope that this extension helps those of us who need additional support to be able to focus on our loved ones and our own health, while staying productive with our work responsibilities.

The amount of ePTO you are eligible to use and guidelines remain the same and can be found in our [COVID-19 FAQs](#). Below are some key points on how you can use ePTO. If you have additional questions, contact [Ask HRConnect](#).

### **Guidelines for ePTO policy:**

- Time off under this policy is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.
- If you've already made use of time off under this policy, you'll continue to draw from your existing balance of remaining hours available to you.
- You must receive approval from your manager before taking time off.
- Time off can be used non-consecutively to cover the following COVID-19 circumstances:
  - Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
  - Employees who are unable to work from home if there are company directed office closures.
  - Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
  - Employees who may need to take time off due to school and daycare closures.
  - Employees who may need to provide care for others diagnosed with COVID-19.

Please keep in mind that this time off should be used only for essential, COVID-related emergencies to support you and your family members. For more information and resources, visit our [InsideLink COVID-19](#) landing page.

Thank you for everything you're doing to keep yourself, your family, our coworkers and our customers safe and healthy. We'll get through this crisis and be stronger for our efforts because we [Navigate Together](#).

***Be Healthy, Be Safe,***

**Scott**

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## DISTRICT 6

July 20, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Be Healthy, Be Safe COVID-19 Workplace Guide

The District received the attached [Be Healthy, Be Safe COVID-19 Workplace Guide](#) that was distributed to all CenturyLink employees late last week. The Company indicated that while the guide appears to focus on office workers, there is material for our technician workforce as the guide applies to all CenturyLink employees.

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

# Be Healthy, Be Safe

## A CenturyLink COVID-19 Workplace Guide



Updated: 07.09.20 | confidential, internal use only





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# Our approach to keeping employees healthy and safe

**Our return to workplace plans will include the following key corporate standards at a minimum:**



Continuously monitor external and internal conditions that influence or trigger moving to our next return to workplace phase



Facial coverings required in common areas and where social distancing not possible or you will be in a group setting for a period of time (this should be limited)



Global facilities entry process will include health questions, temperature and symptom screening



Proper use of PPE, including activities that require PPE in addition to facial coverings



Disinfecting and hygiene, especially in common areas such as cafeterias, kitchen areas, break rooms, open office spaces and conference rooms



Social distancing (min six feet (two meters))



Site policies for contractors and visitors



Manage the number of employees returning with each phase when we are ready to return



Transparent communication and training prior to return to workplace

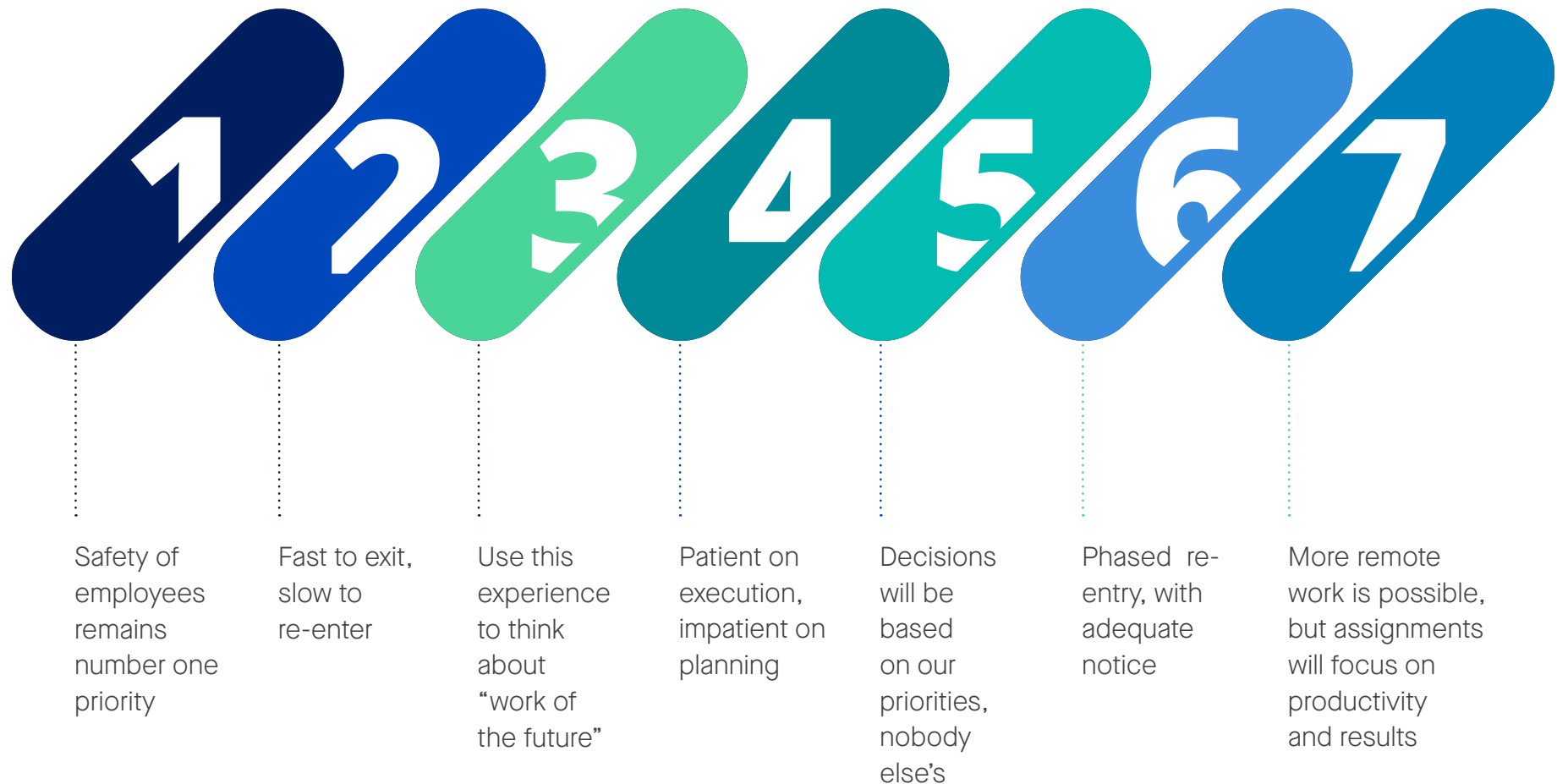


Maintaining an inclusive culture through our behaviors and actions



## A phased strategy, on our timescale

Our Be Healthy, Be Safe goals focus on putting our employees' physical, emotional and financial wellness first. We achieve these goals by following a set of guiding principles for how we bring more of our employees back to working in our office locations.







# Returning employees to our office locations

**“We will not come back to the office with the same urgency that we left.” - Jeff Storey**

Our planning will take into account local factors to determine risks, timing and readiness and may differ by geography, job function and capabilities.

	Initial Re-Entry	Ongoing Transition	End State (could be post vaccination)
<b>Who returns</b>	<ul style="list-style-type: none"> <li>Evaluate and prioritize roles that can be performed with greatest value in the office.</li> <li>Ensure we account for individual employees' personal situations.</li> </ul>	<ul style="list-style-type: none"> <li>Gradual transition to our End State model</li> <li>Based on current local environment and business needs.</li> <li>Continue to prioritize teams, job functions and take into consideration individual employees' requests.</li> </ul>	<ul style="list-style-type: none"> <li>Establish new work-from-home hybrid model based on business and employee needs.</li> <li>Focus on increased productivity, efficiencies, and onsite equipment requirements.</li> </ul>
<b>How we protect our employees</b>	<ul style="list-style-type: none"> <li>Required health screenings for employees working in administrative office locations</li> <li>Strict social distancing and required face coverings</li> <li>Limited use of common areas/conference rooms</li> <li>Rigorous cleaning and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Health screenings as necessary for employees working in administrative office locations</li> <li>Social distancing and required face coverings as recommended</li> <li>Limited use of common areas/conference rooms</li> <li>Rigorous cleaning and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Relaxed health screenings</li> <li>Social distancing and required face coverings as recommended</li> <li>Staggered use of common areas and conference rooms if needed</li> <li>Enhanced cleaning and hygiene</li> </ul>
<b>Guidelines for target employees at our office locations</b>	Minimal employees returning to office	Reduced number of employees returning to the office	TBD based on go-forward End State decisions

# Employee Wellbeing





# Guidelines for working in our office locations

The safety of our employees remains our number one priority. If you have a health concern about returning to work, contact your manager or submit a ticket through HRConnect\*.



As employees, these are all our responsibilities. Compliance to the standards and best practices outlined in this guide is mandatory.



## If you feel sick, stay home!

Contact your manager, submit an HRConnect ticket or contact your country HR Representative\* if you have concerns on returning to work.



## Social distancing

Protect your own health and keep a safe distance (six feet (two meters)) when around other employees.



## Wear a face covering

Face coverings are **required** when near coworkers in cubicles, hallways and other common areas.



## Closing of common areas – go virtual

Avoid lounge areas and cafeterias. Meeting in conference rooms should be no more than 5 people at a time. Virtual conferencing continues to be the preferred way to hold meetings.



## Keep our workplace clean

Wipe down frequently touched surfaces and wash hands frequently.

\*Employees based in LATAM, APAC or India, please reach out to your [local HR contacts](#) as processes and local requirements may differ in these regions.



# Guidelines for employees with COVID-19 exposure or symptoms returning to the workplace



When employees who **previously were** symptomatic can enter the workplace

## Symptom-based strategy

- More than 3 days from recovery
- More than 10 days from symptom onset

## Test-based strategy<sup>1</sup>

- No fever<sup>2</sup>
- Improvement of respiratory symptoms
- 2 negative tests more than 24 hours apart<sup>3</sup>



When employees **without** symptoms can enter the workplace

## Time-based strategy

For employees who tested positive without symptoms:

- More than 10 days since first positive test

## Quarantine for exposure

For employees with known exposure to COVID-19 and no positive test or symptoms:

- More than 14 days since last exposure



Employees should be completely free of symptoms before returning to a CenturyLink facility.

## The common symptoms of COVID-19:

- Cold, flu-like or upper respiratory sickness symptoms
- Chills, headache, new loss of taste or smell, diarrhea, muscle pain, body aches, cough, and/or sore throat
- Fever of 100.4 degrees Fahrenheit (38 Celsius) or higher
- Shortness of breath or difficulty breathing
- Aware of direct exposure to COVID-19

If you have experienced any of these symptoms within the last 14 days, please do not enter a CenturyLink facility.

For more information on steps to respond to an employee who reports that they feel ill or have been exposed to COVID-19, see [Workplace wellbeing U.S. FAQs](#) on page 15.

1. For employees based in Monroe, Broomfield or Littleton who believe they may have COVID-19, **testing is available** at our onsite clinics. If you are experiencing symptoms, please call the clinic prior to going in. If you are not located in these locations, please reach out to your regular medical provider for recommended testing sites. Testing is contingent on the availability of ample testing supplies and laboratory capacity as well as convenient access to testing.
2. Resolution of fever should occur without the use of fever-reducing medications.
3. Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least 2 consecutive respiratory specimens collected ≥24 hours apart (total of 2 negative specimens).

Source: CDC [Discontinuation of Isolation for Persons with COVID -19 Not in Healthcare Settings](#) (May 29,2020), [Criteria for Return to Work for Healthcare Personnel With Suspected or Confirmed COVID-19](#) (May 2, 2020)





## Our international employees and operations

**CenturyLink has a diverse workforce with employees that reside in 37 countries across the globe.**

- Our CenturyLink COVID-19 Workplace Guide contains our company guidelines for many common health, safety and operational practices. It applies generally to all company locations but contains information specific to the North American region.
- Given the complexity and localized approach required in managing our office locations in different countries, regions and localities, there may be variations in processes, practices and timing referenced in this guide.
- It is critical to understand your specific country and local requirements. Employees should reference local processes and communications from their regional incident management and HR teams.
- Region specific news and information can be found on the following SharePoint COVID-19 Pages:
  - [North America](#)
  - [APAC](#)
  - [EMEA](#)
  - [LATAM](#)
- For additional questions or inquiries, please contact the following resources:
  - **LATAM** – Contact your Country HR Representative
  - **EMEA** – Submit HRConnect ticket or contact your country HR representative.
  - **India** – Contact your HR or EIMT Representative
  - **APAC** – [APAC IMT](#) team, HR or your respective country representatives



## Social distancing

**Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you — or they — have no symptoms.**

### **Keep your distance to slow the spread**

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least six feet (about two arms’ length) from other people, even when you wear a face covering
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings
- Follow guidance from authorities where you live

Many people have personal circumstances or situations that present challenges with practicing social distancing to prevent the spread of COVID-19. [Learn more about social distancing with disabilities.](#)

### **Why practice social distancing?**

COVID-19 spreads mainly among people who are in close contact (within about six feet (two meters)) for a prolonged period (over 15 minutes). Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. Social distancing helps limit opportunities to come in contact with infected people outside the home.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sunlight, humidity, and the type of surface. [Learn more about social distancing for people who are at higher risk.](#)

\*Content source: [www.cdc.gov](http://www.cdc.gov)



## Face covering

**Cloth face coverings are an additional step to help slow the spread of COVID-19 when combined with everyday preventive actions and social distancing in public settings.**



### **Wear your face covering correctly**

- Wash your hands before putting on your face covering.
- Put it over your nose and mouth and secure it under your chin.
- Try to fit it snugly against the sides of your face.
- Make sure you can breathe easily.



### **Use the face covering to protect others**

- Wear a face covering to help protect others; many people who are infected don't know it and don't have symptoms.
- Keep the covering on your face the entire time you're in public.
- Don't put the covering around your neck or up on your forehead.
- Don't touch the face covering, and, if you do, wash your hands.

**Is it mandatory to wear a facial covering when entering a CenturyLink facility or when working in the field?**

- Yes. If social distancing requirements (six feet (two meters)) can't be met, facial coverings are required. Your local site management may define additional protective measures above the required minimum guidelines.

**Is CenturyLink going to supply me with a facial covering?**

- CenturyLink will provide facial coverings as supplies are available to employees in our office locations if social distancing requirement (six feet (two meters)) can't be met.

\*Content source: [www.cdc.gov](https://www.cdc.gov)



## Wash your hands often to stay healthy

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community.



**Office locations will have hand sanitizer and/or sanitizing stations available for employee use.**



### Follow these five steps to wash your hands the right way

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

**Note:** Use hand sanitizer when you can't use soap and water. Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

### Key times to wash hands



You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching garbage
- After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc
- Before touching your eyes, nose, or mouth because that's how germs enter our bodies

[Learn more about proper hand washing and how germs spread](#)

\*Content source: [www.cdc.gov](http://www.cdc.gov)





## Company travel policies

### **Business travel** - domestic or international

All international business travel is suspended. Employees should not make plans for international travel, including intra-regional travel (for APAC, EMEA, LATAM). Any exceptions must be approved by the Senior Leadership Team. Domestic travel is restricted based on approval from VP.

If you are asked to travel for business purposes, you and your manager must be aware of the national, state or local orders where you are traveling to and from, and strictly adhere to those requirements. If a quarantine is required by national/state guidelines, and you are not able to work from home, consult your region-specific guidelines or contact your local EIMT. For NA-based employees, you may use emergency PTO up to the remaining balance or 80 hours.

For your reference, [this page](#) provides a list and applicable links of each state's travel guidance.

### **Personal travel** - domestic or international

Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

**Note:** If your nation/state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If you travel for personal reasons and need to be isolated, use PTO or excused unpaid time off, or refer to regional applicable policies.

Please visit [IATA](#) to see local travel restrictions.



## Technician safety

### Our technicians

Our incredible technicians have a tough job, but we are prepared to meet the continuing challenges facing them each day by taking several steps to help keep both our employees and customers healthy and to minimize the spread of the virus.

#### “Safe Connections” program

Perform installation and repair activities from outside the home or business where possible.

- **Residential service** – Complete any exterior work and talk customers through the interior work if possible.
- **Business service** – Work with onsite contacts to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines. If on a customer or vendor premise, comply with their on-site safety rules or CenturyLink policies, whichever is the more stringent.

#### Personal protective equipment

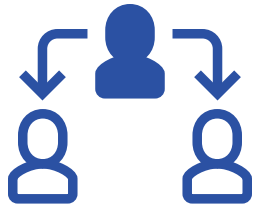
It is **required** that you wear a face covering when entering a home or business. A face covering is also required outside of the home/business where six feet (two meters) of distance cannot be maintained. We have provided our customer-facing team members with hand sanitizer, sanitizing wipes and face coverings to use where it is difficult to maintain social distancing guidelines.

#### Staying home and rescheduling

Stay at home if you are not feeling well. If a customer is not feeling well, we ask that they reschedule their appointment.



**Please stay focused on following your local community rules. You will receive information on any changes in our company policies or practices as decisions are made. If you have questions, please contact your manager.**



## Customer and supplier safety

### Meeting with our customers

Regardless of our employees' working location, it is important that we continue to support our customers and our business, and we keep our network running strong.

#### Can I meet with a customer in person?

Video conferencing and telephone communication continue to be the safest and preferred way to hold meetings.

#### What if the customer insists we meet in person or if an in-person meeting is needed for clear business reasons?

If an in-person meeting is required, please follow these conditions:

- Approval from a VP or above is obtained prior to the meeting.
- No air or train travel is required to conduct the meeting.
- The employee follows applicable state and local rules when meeting in-person.
- The employee wears a face covering in all situations where six feet (two meters) of physical distance cannot be maintained.

### Working with our suppliers and vendors

Protecting our suppliers and vendors is a priority for CenturyLink. Please be aware and follow additional requirements put in place on their premises.

Please stay focused on following your local community rules. You will receive information on any changes in our company policies or practices as decisions are made. If you have questions, please contact your manager.



\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

### What do I do if I...

- **am experiencing symptoms of COVID-19?**
- **come into close contact with someone who has had or currently has COVID-19?**
- **have tested positive for COVID-19?**

Below are the steps to respond to an employee who reports that they feel ill from or have been exposed to COVID-19.

- The employee should leave the office location as soon and as directly as possible for home and seek help from their medical provider. Most office facilities are not equipped to do any kind of employee isolation or quarantine.
- The employee or manager will create an HRConnect ticket and select “Coronavirus” to begin our process to help manage your health and the safety of our employees.
- If you have been diagnosed with COVID-19: Create an HRConnect ticket or contact your country HR representative and select “COVID-19 Test Positive” for expedited support.
- Creating an HRConnect ticket or contacting your country HR representative will start a process where HR, Real Estate, Environmental Health & Safety and Legal teams are coordinated to ensure proper steps are taken to protect our employees:
  - Manager will contact the employee to help complete a risk assessment that contains screening questions and determine if further evaluation is necessary and follow up on next steps.
  - The HR Connect teams will work together to ensure our workplace and employees are safe, including follow up on any needed contact tracing from presumed positive or positive employees.

**Note:** If local regulations require on-site quarantine, a quarantine area will be available.

### Where can you report employees who are not following protocol?

- For NA and EMEA, the employee or manager can create an HRConnect ticket or contact your country HR representative and select “Coronavirus” to submit your concern that workplace guidelines are not being followed. For all other regions, please [contact your country HR representative](#).



\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

### When should employees reach out to EAP?

- The Employee Assistance Program (EAP) is a free benefit available to all employees and is available to employees by phone.
- EAP provides many services to employees, including counselors, legal services, financial counseling, etc. Employees can reach out to EAP for many reasons, but employees should feel encouraged to contact EAP if they are feeling overwhelmed or stressed by the changes brought upon by COVID.
- To learn more about EAP for US & APAC, visit <https://centurylink.mybeaconwellbeing.com/>.
- For EAP Canada, visit <https://www.lifeworks.com/>.
- For LATAM, visit <http://www.eaplatina.com/en/>. Benefits may vary by region, so contact your local HR teams for additional details.
- For EMEA, visit <https://general.li.lifeworks.com/>.

### Will on-site clinics be open for patients?

- Our Monroe, Broomfield and Littleton on-site clinics remain open for walk in patients, appointments and virtual support.
- If you believe you have symptoms of COVID, call the clinic before going in.
  - **Broomfield:** 720.925.4685
  - **Monroe:** 318.582.7272
  - **Littleton:** 720.239.7160
- You can also schedule an appointment at [portal.cormedical.net](https://portal.cormedical.net).

### Who can you contact for janitorial services, cleaning supplies, hand sanitizing station refills, Personal Protective Equipment, etc.?

- Real Estate Help Desk is available 24/7 for facility-related requests
- The Real Estate Help Desk is available 24/7 for facility-related requests (cleaning requests relating to suspected COVID-19 cases need to be first reported to HR Connect)
- **By phone:** (800.201.7033)
  - **Online:** [Real Estate Help Desk request](#)
- Personal Protective Equipment (PPE) can be ordered through an expedited process by contacting [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com)



\*Employees based in LATAM, APAC or India, please reach out to your local [HR contacts](#) as processes differ in these regions.

## Workplace Wellbeing U.S. FAQs

**What if I have a request to move from my desk location or modifications to my workspace to provide greater distancing from others?**

- Workplace Self Service (WSS) is your resource for office furniture requests and employee moves
- Create a request online through WSS Ticket Input

**What UHC resources are available to me?**

- Cor Medical onsite clinics (Monday-Friday, 8 a.m. - 5 p.m.) – Broomfield campus, 720.925.4685 and 700 W. Mineral Ave, Littleton 720.239.7160 **(Call ahead to discuss further evaluation. Employees who fail temperature screening will be allowed access to onsite clinics for immediate evaluation and testing as advised by medical personnel.)**
- Virtual visit: MDLIVE at [mdlive.com/CenturyLink](https://mdlive.com/CenturyLink) or call 800.400.6354
- Your Primary Care Physician (PCP)
- If you need to find a PCP, call the UHC nurse team at 800.842.1219 or log in to [myuhc.com](https://myuhc.com) or the UnitedHealthcare app.

**What Bind resources are available to me?**

- Cor Medical onsite clinics (Monday-Friday, 8 a.m. - 5 p.m.) – Broomfield campus, 720.925.4685 and 700 W. Mineral Ave, Littleton 720.239.7160
- Virtual visit: Doctor on Demand app or AmWell app.
- Your Primary Care Physician (PCP)
- If you need to find a PCP, call Bind at 833.576.6519



# Workplace Health and Safety





## Maintaining clean and safe office locations – it takes a village

**Our commitment to providing a clean and safe physical work environment for employees has taken on life-saving importance as we work to eliminate and prevent any traces of COVID-19 in our facilities. However, we need to start working differently, and we must work together.**

### Here are some things we are doing to ensure our facilities are clean and sanitary

- Enhanced daily wipe downs with CDC-approved disinfectant on all high-traffic and high-touch areas including door handles, break areas, copy rooms and elevators in major facilities
- Additional enhanced wipe downs with CDC-approved disinfectant on all critical-function locations such as NOCs, Security Centers, warehouses, distribution centers and garages
- Hand sanitizing stations in common areas in major facilities
- Access to hand sanitizer and disinfectant wipes
- Accommodating additional cleaning frequencies as needed
- Building heating and air conditioning systems (HVAC) have been adjusted to maximize fresh air intake
- Faucets, water fountains and ice makers have been flushed to ensure fresh water/ice; refrigerators have been cleaned and sanitized. Non-dispensing ice makers in administrative offices will be disabled to prevent cross-contamination.

### Here are some simple things you can add to your workplace routine to help do your part in keeping our facilities clean and sanitary

- Regularly wipe down frequently touched surfaces in your workspace with disinfecting wipes – especially that keyboard
- Bring your water bottle or coffee mug home daily to wash and disinfect
- Don't forget about your phone! Wipe down and disinfect your mobile device
- Wash your hands with soap frequently throughout the day
- Don't share phone headsets or handsets.



**Office locations will have hand sanitizer and/or sanitizing stations available for employee use.**

Don't see the supplies you need to do your part? Use CART, SAP the Real Estate Help Desk or [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com) to make requests. We are committed to the health and safety of our employees.





## Building access

### Employee and visitor health screenings

**Maintaining a safe and healthy work environment is a top priority for our teams currently working-from-work and in our phased approach to transition work-from-home teams back to the office.**

With that commitment in mind, the company is establishing our approach to health screening as a pre-requisite for all employees working at customer sites or in the field and employees and visitors entering any CenturyLink facility.

#### What are we doing today?

CenturyLink is currently determining the right combination of process and technology to protect workers who are currently working from our office locations or the field or who will be transitioning back to work-from-work. We are assessing technology-based solutions such as individual and contactless thermometers, infrared thermal cameras, and we are considering ways to support contact tracing.

We are also evaluating application-based solutions that employees can use to answer questions about any COVID-19-related symptoms they may be experiencing as part of a daily self-monitoring process. Self-monitoring will help to ensure anyone with symptoms can be referred for additional evaluation before entering the workplace, minimizing the chance of exposure to COVID-19 for co-workers.

**Note:** No action needed regarding building access; no badges have been disabled. However, If you are working from home, please continue doing so until your management has discussed your specific office re-entry plan with you. Exceptions to returning to work at an office facility are being evaluated on a case-by-case basis and require VP approval. If you feel your circumstances are such that you need to return to the office to work, contact your manager to discuss your situation and next steps.

#### What's Next?

We will continue to update employees on our employee and visitor health and screening processes as decisions are made.

Technologies and processes may vary by country, state/region and locality to ensure we are in compliance with government regulations

**Note:** For more specific guidance related to your facility, please refer to local communications or contact your regional EIMT representatives.



## Building spaces and onsite services

**Do your part to maintain physical distancing in common areas, including:**

**Note:** For more specific guidance related to your facility, please refer to local communications or contact your regional EIMT representatives.



### Workspaces

If you return to the office and are uncomfortable with your proximity to other employees, open a ticket in WSS and Real Estate will work with you to ensure appropriate distancing.



### Conference rooms

Meetings in conference rooms should be no more than five people at a time, and virtual conferencing continues to be the preferred way to hold meetings.



### Elevators

Limit occupancy to maintain social distancing guidelines; where feasible, limit the use of elevators and follow local building requirements.



### Common service areas

Copy rooms, ATMs, vending machines and micro markets – employees are encouraged to wipe touched surfaces before and after use.



### Mail rooms

Will remain open but limit any personal shipments to a CenturyLink location.



### Break rooms

Wash your hands or use hand sanitizer before and after touching any surfaces, including appliance handles, knobs and buttons. Avoid use of eating areas if physical distancing is not possible.



### Cafeterias

Will remain closed until further notice.



### Fitness centers

Will remain closed until further notice.



### Onsite clinics

Our Monroe, Broomfield and Littleton onsite clinics will remain open for walk-in patients, appointments and virtual support. You can also schedule an appointment at [portal.cormedical.net](https://portal.cormedical.net).



®

CenturyLink



## DISTRICT 6

July 20, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Important Reminder on Health and Safety Policies at CenturyLink

The District received the email below outlining important reminders regarding CenturyLink's health and safety policies.



[Important Reminder on health and safety policies at CenturyLink](#)

[centurylink.sharepoint.com](https://centurylink.sharepoint.com)

As stay-at-home COVID-19 restrictions have been lifted, and nonessential businesses have been reopening their workplaces, the hard reality is that we continue to see concerning rises in the numbers of COVID-19 cases, even among our own CenturyLink employees. We always have had clear company policies designed to keep you safe. COVID-19 has presented us with new challenges and put increased importance on our priority to maintain a safe environment for all employees. We count on each one of you to follow our safety policies to help in our ongoing efforts to contain the virus.

If you are in a CenturyLink work facility or working on a customer's premises, it is mandatory that you follow all safety policies and practices. **Not following**

**current safety policies for your location, including the below rules, may result in disciplinary action up to and including termination.**

As a reminder, below are examples of key safety policies currently in place for most CenturyLink locations. As COVID-19 outbreaks may vary by geography, some policies and measures may vary due to local public health agency recommendations. See the [employee COVID-19 FAQs](#) for more details or check with your local HR representative if you have questions about your specific location.

### **Know the rules:**

**Face coverings** are required when working at our office locations:

- Wear a face covering in hallways, elevators, garages, common areas and in your personal work area when a safe distance of at least six feet (two meters) cannot be maintained.
- Face coverings must be worn over your nose and mouth and secured under your chin and fit as snugly against the sides of your face while allowing you to breathe easily.
- Face coverings or other COVID-19 related safety equipment and supplies may be ordered through [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com).

**Social distancing** is required when working at our office locations and with coworkers:

- All employees must always maintain a safe distance of at least six feet (two meters) while working. Some unique exceptions may exist with certain job functions such as two-man work crews for field repair work. But those exceptions should be rare and require supervisor approval.
- Wearing a face covering is not a substitute for social distancing. While at a CenturyLink facility, you must wear a face covering

any time you are meeting in a group, even while maintaining the safe social distance of six feet (2 meters).

- Employees should make every effort to minimize the time and frequency of in-person meeting or gatherings – even if maintaining proper social distancing.
- Meetings in conference rooms should not be more than 5 people, must be able to maintain a safe distance of at least six feet (two meters) and require face covering be worn at all times.
- Where possible, in-person meetings should be limited to 15 minutes or less.
- Virtual conferencing continues to be the preferred way to hold meetings.

## **Business Travel**

- All international business travel is currently suspended. Any exceptions must be approved by the Senior Leadership Team.
- Domestic travel is restricted and permitted only if approved by a vice-president or above.
- All business travel must adhere to national, state or local orders applicable where you are travelling to and from, including those that require quarantine upon arrival and/or return. This includes wearing face coverings and maintaining social distancing where possible.

## **Personal Travel**

- If you travel for personal reasons, you must follow state or province requirements for social-distancing, social-isolation or quarantine following domestic travel.

- If you need to be isolated per nation/state/province or local laws, use PTO or excused unpaid time off, or refer to applicable regional policies.
- If your nation/state/province or local laws do not require self-quarantine following travel, you may return to work immediately.

## **Business and Customer Meetings**

- Video conferencing and telephone communication continue to be the safest and preferred way to hold meetings.
- In-person meeting with customers (requested by the customer or otherwise) are permitted only if:
  - An in-person meeting is required for business reasons.
  - Approval from a VP or above is obtained prior to the meeting.
  - No air or train travel may occur to conduct the meeting.
  - The employee follows applicable state and local rules when meeting in-person. The employee wears a face covering in all situations where six feet (two meters) of physical distance cannot be maintained.

## **Field technicians and engineers**

- You must follow our “**Safe Connections**” program where you perform installation and repair activities from outside the home or business where possible.
- It is **required** that you wear a face covering when entering any home or business.
- CenturyLink employees not permitted to ride in vehicles together or gather in garage areas. Some unique exceptions may exist with certain job functions such as two-man work crews for field repair work. But those exceptions should be rare and require supervisor approval.

- A face covering is also **required** outside of the home/business where six feet of distance cannot be maintained.
- **Residential service** – Complete any exterior work and talk customers through the interior work if possible.
- **Business Services** – Work with on-site contacts to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines.
- **Know to stay home if you are not feeling well:**
- This is to protect you, your coworkers and our customers.

We must be flexible and proactive in this dynamic, rapidly changing environment. While at work, we can enforce the proper health and safety policies, but we cannot tell you how to live your personal lives. However, you are strongly encouraged to strictly follow your local regulations, to protect yourself and your families. Limit your social interactions, maintain social distancing, wear your face covering, and wash your hands often. We all must do our part to keep flattening the curve of the COVID-19 virus.

Be healthy, be safe.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives







June 3, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Temporary Voluntary Option of Home Garaging Continuing Until Further Notice

The District received the email below today regarding the extension of the COVID-19 home garaging opportunities until further notice. For details on the program, please refer to the April 21, 2020 notice also included below.

All,

FYI - As we continue to evaluate and define how we will operate in the COVID-19 environment, we have decided to extend the COVID-19 home garaging opportunities until further notice.

**Amy D Rehberg**

Labor Relations Analyst



April 21, 2020

The District received the email below and the attached [Operations Policy on Home Garaging](#) this morning. The email contains the notice that will be sent out this afternoon to the Field Technicians.

Good Morning,

In our continuing efforts to practice social distancing and give our field technicians the option of limiting work interactions, we will begin allowing many technicians the temporary voluntary option of participating in the Home garaging program. The following is a notice that will be sent to all of the Field Technicians later today from the Regional Field Leaders. We are establishing a couple of eligibility rules that are mentioned in the note. I am also attaching the Home Garaging policy that is in effect and has been in effect since 2016. Let me know if you have any questions.

Team,

You've seen the updates from Jeff Storey, Richard Batelaan, and Tim Walden regarding the many precautions being taken due to COVID-19. We appreciate your feedback, and please know it is taken very seriously. To provide additional social distancing measures for our essential Field personnel, we are implementing a 6-week period for expanded home garaging opportunities on a voluntary basis with a few simple parameters outlined below.

- The home garage location must be within 12 miles of the technician's assigned work location.
- All other home garage policy rules remain in place (i.e., no parking at apartment complexes, no personal use, no non-employees in the vehicles, no crossing state lines).
- Unfortunately, employees assigned to bucket trucks, bucket vans, and "underground vehicles" used for accessing underground utilities with generators/air supply for ventilation (fiber and utility trailers/box trucks) are not eligible.

Notify your supervisor if you meet the requirements and would like to home garage. If approved, Fleet and Dispatch change requests will be submitted on your behalf and you will be notified of your home garaging start date. Over the next 6 weeks, your "clock in" day will begin when you pull your first task at the start of your scheduled shift, and end when you complete your last task.

Please review the Home Garaging policy to be sure you understand all of the parameters and expectations.

We understand the important work our Field Technicians are delivering to support our customers and keep the business running. We are proud of the work you are doing. You are the backbone of the business, and we truly appreciate all you are doing. We will continue to look into ways to accommodate our customers without compromising your safety. We urge you to continue bringing ideas to your supervisors and managers on how to make your work environment safer as we ride out this pandemic.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## **Operations Policy**

### **Home Garaging**

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#### **PURPOSE**

In an effort to increase productivity and efficiency in serving our customers, CenturyLink Global Operations will allow some employees to garage their CenturyLink Vehicle away from the employee's designated work reporting location. Home Garaging is offered at the Company's discretion and will be considered a privilege, not a right. Satellite Garaging may be mandatory as determined at the Company's sole discretion (see below for Definitions). The Home/Satellite Garaging Program (the "Program") is established for bona fide non-compensatory business reasons and should only be utilized when it benefits the Company.

#### **MEASURE**

All CenturyLink Vehicles that are part of the Program must be properly authorized and designated in the CenturyLink Fleet vehicle record database, which includes an indicator field to identify approved vehicles. Field Operations is responsible for identifying the vehicles that will be home garaged and providing that information to Fleet. Field Operations will also be responsible for providing to the Fleet Supervisor the county location for each vehicle for licensing.

#### **SCOPE**

The requirements and processes outlined below apply to all CenturyLink employees who are assigned CenturyLink Vehicles that are not garaged at the employees' designated work reporting location. Therefore, it also applies to those employees who are required to Satellite Garage. Please note that if an employee is covered by a collective bargaining agreement, the collective bargaining agreement controls to the extent there is any conflict with this policy. Additionally, to the extent that this policy conflicts with any federal, state or local laws, those laws are controlling. Please note that the state of Washington and the state of California impose different home garaging requirements.

#### **DEFINITIONS**

- **Home Garaging** - Refers to parking a CenturyLink Vehicle at an approved CenturyLink employee's place of residence when the vehicle is not in use for official CenturyLink business.
- **Satellite Garaging** - Refers to parking a CenturyLink Vehicle at an approved location other than the employee's designated work reporting location or place of residence when the vehicle is not in use for official CenturyLink business. Satellite garaging may not always be voluntary and may be utilized at the Company's sole discretion.
- **Eligible Employee** - Refers to CenturyLink Global Operations employees with job responsibilities requiring the use of a CenturyLink Vehicle, who at the discretion of Management, and based on the needs of the business, is allowed to participate in the Program. Employees on corrective and/or disciplinary action may be deemed ineligible to participate in the Program. Some examples of disciplinary actions that could affect an employee's eligibility for the Program include, but are not limited to: Code of Conduct violations, vehicular accidents, safety warnings and/or safety violations, citations for driving while intoxicated or impaired, and any other action that the Company deems relevant to maintain the safety and effectiveness of the Program and/or the operation of the business.
- **CenturyLink Vehicle** – As used throughout the Home Garage Policy, refers to Approved CenturyLink Vehicles, including the following types of GPS-equipped CenturyLink Vehicles: Bucket trucks; pickup trucks with topper and painted with CenturyLink logo/advertising; vans with front bench seating,

## **Operations Policy**

### **Home Garaging**

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permanent shelving in cargo area, used to carry merchandise or equipment, and painted with CenturyLink logo/advertising; other vehicles approved by CenturyLink Management.

#### **REQUIREMENTS**

##### **EMPLOYEE ELIGIBILITY**

1. Home Garaging is based on the needs of the business, allowed on a volunteer basis, and is considered a privilege, not a right, for participating Eligible Employees. As a privilege, Home Garaging can be rescinded or modified at any time at CenturyLink management's sole discretion.
2. Satellite Garaging may be mandatory and, if utilized, assignments of personnel and determinations of satellite garage locations will be at Management's total discretion.
3. Participation in Home/Satellite Garaging requires employees to reside within a pre-defined work area with respect to their assigned CenturyLink reporting location. The pre-defined work area is determined solely by the Company. At CenturyLink's sole discretion, Home/Satellite Garaging can be extended past the pre-defined work area. Please contact your Local Management for information regarding the predefined work area in your location.
4. Participation in Home Garaging in a specific area may be limited depending on the needs of the business.
5. In order to be eligible for the Program, the employee must be an Eligible Employee, as defined above. If, at any time, the employee fails to meet the criteria of an Eligible Employee, their home/satellite garaging privileges may be suspended or revoked at CenturyLink management's discretion.
6. Employee at all times must comply with the CenturyLink Drug and Alcohol-Free Workplace Policy and the CenturyLink Off-Duty Misconduct Policy.
7. An employee who receives any off-duty citation for driving while under the influence or similar violation will become ineligible for the Program. The length of an employee's ineligibility for the Program will be determined after consultation with HR/Labor Relations. In no event shall an employee be eligible for the Program while mandated to have an ignition interlock device on their personal vehicle.

##### **MANAGEMENT**

1. Management manages the Program. Fleet's role is limited to maintaining a list of authorized vehicles/drivers and providing a regular validation of the database for Management use.
2. Management may conduct routine and random audits of policy compliance. Suspected policy violations will be investigated and appropriate action will be taken.

##### **VEHICLE SPECIFICATIONS**

1. Participation in Home/Satellite Garaging requires an employee to drive a CenturyLink Vehicle.
2. This policy is purposely limited to the use of only CenturyLink Vehicles so that the employee's commuting use of the vehicle is not taxable. Home garaging a vehicle other than a CenturyLink Vehicle (see

## Operations Policy

### Home Garaging

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definition) would require establishing a process to track the employee's use of the vehicle and taxing the employee for the value of the commuting use of the vehicle pursuant to IRS regulations.

3. The CenturyLink Vehicle's GPS must be in good working condition. If an employee notices a problem with their GPS equipment, they must immediately report it to their supervisor.

### VEHICLE MAINTENANCE

1. The employee agrees to ensure the CenturyLink Vehicle is properly maintained according to CenturyLink Fleet guidelines. Fleet will coordinate CenturyLink Vehicle repair and maintenance and will designate an approved vendor or Company repair facility for all work. The employee is responsible for transportation to and from the designated repair or service facility. Fleet will not perform repairs or maintenance at the employee's residence.
2. The employee will notify Fleet as soon as the employee notices or discovers a condition in the CenturyLink Vehicle requiring a repair in accordance with local processes and procedures.
3. The employee agrees to check and maintain proper fluid levels and tire air pressure. If fluids are required, they may be purchased using a CenturyLink designated fuel card at approved fuel stations.
4. The employee will make the CenturyLink Vehicle available for scheduled and non-scheduled repairs, maintenance and inspections.
5. If an employee encounters a need to contact Fleet for CenturyLink Vehicle maintenance outside of their regularly scheduled shift/tour or if maintenance is scheduled outside of the regularly scheduled shift/tour, time spent arranging maintenance and/or driving the vehicle to the approved vendor or Company repair facility will not be compensated, unless an applicable Collective Bargaining Agreement requires it.

### USE OF VEHICLE

1. CenturyLink Vehicles are to be utilized for official CenturyLink business only; the CenturyLink Vehicle is not to be used when the employee is off duty, nor for any personal reasons. Personal use of CenturyLink Vehicles is strictly prohibited.
2. Only CenturyLink employees or CenturyLink authorized personnel are allowed inside the CenturyLink Vehicles at all times, including when the CenturyLink Vehicle is not in use or the employee is off duty.
3. CenturyLink employees are expected to travel by the most direct and safest route possible when commuting to their first assignment, driving from job to job during their shift, and returning to their home garage/satellite location from their last assignment.
4. The employee is to lock the CenturyLink Vehicle when not in use, including while the vehicle is parked at a home/satellite garage.
5. The employee agrees, as required, that the CenturyLink Vehicle will always be parked in a safe, secure, legal and accessible location as determined by the Company.

## Operations Policy

### Home Garaging

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#### COMMUTING TO WORK LOCATIONS

1. Employees who Home Garage are expected to do the following at home only after their shift/tour has started: log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for the time spent performing these morning activities, including travel time to the first work location.
2. Employees who Satellite Garage will need to be at their designated satellite location at the start of their shift/tour. Only after reaching their satellite garage location and their shift/tour has started, employees are expected to log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for their time spent performing these morning activities, including travel time to the first work location, but not travel time to the satellite garage.
3. Employees are not to perform any work-related functions whatsoever prior to the start of their shift/tour, which begins with the morning activities outlined above. Work-related functions include, but are not limited to, initiating or monitoring software downloads/pushes, e-mails, administrative paperwork, work related calls, training, etc.
4. Employees are to arrive at the first job site as soon as possible after the start of their shift/tour.
5. Employees must report all time worked, including, but not limited to, time spent accessing job assignments, reading/sending e-mails and completing paperwork. Employees should never log into the network, utilize their work phone or engage in any other work activity outside their scheduled shift/tour without prior approval from their supervisor.
6. If an employee encounters any CenturyLink Vehicle, equipment, computer or system-related issue that could result in a delay in the start of the employee's day, the employee is to immediately notify their supervisor.
7. If the employee still has time after their last job of the day, but before their shift/tour ends, they should use the time to refuel and restock their CenturyLink Vehicle and perform other work-related activities as directed by their supervisor.
8. Employees who home garage will not be compensated for their normal commutes home after their shift/tour ends. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home are employees permitted to perform any work-related activities whatsoever.
9. Employees who satellite garage will be compensated for their normal commute back to the satellite location, but not from that location back to their homes. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home/at the satellite location are employees permitted to perform any work-related activities whatsoever.
10. If the employee's commute time home after their shift/tour ends exceeds that employee's normal daily commute, the employee will be compensated for the time spent driving beyond the normal commute time. The normal commute time is determined solely by the Company based on a generalized and realistic

## Operations Policy

### Home Garaging

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consensus of average commute times. Employees must report time traveled beyond the normal commute on their payroll timesheets.

#### OTHER ACTIVITIES

1. Meetings covering Safety, Corporate Communications, Bulletins, etc., will be scheduled by the employee's Supervisor.
2. Employees can restock their CenturyLink Vehicles or pick up parts after their last job of the day, if time permits. If time does not permit, their supervisor will schedule times to restock vehicles with supplies or pick up parts. Employees are never allowed to stock vehicles or pick up parts outside these designated times without prior approval of their supervisor.
3. Employees who home garage or satellite garage are required to remove all hand-held electronic devices from their CenturyLink Vehicle for safe storage in their home. Hand-held electronic devices include, but are not limited to, laptop computers, iPads, cell phones and HST tools.
4. All tools, excluding electronic devices, remaining in the CenturyLink Vehicle must be properly stored and locked after the employee's last job, and before the employee's shift ends.

***Note! ANY VIOLATION OR NONCOMPLIANCE WITH THIS POLICY MAY RESULT IN SUSPENSION OR REVOCATION OF HOME/SATELLITE GARAGING PRIVILEGES, IN ADDITION TO ANY DISCIPLINARY ACTION THE COMPANY DEEMS APPROPRIATE, UP TO AND INCLUDING TERMINATION.***

#### **HR Use Only:**

Effective Date: 02/01/16  
Owner: North American Operations  
Approval: EVP North America Operations  
Scope: US Employees





June 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Emergency PTO Extended through September 1, 2020

The District received the notice below and attached updated COVID-19 FAQs from the Company that was posted for all employees on their internal Intranet COVID page yesterday.



6/1/2020

***For U.S. and Canadian employees***

As the COVID-19 pandemic continues into the summer months, we're continuing to take precautions to keep employees safe and healthy. This includes extending emergency PTO through Sept. 1, 2020. The acceptable reasons to use emergency PTO to care for yourself and your family and guidelines to request it will remain the same.

As many states relax their stay at home orders, some employees are planning personal travel over the summer months. We absolutely encourage you to take time off to relax and recharge. While you plan, please make sure you are aware of your state/province and local guidelines and plan ahead for any precautions you need to take upon your return.

Emergency PTO cannot be used to cover quarantine following personal travel. If your area requires a quarantine period, you should work with your manager to determine if you can work from home, use regular PTO or take unpaid time off. If your area does not require a quarantine period, you can return to work immediately following your vacation.

Please refer to the [COVID-19 FAQs](#) or talk to your manager for more details.

Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment - FAQs](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

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## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

[PPE \(Cloth face coverings and gloves\)](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above.

We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that “work from home” is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

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### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.

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### **Benefits**

#### **How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

#### **Who is eligible to use emergency PTO related to COVID-19?**

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

#### **What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

#### **As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

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### **For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

### **If my state requires me to self-isolate following domestic travel for personal reasons, and I am not able to work from home, can I use emergency PTO during self-isolation/quarantine?**

Emergency PTO is only allowed in the five instances mentioned above. Self-Isolation following personal travel is not one of the five conditions for emergency PTO. If you decide to travel for personal reasons, you must follow your state's guidelines on self-isolation following travel to reduce your risk of COVID-19 infection/transmission. See the question below, "[What are the current recommendations pertaining to air travel?](#)"

If your state requires a period of quarantine or self-isolation following travel, please work with your manager to use either regular PTO or excused unpaid time off.

### **Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons CenturyLink has defined.

### **Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we will no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

### **Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.

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### **Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO.

### **Are contractors eligible for emergency PTO time?**

Contractors are not CenturyLink employees, so they are not eligible for CenturyLink pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

### **If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

### **I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

### **What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](https://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## Policy

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

### **Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

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**I am currently work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager to obtain approval to go into your office for a very limited timeframe to pick up equipment and files as needed, so they are aware of your request. As a reminder, when in the building, you must maintain social distancing (minimum of 6 feet separation from others) and be prepared to wear a face covering in case you encounter other people.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

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**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

We've implemented a new way of working – called Safe Connections – that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses.

For our residential services, we've modified our processes to enable our technicians to complete any exterior work as usual, while relying on our residential customers to complete interior work. If the installation or repair cannot be completed from outside the home as desired, the decision about whether to enter or not enter a customer premise resides with our technicians based on their own assessment and discretion.

For our business services, technicians are working with onsite contacts to ensure their safety and that of our customer's employees. As our business environments vary, techs are collaborating with customers to find options such as scheduling work outside of business hours or finding other ways to provide safe route access to equipment rooms and closets.

These options provide flexibility for us to ensure we're supporting our customers while still adhering to recommended social distancing guidelines for our technicians.

#### **What are the current recommendations pertaining to air travel?**

##### **All International Business Travel Cancelled, Domestic Business Travel Restricted**

All international business travel is suspended. Employees should not make plans for international travel immediately, including intra-regional travel (for APAC, EMEA, LATAM), and any exceptions must be approved by the Senior Leadership Team.

##### **Personal Travel - domestic or international**

Some states and provinces have social-distancing, social-isolation or quarantine requirements following domestic travel by air or ground. If you travel for personal reasons, you must follow state or province guidelines to reduce your risk of COVID-19 infection/transmission. [This page](#) provides a list and links to each area's travel guidance.

If your state/province or local laws do not require self-quarantine following travel, you may return to work immediately. If your state or province requires a period of quarantine or self-isolation following travel, work with your manager to use either regular PTO or excused unpaid time off.



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### **What steps is the company taking to prevent spread in buildings?**

On March 9, the company began enhanced wipe downs with CDC approved disinfectant in “high touch” common areas for 60 buildings with critical functions, 3 times a day. These included door handles, break areas, conference rooms, etc. Locations like the NOC, Security Centers, warehouses and distribution centers where employees need to be on the CenturyLink network are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have been provided to these locations where employees are not able to work from home.

High-touch cleaning with CDC compliant disinfectant was also implemented at 509 garages and central offices with 10+ employees during their regular cleaning schedule. We are leveraging janitors in administrative buildings if additional cleaning frequency is required.

HR, Environmental Health & Safety and Legal are analyzing all COVID-19 related tickets submitted to HRconnect. This team meets and then notifies CRE to initiate enhanced cleaning of facility spaces that may have been accessed by individuals who have communicated potential exposure to or symptoms of COVID-19.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, CenturyLink will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

### **If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

### **How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.

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### **What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

### **What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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### **PPE - Cloth face coverings and gloves (for employees “working from work”)**

#### **Where can I obtain protective equipment and supplies?**

If you are a field-based employee who is regularly in public, such as those performing installations or repairs in customer homes, the company is distributing equipment and supplies you can use to help prevent exposure to the virus including hand washing kits, hand sanitizer, disinfectant wipes, disposable gloves and face coverings. If you haven't yet received yours, please talk to your supervisor. Leaders can request face coverings by emailing [COVIDPPE@CenturyLink.com](mailto:COVIDPPE@CenturyLink.com). Smaller locations can also order supplies through SAP.

Due to the demand for personal protective equipment for field personnel and essential workers in other industries, we cannot provide these things for employees who work from home or in offices that do not interact with the public regularly. Please continue to follow social distancing guidelines in these settings.

#### **Who should wear a cloth face covering?**

We are providing cloth face coverings to employees who are required to “work from work” and for whom it may be difficult to maintain social distancing guidelines of at least 6 feet. The first work group to receive cloth face coverings is our North America Field Operations and Network Implementation teams. Leaders who have employees who are not WFH and are in a work environment where 6 feet of social distancing is difficult to maintain should send an email to [COVID-19PPE@CenturyLink.com](mailto:COVID-19PPE@CenturyLink.com) describing their needs and face coverings will be shipped to that leader for distribution, as-needed.

#### **Why should I wear a cloth face covering?**

We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

### Why has guidance been updated?

The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.

### How do I wear a face covering?

Cloth face coverings should....

- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit
- Be sure to always orient the same side of the face covering away from your face each time you put it on; the exterior and interior surfaces are not always obvious. If needed, mark the exterior with an "A" for "away from your face".

### When should I wear a face covering?

Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

### How do I safely remove a used face covering?

Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

### How do I keep my face covering clean and avoid potential cross-contamination?

Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

### How long does a face covering last?

This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

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**How should I dispose of my cloth face coverings (and other protective equipment)?**

When they are no longer suitable for use cloth face coverings (and disposable gloves) may be disposed in the regular trash. Place end of use items in a sealed plastic bag for seven days before adding to your outgoing trash. Work clothing should be washed daily and may be re-used. If you have close contact (within 6 feet for 15 minutes or more) with a person known to have COVID-19 all items of clothing should be washed and dried on “hot” as soon as feasible and protective equipment should be sealed in a plastic bag for seven days and then discarded as trash.

**Will a face covering protect me from other types of airborne contaminants?**

No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the CenturyLink Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the CenturyLink Safety & Health Practice for [Personal Protective Equipment](#).

**What is the company’s guidance on the use of gloves to prevent transmission of COVID-19?**

The company is committed to providing supplies and equipment that are effective in preventing the transmission of COVID-19. We continue to emphasize the use of hand washing with soap and water or with hand sanitizer with at least 60% alcohol content (or equivalent) and avoiding touching your eyes, nose, and mouth as the primary means of avoiding infection after touching potentially contaminated surfaces. Recent guidance from the Occupational Safety and Health Administration (OSHA) suggests that employees providing what OSHA describes as “In-home repair services” (i.e. any employee entering a customer’s home) wear disposable gloves. Gloves must also be worn when required by a business customer, required by orders of State and Local governments, or when using disinfectants or cleaners and the product label or Safety Data Sheet require using disposable gloves. Due to the high global demand for disposable gloves (particularly by health care providers treating COVID-19 patients) all other COVID-19 related company uses for disposable gloves should be strictly limited.

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**In the event that I must wear disposable gloves due to one of the requirements above, how do I safely put them on and take them off?**

To don disposable gloves:

- Thoroughly wash hands.
- Hold with one hand and insert the other.
- Pull the glove cuff towards your wrist to cover as much skin as possible.
- Check to make sure there are no holes or tears.

To doff (remove) disposable gloves:

- Grasp the outside of one glove at the wrist. Do not touch bare skin.
- Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
- Hold the glove you just removed in your gloved hand.
- Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
- Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose of the gloves safely (sealed trash bag). Do not re-use gloves.
- Clean your hands immediately after removing gloves.

[Back to top](#)



June 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update Regarding Safety Precautions During Protests and Curfews

The District received the email below this morning regarding an update from the Company on their safety precautions during the current protests and curfews.

From: **Rehberg, Amy**

Date: Tue, Jun 2, 2020 at 9:37 AM

Subject: NEWS update

Good Morning,

I just wanted to provide you an update regarding our safety precautions during the current protests and curfews. We have notified our employees in impacted areas to be safe and contact their supervisor of any situation that they feel uncomfortable working in or around and to remove themselves from those situations. We are also closely evaluating any after-hours call-outs or dispatch activity in areas where there are active protests and delaying those except in critical outage situations. The safety of our employees is our top priority. We will continue to provide updates to employees and you as situations develop.

Let me know if you have any questions or get any feedback that you want to share.

Thanks.

**Amy D Rehberg**

Labor Relations Analyst



Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives





May 26, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Face Protection Reminder

The District received the email below this morning regarding a COVID-19 face protection reminder for technicians.

May 26, 2020

Good Morning,

Due to some of the close contact issues the technicians have been experiencing, the Organization has now made it a requirement for the technicians to utilize face protection rather than technician option. Below [attached [here](#)] is the InfoLink notice that went out yesterday to all Field Technicians. There was also a posting in their "Hot Reads" on their smart phones.

**Amy D Rehberg**

Labor Relations Analyst

[InfoLink Notice](#)

Should you have any questions on the notice, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

InfoLink - 34 Unread

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### COVID-19 Face Protection Reminder:

This alert is a reminder to all Field Technicians that wearing a face covering is **required** when on-site and when entering a customer's home or business.

- Wearing a face cover is one of several strategies where we, as a company, can perform to help keep our employees and customers safe.
- It is critical that we reassure our customers that CenturyLink has taken the right steps to minimize customer contact.
  - When a Field Technician has to enter the site, we are doing everything we can to safely complete the work with minimal risk to the customer.
- This is a **requirement** until further notice that all field Technicians are to wear a face cover when on site or when entering a customer's home or business.

POC - Kevin.Christensen@centurylink.com

POC Name: Christensen, Kevin

POC Number: 913-390-2713





April 29, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Emergency Paid Time Off (PTO) Extended to June 1, 2020

Please see the email below received this morning regarding the extension of paid time off (PTO) to cover COVID-19 circumstances.

**Emergency PTO Extended to June 1**

U.S. and Canadian Employees

To continue to support our employees and keep our company strong, we are pleased to announce we are extending the period that CenturyLink will provide additional hours of emergency, excused, paid time off (PTO) to all U.S. and Canadian employees to cover COVID-19 circumstances.

The other [previously announced](#) benefits will remain the same.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 21, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Temporary Voluntary Option of Home Garaging

The District received the email below and the attached [Operations Policy on Home Garaging](#) this morning. The email contains the notice that will be sent out this afternoon to the Field Technicians.

Good Morning,

In our continuing efforts to practice social distancing and give our field technicians the option of limiting work interactions, we will begin allowing many technicians the temporary voluntary option of participating in the Home garaging program. The following is a notice that will be sent to all of the Field Technicians later today from the Regional Field Leaders. We are establishing a couple of eligibility rules that are mentioned in the note. I am also attaching the Home Garaging policy that is in effect and has been in effect since 2016. Let me know if you have any questions.

Team,

You've seen the updates from Jeff Storey, Richard Batelaan, and Tim Walden regarding the many precautions being taken due to COVID-19. We appreciate your feedback, and please know it is taken very seriously. To provide additional social distancing measures for our essential Field personnel, we are implementing a 6-week period for expanded home garaging opportunities on a voluntary basis with a few simple parameters outlined below.

- The home garage location must be within 12 miles of the technician's assigned work location.
- All other home garage policy rules remain in place (i.e., no parking at apartment complexes, no personal use, no non-employees in the vehicles, no crossing state lines).
- Unfortunately, employees assigned to bucket trucks, bucket vans, and "underground vehicles" used for accessing underground utilities with generators/air supply for ventilation (fiber and utility trailers/box trucks) are not eligible.

Notify your supervisor if you meet the requirements and would like to home garage. If approved, Fleet and Dispatch change requests will be submitted on your behalf and you will be notified of your home garaging start date. Over the next 6 weeks, your "clock in" day will begin when you pull your first task at the start of your scheduled shift, and end when you complete your last task.

Please review the Home Garaging policy to be sure you understand all of the parameters and expectations.

We understand the important work our Field Technicians are delivering to support our customers and keep the business running. We are proud of the work you are doing. You are the backbone of the business, and we truly appreciate all you are doing. We will continue to look into ways to accommodate our customers without compromising your safety. We urge you to continue bringing ideas to your supervisors and managers on how to make your work environment safer as we ride out this pandemic.

**Amy D Rehberg**

Labor Relations Analyst

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## Operations Policy

### Home Garaging

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#### PURPOSE

In an effort to increase productivity and efficiency in serving our customers, CenturyLink Global Operations will allow some employees to garage their CenturyLink Vehicle away from the employee's designated work reporting location. Home Garaging is offered at the Company's discretion and will be considered a privilege, not a right. Satellite Garaging may be mandatory as determined at the Company's sole discretion (see below for Definitions). The Home/Satellite Garaging Program (the "Program") is established for bona fide non-compensatory business reasons and should only be utilized when it benefits the Company.

#### MEASURE

All CenturyLink Vehicles that are part of the Program must be properly authorized and designated in the CenturyLink Fleet vehicle record database, which includes an indicator field to identify approved vehicles. Field Operations is responsible for identifying the vehicles that will be home garaged and providing that information to Fleet. Field Operations will also be responsible for providing to the Fleet Supervisor the county location for each vehicle for licensing.

#### SCOPE

The requirements and processes outlined below apply to all CenturyLink employees who are assigned CenturyLink Vehicles that are not garaged at the employees' designated work reporting location. Therefore, it also applies to those employees who are required to Satellite Garage. Please note that if an employee is covered by a collective bargaining agreement, the collective bargaining agreement controls to the extent there is any conflict with this policy. Additionally, to the extent that this policy conflicts with any federal, state or local laws, those laws are controlling. Please note that the state of Washington and the state of California impose different home garaging requirements.

#### DEFINITIONS

- **Home Garaging** - Refers to parking a CenturyLink Vehicle at an approved CenturyLink employee's place of residence when the vehicle is not in use for official CenturyLink business.
- **Satellite Garaging** - Refers to parking a CenturyLink Vehicle at an approved location other than the employee's designated work reporting location or place of residence when the vehicle is not in use for official CenturyLink business. Satellite garaging may not always be voluntary and may be utilized at the Company's sole discretion.
- **Eligible Employee** - Refers to CenturyLink Global Operations employees with job responsibilities requiring the use of a CenturyLink Vehicle, who at the discretion of Management, and based on the needs of the business, is allowed to participate in the Program. Employees on corrective and/or disciplinary action may be deemed ineligible to participate in the Program. Some examples of disciplinary actions that could affect an employee's eligibility for the Program include, but are not limited to: Code of Conduct violations, vehicular accidents, safety warnings and/or safety violations, citations for driving while intoxicated or impaired, and any other action that the Company deems relevant to maintain the safety and effectiveness of the Program and/or the operation of the business.
- **CenturyLink Vehicle** – As used throughout the Home Garage Policy, refers to Approved CenturyLink Vehicles, including the following types of GPS-equipped CenturyLink Vehicles: Bucket trucks; pickup trucks with topper and painted with CenturyLink logo/advertising; vans with front bench seating,

## **Operations Policy**

### **Home Garaging**

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permanent shelving in cargo area, used to carry merchandise or equipment, and painted with CenturyLink logo/advertising; other vehicles approved by CenturyLink Management.

#### **REQUIREMENTS**

##### **EMPLOYEE ELIGIBILITY**

1. Home Garaging is based on the needs of the business, allowed on a volunteer basis, and is considered a privilege, not a right, for participating Eligible Employees. As a privilege, Home Garaging can be rescinded or modified at any time at CenturyLink management's sole discretion.
2. Satellite Garaging may be mandatory and, if utilized, assignments of personnel and determinations of satellite garage locations will be at Management's total discretion.
3. Participation in Home/Satellite Garaging requires employees to reside within a pre-defined work area with respect to their assigned CenturyLink reporting location. The pre-defined work area is determined solely by the Company. At CenturyLink's sole discretion, Home/Satellite Garaging can be extended past the pre-defined work area. Please contact your Local Management for information regarding the predefined work area in your location.
4. Participation in Home Garaging in a specific area may be limited depending on the needs of the business.
5. In order to be eligible for the Program, the employee must be an Eligible Employee, as defined above. If, at any time, the employee fails to meet the criteria of an Eligible Employee, their home/satellite garaging privileges may be suspended or revoked at CenturyLink management's discretion.
6. Employee at all times must comply with the CenturyLink Drug and Alcohol-Free Workplace Policy and the CenturyLink Off-Duty Misconduct Policy.
7. An employee who receives any off-duty citation for driving while under the influence or similar violation will become ineligible for the Program. The length of an employee's ineligibility for the Program will be determined after consultation with HR/Labor Relations. In no event shall an employee be eligible for the Program while mandated to have an ignition interlock device on their personal vehicle.

##### **MANAGEMENT**

1. Management manages the Program. Fleet's role is limited to maintaining a list of authorized vehicles/drivers and providing a regular validation of the database for Management use.
2. Management may conduct routine and random audits of policy compliance. Suspected policy violations will be investigated and appropriate action will be taken.

##### **VEHICLE SPECIFICATIONS**

1. Participation in Home/Satellite Garaging requires an employee to drive a CenturyLink Vehicle.
2. This policy is purposely limited to the use of only CenturyLink Vehicles so that the employee's commuting use of the vehicle is not taxable. Home garaging a vehicle other than a CenturyLink Vehicle (see

## **Operations Policy**

### **Home Garaging**

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definition) would require establishing a process to track the employee's use of the vehicle and taxing the employee for the value of the commuting use of the vehicle pursuant to IRS regulations.

3. The CenturyLink Vehicle's GPS must be in good working condition. If an employee notices a problem with their GPS equipment, they must immediately report it to their supervisor.

#### **VEHICLE MAINTENANCE**

1. The employee agrees to ensure the CenturyLink Vehicle is properly maintained according to CenturyLink Fleet guidelines. Fleet will coordinate CenturyLink Vehicle repair and maintenance and will designate an approved vendor or Company repair facility for all work. The employee is responsible for transportation to and from the designated repair or service facility. Fleet will not perform repairs or maintenance at the employee's residence.
2. The employee will notify Fleet as soon as the employee notices or discovers a condition in the CenturyLink Vehicle requiring a repair in accordance with local processes and procedures.
3. The employee agrees to check and maintain proper fluid levels and tire air pressure. If fluids are required, they may be purchased using a CenturyLink designated fuel card at approved fuel stations.
4. The employee will make the CenturyLink Vehicle available for scheduled and non-scheduled repairs, maintenance and inspections.
5. If an employee encounters a need to contact Fleet for CenturyLink Vehicle maintenance outside of their regularly scheduled shift/tour or if maintenance is scheduled outside of the regularly scheduled shift/tour, time spent arranging maintenance and/or driving the vehicle to the approved vendor or Company repair facility will not be compensated, unless an applicable Collective Bargaining Agreement requires it.

#### **USE OF VEHICLE**

1. CenturyLink Vehicles are to be utilized for official CenturyLink business only; the CenturyLink Vehicle is not to be used when the employee is off duty, nor for any personal reasons. Personal use of CenturyLink Vehicles is strictly prohibited.
2. Only CenturyLink employees or CenturyLink authorized personnel are allowed inside the CenturyLink Vehicles at all times, including when the CenturyLink Vehicle is not in use or the employee is off duty.
3. CenturyLink employees are expected to travel by the most direct and safest route possible when commuting to their first assignment, driving from job to job during their shift, and returning to their home garage/satellite location from their last assignment.
4. The employee is to lock the CenturyLink Vehicle when not in use, including while the vehicle is parked at a home/satellite garage.
5. The employee agrees, as required, that the CenturyLink Vehicle will always be parked in a safe, secure, legal and accessible location as determined by the Company.

## Operations Policy

### Home Garaging

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#### COMMUTING TO WORK LOCATIONS

1. Employees who Home Garage are expected to do the following at home only after their shift/tour has started: log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for the time spent performing these morning activities, including travel time to the first work location.
2. Employees who Satellite Garage will need to be at their designated satellite location at the start of their shift/tour. Only after reaching their satellite garage location and their shift/tour has started, employees are expected to log in, obtain their assignments by using their phone or hand-held device, call the first customer of the day, and perform the basic vehicle safety inspection. The Company expects that these tasks will generally be accomplished in 15 minutes. Employees will be compensated for their time spent performing these morning activities, including travel time to the first work location, but not travel time to the satellite garage.
3. Employees are not to perform any work-related functions whatsoever prior to the start of their shift/tour, which begins with the morning activities outlined above. Work-related functions include, but are not limited to, initiating or monitoring software downloads/pushes, e-mails, administrative paperwork, work related calls, training, etc.
4. Employees are to arrive at the first job site as soon as possible after the start of their shift/tour.
5. Employees must report all time worked, including, but not limited to, time spent accessing job assignments, reading/sending e-mails and completing paperwork. Employees should never log into the network, utilize their work phone or engage in any other work activity outside their scheduled shift/tour without prior approval from their supervisor.
6. If an employee encounters any CenturyLink Vehicle, equipment, computer or system-related issue that could result in a delay in the start of the employee's day, the employee is to immediately notify their supervisor.
7. If the employee still has time after their last job of the day, but before their shift/tour ends, they should use the time to refuel and restock their CenturyLink Vehicle and perform other work-related activities as directed by their supervisor.
8. Employees who home garage will not be compensated for their normal commutes home after their shift/tour ends. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home are employees permitted to perform any work-related activities whatsoever.
9. Employees who satellite garage will be compensated for their normal commute back to the satellite location, but not from that location back to their homes. After the employee's work shift/tour ends, but not before, they can proceed driving home. At no point during the commute home or after they arrive home/at the satellite location are employees permitted to perform any work-related activities whatsoever.
10. If the employee's commute time home after their shift/tour ends exceeds that employee's normal daily commute, the employee will be compensated for the time spent driving beyond the normal commute time. The normal commute time is determined solely by the Company based on a generalized and realistic

## Operations Policy

### Home Garaging

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consensus of average commute times. Employees must report time traveled beyond the normal commute on their payroll timesheets.

#### OTHER ACTIVITIES

1. Meetings covering Safety, Corporate Communications, Bulletins, etc., will be scheduled by the employee's Supervisor.
2. Employees can restock their CenturyLink Vehicles or pick up parts after their last job of the day, if time permits. If time does not permit, their supervisor will schedule times to restock vehicles with supplies or pick up parts. Employees are never allowed to stock vehicles or pick up parts outside these designated times without prior approval of their supervisor.
3. Employees who home garage or satellite garage are required to remove all hand-held electronic devices from their CenturyLink Vehicle for safe storage in their home. Hand-held electronic devices include, but are not limited to, laptop computers, iPads, cell phones and HST tools.
4. All tools, excluding electronic devices, remaining in the CenturyLink Vehicle must be properly stored and locked after the employee's last job, and before the employee's shift ends.

***Note! ANY VIOLATION OR NONCOMPLIANCE WITH THIS POLICY MAY RESULT IN SUSPENSION OR REVOCATION OF HOME/SATELLITE GARAGING PRIVILEGES, IN ADDITION TO ANY DISCIPLINARY ACTION THE COMPANY DEEMS APPROPRIATE, UP TO AND INCLUDING TERMINATION.***

#### **HR Use Only:**

Effective Date: 02/01/16  
Owner: North American Operations  
Approval: EVP North America Operations  
Scope: US Employees





April 13, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: HR Processes Associated with COVID-19 - Cleaning and Assessment

Please see the important update [attached](#) regarding cleaning and assessment.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## **CTL Processes Associated with COVID-19 – Cleaning & Assessment**

**4/9/20**

### **Cleaning:**

Real Estate has implemented the following cleaning /disinfecting protocol: (Source: 4/4/20 COVID update NA Employee Operations)

- **Routine** - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
- **Symptomatic employee present** - Disinfecting employee's immediate work area and common areas using CDC-recommended processes when an employee is/has exhibited symptoms that fully align with COVID-19.
- **Confirmed COVID-19 case present** - Electrostatic spray or manual disinfecting of employees' work areas and building common areas using CDC-recommended processes and products when an employee has tested positive for COVID-19.

### **Additional Details:**

- Implemented wipe down with CDC approved disinfectant in "high touch" common areas of buildings with critical functions was started on March 9<sup>th</sup> for 60 buildings, 3 times a day, which continues today. Those included door handles, break areas, conference rooms, etc.
- Locations like the NOC, Security Centers, warehouses and distribution centers, etc., where employees need to be on the CenturyLink Network, are also receiving additional enhanced wipe downs with CDC approved disinfectant. Hand sanitizers and disinfectant wipes have also been provided to these locations where employees are not able to work from home.
- Most recently, "High-touch" cleaning with CDC compliant disinfectant has been implemented at 509 garages and COs with 10+ employees during their regular cleaning schedule.
- Company vehicles – employees sent home on quarantine have their company vehicles locked and labeled that the vehicle is not available for use until "X" date (the period of time that has been recommended by the CDC to be free of possible COVID-19 affects).

### **HRConnect Ticketing Process/Assessment:**

- HRConnect ticket comes into ELR team and is scanned for COVID related issue in order to expedite response on the ticket.
- If related to an issue of an employee with symptoms/suspected exposure/assumed or test positive, the matter is assigned to an appropriate ELR manager for immediate attention.
- ELR manager works with employee 's supervisor to conduct an interview with the employee to get more details. The completed interview is returned to the ELR manager for further action.
- Employee with symptoms or confirmed exposure are sent home with counsel to seek appropriate medical attention.
- Employees identified as close contact (6 feet or closer for 15 minutes or longer) with an assumed or test positive (symptomatic cases are treated as assumed positive) employees are notified of quarantine.
- ELR also initiates cleaning request to Real Estate and notifies Assessment team (representatives from Legal, Labor, HR, EH&S).
- Labor Relations will provide Union with the following information:
  - Names, job title and work location of employees identified as having close contact with assumed or test positive person.
  - Location of facility cleaned for confirmed COVID case (non-disclosure).



April 9, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: New Installation/Repair Process for Field Technicians

Please see the important update below and the attachments (including a video) regarding a new installation and repair process that is being implemented today.

From: **Basile, Joe A** <[Joseph.A.Basile@centurylink.com](mailto:Joseph.A.Basile@centurylink.com)>

Date: Thu, Apr 9, 2020 at 7:19 AM

Subject: New Installation/Repair Process for Field Techs

All- As you are likely aware and as Jeff Storey indicated in the last note I forwarded to you, we have been working on a process that will allow our field technicians to provide installation and repair services to our residential and small business customers without having to enter the premises. We trialed the process in several states earlier this week and plan to begin implementing across the country starting today. Attached are the methods and procedures document and a short video that describes the new process. These will be covered with our technicians this morning.

This new process continues to focus on helping to protect our employees from exposure and keeping them safe. All of the other precautionary measures that we have shared with you continue to remain in effect as well (social distancing, PPE use, hand washing, face coverings, etc). We will continue to evaluate this new approach and may need to make modifications as we move forward, but we expect this to remain our process for interacting with customers until further notice. Our employees should discuss their questions with their supervisor.

Joseph A. Basile

Labor Relations Negotiator

[Attachment](#)

[Video](#)

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 8, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update on Face Coverings and Gloves

Please see the important update below on face coverings and gloves received this morning.

From: **Basile, Joe A** <[Joseph.A.Basile@centurylink.com](mailto:Joseph.A.Basile@centurylink.com)>

Date: Wed, Apr 8, 2020 at 9:45 AM

Subject: Update on face coverings and gloves

All,

The message below was distributed within NA Operations (Batelaan) yesterday about "face coverings" and gloves:

Over the past couple of days, there have been several communications regarding CenturyLink providing our employees who work outside, work from work, directly interface with our customers, or otherwise may not be able to consistently maintain social distancing (at least 6 feet of separation) access to face coverings. The use of face coverings is especially important in geographic areas experiencing high rates of community transmission of COVID-19. There are 35,000 face coverings that will be shipped to work center locations by the end of this week. There is nothing that employees need to do to order these. We will be shipping them directly to the work locations of the employees who meet the criteria (work outside and/or direct customer facing). There will be enough in each shipment for each employee to have two face coverings. These face coverings are washable, reusable and approved by the CDC as of April 3, 2020. See the below FAQ for guidance on use and care of cloth face coverings.

There is an additional order of face coverings that will be fulfilled in the next couple of weeks. If you need additional face coverings in the future, please place orders for them through the normal ordering process.

#### **Cloth Face Coverings – Frequently Asked Questions**

##### **Why should I wear a cloth face covering?**

- We have been closely tracking science-based guidance from the Centers for Disease Control and Prevention (CDC) and other public health agencies to best protect our employees from COVID-19. [On April 3<sup>rd</sup>, the CDC issued a recommendation](#) to use cloth face coverings to reduce the spread of the virus that causes COVID-19.

##### **Why has guidance been updated?**

- The virus that causes COVID-19 is new and we are learning more about how to combat it each day. The CDC cited recent studies that show a significant portion of people with COVID-19 can transmit the virus to other people in close proximity by speaking, coughing, or sneezing before or without developing symptoms. Use of a cloth face covering is intended to reduce the release of infectious particles into the air when you speak, cough, or sneeze thereby better protecting those around you.

#### How do I wear a face covering?

- Cloth face coverings should....
- Fit snugly but comfortably against the side of the face
- Cover both your nose and mouth
- Be comfortable and secured with ties or ear loops so that you don't touch it to adjust its position
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to its shape or fit

#### When should I wear a face covering?

- Whenever you are in public and it is difficult to maintain at least 6 feet of separation from others. This is especially important in areas where there is a high transmission rate of COVID-19. Wearing a cloth face covering **DOES NOT** eliminate or reduce the need for social distancing, hand washing, disinfecting potentially contaminated surfaces and other previously communicated control measures.

#### How do I safely remove a used face covering?

- Do not touch your eyes, nose, or mouth when removing a cloth face covering and wash your hands immediately after removing.

#### How do I keep my face covering clean and avoid potential cross-contamination?

- Wash your cloth face covering daily with detergent and hot water and dry it on a hot cycle (or at least wash with hot, soapy water). Used masks should be placed in a dedicated laundry bag or bin. If you must wear your cloth face covering again before washing it, wash your hands immediately after putting it on and avoid touching your face. Wash your hands or use hand sanitizer before and after touching your face or face covering.

#### How long does a face covering last?

- This will vary by product, user, and type of use. Throw out any cloth face coverings that no longer cover your nose and mouth, have stretched out or damaged straps, can't stay on our face or has holes or tears in the fabric.

#### What should I do until I receive my company issued face covering?

- Strict adherence to social distancing and personal hygiene are still the primary means for preventing COVID-19. Until your cloth face covering arrives, you may wear any personal item (folded bandana, scarf, etc.) as a cloth face covering. If you don't own any such item, you may purchase it and request reasonable reimbursement. Speak to your Manager prior to purchasing items for which you wish to be reimbursed. Do it-yourself (DIY) guidance is available from [the CDC](#) and the [Office of the US Surgeon General](#).

#### Will a face covering protect me from other types of airborne contaminants?

- No. Do not use a face covering in lieu of respiratory protection for airborne contaminants such as lead, asbestos, hanta virus, blood borne pathogens, chemical vapors or other uses as described in the CenturyLink Safety & Health Practices for [Personal Protective Equipment](#).

**Can everyone wear a face covering?**

- Employees with certain underlying medical conditions that impair their breathing may not be able to use cloth face coverings. If you have concerns, contact your physician and work with your Manager to evaluate other possible control measures.

**May I use a surgical mask, N95 filtering facepiece respirator, or a half-mask air purifying respirator instead of a cloth face covering?**

- Generally, no. There is a global shortage of these items which are needed by health care providers. A surgical mask or N95 may only be used if required by a customer for whom we are delivering a critical service. Please notify your manager if you encounter such a request to approve ordering and delivery of these items. If an N95 is required, follow the procedures for donning and using the respirator as described in the CenturyLink Safety & Health Practice for [Personal Protective Equipment](#).

**Has the company have updated guidance regarding the use of gloves?**

- No. The use of disposable gloves is not generally considered necessary or effective in reducing the risk of COVID-19 transmission outside of a healthcare setting. Employees who choose to wear gloves should:
  - Wash your hands before putting on clean disposable gloves
  - To remove:
    - Grasp the outside of one glove at the wrist. Do not touch bare skin.
    - Peel the glove away from your body pulling it inside out. Be careful to not touch your bare skin with the exterior of the glove on your hand.
    - Hold the glove you just removed in your gloved hand
    - Peel off the second glove by putting your fingers inside the glove at the top of your wrist
    - Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second
    - Dispose of the gloves safely (sealed trash bag). Do not re-use gloves
    - Clean your hands immediately after removing gloves

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: CEO Jeff Storey Announcement

Please see the [attached announcement](#) from CenturyLink CEO Jeff Storey released on April 5, 2020.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[CEO Announcement](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 Staff Representatives

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April 5, 2020

[Español](#) | [Portugues](#)

Hello, everyone. I am writing this note specifically to you, our Technicians. Our employees across the company are stepping up to the challenges we face as a company and a society, but I want you to know we recognize that you are playing a special role in our response.

Last week, Richard Batelaan announced new measures we put into place to reinforce our commitment to creating a safe environment for you and the customers you serve. I want to take few minutes to offer my perspective on this very important topic.

Most of you don't know this, but I began my career 37 years ago as an outside plant supervisor for Southwestern Bell Telephone. My first week on the job I was required to learn the Bell System Creed: "No job is so important and no service so urgent that we cannot take time to perform our work safely." All these years later I can still recite that Creed from memory. It remains one of my core beliefs, and it informs every decision I make about how we work, especially in this environment.

I feel and accept a personal responsibility to do everything in my power to keep you and our customers safe. That is true every day, but it becomes a particular focus in the context of the Coronavirus. The work we do is important and must be done. But as important as are the services we deliver, I will not compromise or ask you to compromise your safety to do your jobs.

To date, our practices have generally proceeded and have gone beyond the recommendations of governmental and health authorities. As our collective understanding of the Coronavirus has increased, those recommendations have evolved and so must our practices. There are many factors to consider, but the bottom line is this: if we cannot create an environment where it is reasonably safe for you to do your work, we will not ask you to do that work.



Here are a few things we are doing to ensure a non-hazardous environment for all of you:

- From the beginning, we prescreen all install or repair requests to see if anyone in the household is ill or suspected of having non-symptomatic COVID-19 infections. If a household or work location is deemed at risk, you will not see that order come through the system. We simply will not take the order.
- As Richard stressed, we are reviewing every aspect of our install and repair systems and protocols to minimize instances where we are required to enter a customer's premises. In this environment, the best order is one where a customer self-provisions, and we are looking to maximize those instances.
- We are working hard to gain access to a more reliable supply of Personal Protective Equipment (PPE), but it admittedly has been a challenge. The global demand for simple items like hand sanitizer has far outstripped the supply. I want to be clear on this point, if a technician cannot maintain proper social distance and does not have hand sanitizer, I do not want him or her to go into a customer's premises.
- Regarding the issue of face coverings, Tim Walden communicated on Friday that we are working with procurement to get cloth face coverings into your hands as quickly as possible. We have already secured a shipment of 10,000 face coverings that will arrive early next week, and we will start distributing them immediately. You can read the rest of [Tim's note \(here\)](#).
- The main thing I want you to understand is – **and I cannot stress this point enough** – if you feel a particular home or business is not safe to enter or you cannot maintain the social distancing or personal hygiene requirements, you have full authority to say, "I'm not going in." No questions asked. No second guessing. You have not only the authority, but the obligation to use good judgement to evaluate the safety of any particular situation.

I have been asked if we will begin "hazard pay," and, for reasons I will explain, my answer is no. My view on the issue is anchored in this single thought: my foremost commitment is that I do not expect the company to put you into a hazardous work situation. You certainly play a major role in assuring this; first, by following the safety guidelines mentioned here and in Tim's and Richard's communications with you; but most importantly by exercising your authority to make the call on your own.

My last comment with respect to "hazard pay" is that I value each one of you, and I don't want to create an environment or incentives that put you in harm's way or encourage you to take unnecessary risks. I don't want you to feel pressure to do something unsafe because you are getting paid a little extra for it. Again, I will reiterate, "No job is so important and no service so urgent that we cannot take time to perform our work safely." If there is guidance I give you stronger than any other, it is that!

Our focus on safety is not new to any of you. We have many company regulations designed to keep you safe, such as practices for operating company vehicles and guidelines for safe pole climbing or proper ladder use. Making smart judgements about how we work to ensure safety is nothing new to us. We have added protocols to not enter a premises without proper PPE; to maintain social distancing while you do your work; to frequently cleanse your hands with sanitizer or soap and water; to avoid touching your face and, as always, to use good judgement and common sense to avoid environments that you deem unsafe.

Clearly, the role of PPE is evolving as this crisis escalates. In addition to speaking with your local management, we have established a centralized email address that any employee should use to [notify us of your specific need for PPE](#). Our management team is very focused on ensuring each of you have the proper equipment, and I encourage you to communicate directly with them to address your issues. I also wanted to give you a second option for communicating directly with our warehousing and procurement staff to get the equipment you need.

I've also heard concerns about working outside, in general. I think about my own health, and as long as I maintain the distance from others, I feel like there is no safer place to be than outside. Obviously, we cannot eliminate all risks. If we do our work thoughtfully and conscientiously, it should be no more dangerous than it has been in the past and, in today's world, even less dangerous than going to the grocery store, where we are exposed to thousands of people without having the ability to assess the personal precautions they take. Don't read this as me minimizing the Coronavirus threat, because I absolutely do not. My point is that, like any other potentially hazardous condition we face in our jobs, we identify the things we can do to mitigate that risk and do our work in that way. Just as with other jobs we do, if that risk cannot be sufficiently mitigated, we do not do that work.

I understand some of you will take a different view than me on these issues. I respect that. I can see both sides. But that is the nature of a crisis; there are no easy answers. My commitment to you is that we will continue to evaluate the data, to listen to the advice of medical personnel and governmental agencies and to identify additional measures to increase your and our customers' safety as you perform the important work that you do.

Following this note to you, I will also send an all-employee email. As I will mention there, we provide services that are critical to the ability of our customers, our communities and our nations to get through this crisis. Much like the healthcare workers and public service employees whose professions call on them to be on the frontlines, those of you within our "work-from-work" population are the heroes of our business. That may come across as hokey, but it is exactly how I feel about what you are doing every day.

Thank you so much for your commitment and hard work. Please stay safe out there.

Jeff



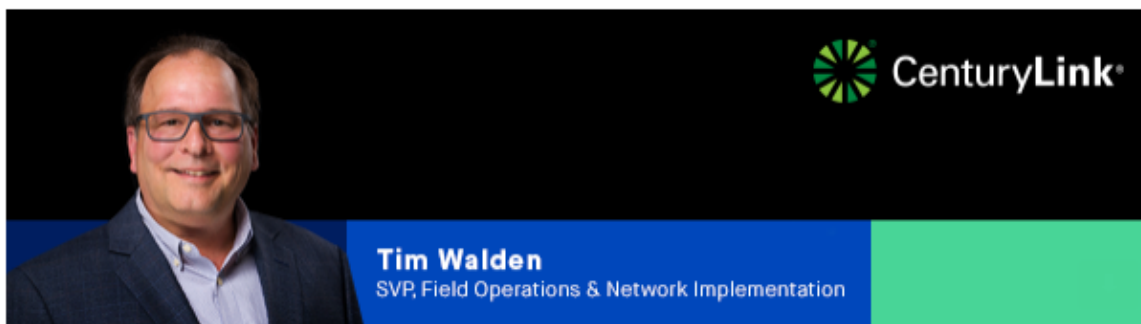
April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: CDC Recommendation for Face Coverings

Please see the update below on face coverings that was referenced in CEO Jeff Storey's announcement.



Team,

Your health and safety continue to be our top priority. Richard Batelaan just announced [increased safety measures](#) on April 1, including new install and repair procedures that limit entry into homes and businesses. In addition, in light of new CDC recommendation that were released this evening on wearing cloth face coverings in public settings, we strongly encourage all public-facing employees to protect themselves with cloth face coverings where it is difficult to maintain social distancing guidelines. We are working with procurement as quickly as possible to get cloth face coverings into your hands – we have already secured a shipment of 10,000 face coverings that will arrive early next week and will start distributing immediately.

In the meantime, please use a home-made face covering, or a snug-fitting bandana or scarf as an interim solution. If you don't have anything suitable, please follow the [CDC's existing personal hygiene and social distancing guidelines](#) and the aforementioned April 1 guidance until we can get you something suitable.

It's key to note that the cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders. The CDC is advising that cloth face coverings made from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

The CDC also emphasizes that social distancing of six feet and hand washing or sanitizing remain as important as ever. We recognize this new guidance is a sudden change that will take some creativity and patience to adhere to overnight. We are working as quickly as we can to acquire the PPE you need to do your jobs safely.

Read the [full April 3 CDC guidelines on cloth face masks](#).

We appreciate everything you are doing on behalf of our customers each day.

Thank you, stay safe.

Tim Walden



April 6, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update - April 3, 2020

Please see the [attached COVID-19 update](#) released on April 3, 2020 from CenturyLink.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[COVID-19 Update](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 Staff Representatives



April 3, 2020

To: North American Operations Field Technicians

CenturyLink is committed to protecting the health and safety of our employees. When it comes to our critical, customer-facing employees, we are focusing our resources on effective safety measures and consistently applying them in every relevant situation. We are investing in supplies that have been shown to be effective and appropriate for their safety in this current environment.

Our Procurement team is continually purchasing safety supplies such as hand sanitizer, wipes and gloves. Those supplies are being distributed to field offices as stock comes into CenturyLink's warehouses. We request your assistance in prudent use of available stock.

Additionally, we have established a process where you can order supplies for your location. Please see the below information. If in doubt or if you have any questions, we have established a direct email [COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com) to assist you.

#### How to order PPE supplies for your location:

- For Field and Network sites, follow your normal process to order consumables: Through SAP or CART (<https://sapemp.corp.intranet/irj/portal/>), ordering the material codes listed below
- For large admin sites such as Broomfield, Mineral or Monroe, Real Estate is deploying supplies directly
- For smaller offices, or if you do not have access to SAP or CART, please submit a request to COVIDPPE ([COVIDPPE@centurylink.com](mailto:COVIDPPE@centurylink.com)) for internal fulfillment

Material Type	Material UOM	SAP Material Code	Notes
Hand Sanitizer	8 oz bottle	1068954	Larger bottles for office use can be ordered through <a href="mailto:COVIDPPE@centurylink.com">COVIDPPE@centurylink.com</a>
Disinfectant Wipes	100 count box or 75 count canister	1465628	



<b>Gloves</b>	100 count box	M-1250878 L-1250879 XL-1250880	
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### **Additional Information:**

Below describes the recommended safety supplies (based on WHO, CDC, and OSHA guidance) effective in preventing transmission of COVID-19. It also describes certain protective items that are not recommended and the reasoning for that determination.

### **Items Provided to Prevent COVID-19 Transmission - Effective**

- **Hand Washing** - Hand washing is recommended by the [WHO](#) and [CDC](#) as an important means of preventing “person to person” or contaminated object transmission of COVID-19. Soap and water for hand washing is available at all company locations with restrooms. If soap and water are not available at a company location with a restroom, Field Technicians should notify the Real Estate Help Desk. Field Technicians may use water jugs/coolers or other containers to maintain a supply of water and soap to facilitate hand washing.
- **Hand Sanitizer** - Field Technicians should have adequate supplies of hand sanitizers to clean and sanitize their hands so that viral material on surfaces touched by others is not spread to the eyes, nose or mouth where it may cause infection. Any hand sanitizer with at least 60% alcohol (or equivalent) content may be used.
- **Surface Disinfectant** – Keeping surfaces clean and free of viral matter is also recommended by the [WHO](#) and [CDC](#) as another important means of preventing contaminated object transmission of COVID-19. Field Technicians should use disinfectant wipes or sprays (with EPA-registered disinfectants or containing 70% alcohol or its equivalent) in accordance with the instructions on the label to deactivate the virus before touching surfaces that others have or may have touched. Dirty surfaces should first be cleaned (i.e. soap and water) and then disinfected.
- **Cleaning Commonly Touched and Other Building Surfaces** – As described above keeping surfaces clean aids in preventing the spread of viral matter. Real Estate has implemented the following cleaning /disinfecting protocol:
  - Routine - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
  - Symptomatic employee present - Disinfecting employee’s immediate work area and common areas using CDC-recommended processes when an employee is/has exhibited symptoms that fully align with COVID-19.
  - Confirmed COVID-19 case present - Electrostatic spray or manual disinfecting of employees’ work areas and building common areas using CDC-recommended processes and products when an employee has tested positive for COVID-19.

### **Items that have Limited Effectiveness in Preventing COVID-19 Transmission**

- **Non-contact Infrared Thermal Scanners** –Thermal scanners may be used for self-monitoring of elevated body temperature (i.e. fever of 100.4 or more) by persons who have known or suspected direct or close contact with a presumed or confirmed COVID-19 case. Unfortunately, a person may be contagious prior to exhibiting symptoms (e.g. fever) so this method of self-monitoring or employee/visitor screening is of limited effectiveness.

### Items that are Not Effective in Preventing COVID-19 Transmission

- **Nitrile gloves** –The use of nitrile gloves is not recommended to prevent the transmission of COVID-19 for Field Technicians who may have contact with customers or the public. The use of gloves merely acts as a second skin thereby providing an additional surface that could be contaminated with viral matter. Glove users must wash their hands when removing gloves so use of the gloves is unnecessary. The [WHO](#) and [CDC](#) only recommend the use of protective gloves for high risk persons (i.e. those providing medical or home care for COVID-19 patients). [OSHA](#) recommends gloves for high and very high risk employees such as medical professionals caring for COVID-19 patients and for some medium risk employees who work in high population density work environments (e.g. schools, public transportation, event venues, high volume retail settings etc.).
- **Face masks and respirators** – Routine use of face masks and respirators by healthy persons has not been shown to prevent or reduce the risk of transmission of COVID-19. Neither the [WHO](#) or [CDC](#) recommend that face masks or respirators be used for this purpose. Face masks or respirators must be used by medical professionals caring for a person infected with COVID-19 and unnecessary use of such face masks hinders their ability to care for COVID-19 patients.
  - Field Technicians may wear N95 or N100 filtering face piece respirators (face masks) when required by customers to access the customer's premise. Half-face or full- face air filtering respirators must not be worn as these respirators require medical clearance, training, a written program, and fit testing.





April 2, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Maintaining a Safe Environment for Employees and Customers

Please see the latest update below from CenturyLink that was sent out yesterday, April 1.



North America Operations Team,

Thank you for your continued commitment to safety and productivity during this event. It's an unprecedented time that has called for extraordinary effort from all of us, and I appreciate how you've delivered on it.

Below is our high-level, nationwide plan to maintain a safe environment for our employees and customers. We will drive this through our COVID-19 response team led by Ron Pfaff, so please watch for further details from your organizational leaders.

Today, we are instituting increased safety measures to our current protocols. One, in particular, that we've had in place, but I want to emphasize, is the discretion of our employees to assess the safety of a customer situation and act accordingly. As I said in my all-employee note last week, we don't want to put too much on the shoulders of our "work at work" employees, and this, like all other measures, has been designed with safety as the top priority.

**Our commitment to a safe environment for employees and customers**

*This will be rolled out in phases, and employees should seek direction from their management on the phased approach*

- **Pre-screening:** Our centers are pre-screening customers before scheduling dispatches to ensure the technicians are arriving to a home or business that is safe.

- **Authority to make real-time decisions:** The technician has the absolute authority to make reasonable decisions on entry, based on real-time information they see, to enforce social distancing with our customers and to follow the CDC guidelines to keep a safe environment.
- **Minimize entry:** We encourage techs to minimize entry into homes and businesses, with entry as a last resort only following additional processes/protocols (see below) – and the final gauge being technician judgment.
- **PPE Supplies:** Proper personal protective equipment (PPE) should be supplied for all technicians. If a technician does not have access to appropriate disinfectant (e.g., soap and water, wipes or hand sanitizer), they should not be in contact with customers. In an effort to provide additional peace of mind, employees may use masks and gloves at their discretion. Please work with your direct management for access to masks and gloves or reimbursement if purchased locally. Due to the national healthcare system demand these items are in limited quantities and should be kept to limited use.
- **New install and repair procedures:** Use the following new install and repair procedures that minimize the need for entry:
  - o New install and repair procedures that are put in place temporarily during COVID-19 are to be considered permanent customer solutions with no expectation of re-dispatch for additional work.
  - o Any customers that want an additional dispatch at a later date for inside wire-type work will be done by request for an additional fee. Customers with inside wire maintenance plans can request inside wire work later at no additional charge.
  - o Use current protocols for reasonable case work that must continue, such as self-installs, critical infrastructure, government services, essential enterprise and supply chain services, medical facilities, disabled or elderly customers, etc.

We need to be here for each other and keep all of our mutual interests and safety in mind. Thank you for delivering a special effort during such a critical time.

Richard

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



**March 27, 2020**

To: North American Operations Field Technicians

CenturyLink is committed to protecting the health and safety of our employees. This commitment is driving our decision making during the COVID-19 outbreak as we safeguard our employees while also maintaining business operations in support of the critical global communications infrastructure. When it comes to our critical, customer-facing employees, we are focusing our resources on effective safety measures and consistently applying them in every relevant situation. We are investing in supplies that have been shown to be effective and appropriate for their safety in this current environment.

This document describes the recommended safety supplies (based on WHO, CDC, and OSHA guidance) effective in preventing transmission of COVID-19. It also describes certain protective items that are not recommended and the reasoning for that determination.

Our Procurement team is working diligently to timely source adequate supplies, and we request your assistance in prudent use of available stock. Barring any unforeseen circumstances, we expect to fulfill all back orders for hand sanitizer gel and disinfectant wipes next week. Work groups that are out of stock but can purchase recommended supplies locally, should work with their local management team to obtain these items and reimburse for the expense.

**Items Provided to Prevent COVID-19 Transmission - Effective**

- **Hand Washing** - Hand washing is recommended by the [WHO](#) and [CDC](#) as an important means of preventing “person to person” or contaminated object transmission of COVID-19. Soap and water for hand washing is available at all company locations with restrooms. If soap and water are not available at a company location with a restroom, Field Technicians should notify the Real Estate Help Desk. Field Technicians may use water jugs/coolers or other containers to maintain a supply of water and soap to facilitate hand washing.
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- **Surface Disinfectant** – Keeping surfaces clean and free of viral matter is also recommended by the [WHO](#) and [CDC](#) as another important means of preventing contaminated object transmission of COVID-19. Field Technicians should use disinfectant wipes or sprays (with

EPA-registered disinfectants or containing 70% alcohol or its equivalent) in accordance with the instructions on the label to deactivate the virus before touching surfaces that others have or may have touched. Dirty surfaces should first be cleaned (i.e. soap and water) and then disinfected.

- **Cleaning Commonly Touched and Other Building Surfaces** – As described above keeping surfaces clean aids in preventing the spread of viral matter. Real Estate has implemented the following cleaning /disinfecting protocol:
  - **Routine** - Increased focus on cleaning high-touch surfaces, particularly at company locations where we have 100 or more employees or mission critical employees currently working.
  - **Symptomatic employee present** - Disinfecting employee's immediate work area and common areas using CDC-recommended processes when an employee is/has exhibited symptoms that fully align with COVID-19.
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#### **Items that have Limited Effectiveness in Preventing COVID-19 Transmission**

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#### **Items that are Not Effective in Preventing COVID-19 Transmission**

- **Nitrile gloves** –The use of nitrile gloves is not recommended to prevent the transmission of COVID-19 for Field Technicians who may have contact with customers or the public. The use of gloves merely acts as a second skin thereby providing an additional surface that could be contaminated with viral matter. Glove users must wash their hands when removing gloves so use of the gloves is unnecessary. The [WHO](#) and [CDC](#) only recommend the use of protective gloves for high risk persons (i.e. those providing medical or home care for COVID-19 patients). [OSHA](#) recommends gloves for high and very high risk employees such as medical professionals caring for COVID-19 patients and for some medium risk employees who work in high population density work environments (e.g. schools, public transportation, event venues, high volume retail settings etc.).
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  - Field Technicians may wear N95 or N100 filtering face piece respirators (face masks) when required by customers to access the customer's premise. Half-face or full- face air filtering respirators must not be worn as these respirators require medical clearance, training, a written program, and fit testing.

**Cleaning removes germs**, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

**Disinfecting kills germs** on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

**Sanitizing lowers the number of germs** on surfaces or objects to a safe level **by either cleaning or disinfecting** them to lower the risk of infection.

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## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above.

We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing and hygiene practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Some roles may not have the ability to work from home effectively. Please contact your vice president if you have concerns about your ability to work from your normal work location. If you have special circumstances or concerns, please contact HRconnect. Remember that "work from home" is just one type of social distancing. Other types of social distancing (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

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### **Can I direct my contractor to WFH?**

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible workers in your organization.

[Back to top](#)

### **Benefits**

#### **How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours in the U.S. or 75 hours in Canada for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S. and Canada, STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [U.S. STD](#) page or [Canada STD](#) page in InsideLink for details. Employees outside of the U.S. or Canada should consult their local laws and policies.

#### **Who is eligible to use emergency PTO related to COVID-19?**

All U.S. and Canada employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

#### **What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

#### **As an FTO-eligible employee, does the emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S. and Canada, short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

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### **For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company-directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

### **Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must review the emergency PTO request and ensure it is related to the specific COVID-19-related reasons CenturyLink has defined.

### **Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we will no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

### **Can my manager reject my request for emergency PTO?**

Your manager will review your request (at times in conjunction with HR) to determine if it meets the criteria that we have defined for emergency PTO use. If so, your manager should approve that time off. Your manager may ask to work with you in scheduling time off to ensure your team is meeting business needs. For example, if you are request a day off to arrange childcare, your manager may ask if you can take a different day off to assist with scheduling.

### **Do I need HR's approval for all emergency PTO requests?**

HR will work with your manager specifically on issues related to employee health due to COVID-19 and/or the care of others diagnosed with COVID-19. HR will also work with your manager in cases where it may not be clear whether your specific circumstance is covered by the defined reasons to use emergency PTO.



### **Are contractors eligible for emergency PTO time?**

Contractors are not CenturyLink employees, so they are not eligible for CenturyLink pay or benefits, including emergency PTO. Your contractor should work with their employer to determine what time off options are available for them to use during this time period. In any event, they may not report for work at any company or customer location if they are sick, awaiting results of a COVID-19 test or test positive for COVID-19.

### **If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S. and Canada, STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

### **I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days due to your own COVID-19 related illness.

### **What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.") Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

If you work in Canada, you can contact the EAP by calling 877-207-8833 or visit [www.lifeworks.com](http://www.lifeworks.com). Webinars can be found at <https://www.lifeworks.com/resources/webinars/>.

Employees outside the U.S. and Canada should consult local benefit programs.

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## Policy

### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Please review the [NA Work from Home – Temporary Policy](#) for more information.

### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, contact HRconnect for additional guidance.

### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**

Ordinarily, working from home isn't suited for people caring for others during the workday. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

### **Can I adjust my normal working hours to work earlier and/or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

### **If I am designated to work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager if your role is designated to work from home and you need to return to the office for files or equipment.

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**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should contact HRconnect to request an assessment of their eligibility to work from home or for another accommodation. Remember that "work from home" is just one type of social distancing. Other types (e.g., remaining 6 feet away from other people) can be accomplished even in your normal work location. Employees who are unable to work at all – either from the office or from home – should use emergency PTO or FTO to cover any COVID-19-related absences at this time.

**I have an underlying health condition and feel I am at risk being at work. Will I be able to take emergency PTO time? Do I have to tell my supervisor what my underlying health condition is in order to be approved for emergency PTO?**

You should communicate to your manager that you have a health condition (without describing the condition) so they can work with their leadership to see if an accommodation can be made for you first (e.g. working from home, different work assignment). If we need a description of the health condition in order to evaluate accommodations, that will be handled through HR. You do not need to give personal health information. If no accommodation can be made, emergency PTO may be appropriate. You can file an HR Ticket.

**I live with my 75-year old mother who has serious health issues. I do not want to bring COVID-19 into our home. Can I take emergency PTO to be off work for a while?**

This scenario does not meet one of the five criteria outlined for COVID-19 emergency PTO. However, you may take normal PTO or apply to see if you qualify for FMLA based on your circumstances.

**I do not want to go into customer homes because I am concerned about contracting COVID-19 and bringing it to home to my family. Can I be given specific types of jobs that only require me to work outside of customers' homes? If not, what are my options?**

Follow our standard policy to assess risk of entering a customer's home. If there is no valid, specific reason for not entering the home, employees should proceed with work as normal. Employees who refuse to go into customer homes will be required to take PTO. Employees who run out of PTO time will be required to take unpaid time.

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### **What are the current recommendations pertaining to air travel?**

For international travel, the Centers for Disease Control and Prevention (CDC) recommends social distancing for 14 days following return to the United States. The CDC has asked people to assess the risk of domestic air travel but has not made recommendations for social distancing after a domestic trip. CenturyLink issued an additional recommendation that employees who travel by air within the United States be directed to not have contact with other employees, customers or vendors for 14 days following their flight. This directive was made due to the high number of interactions with people and objects during air travel of any type, as well as possible contact with asymptomatic people, which is increasingly suspected of driving the high transmission rate of COVID-19. CenturyLink managers should ensure their employees are observing the recommendation.

### **I've heard rumors that there are co-workers infected in my building. Will I get notified if this is true?**

If an employee has tested positive or is assumed positive, CenturyLink will send targeted communications to those who have had close contact with that employee. These communications will be emails from leadership or phone calls. Broader communications are sent when additional positive tests are confirmed in a specific location, are business impacting or to address additional concerns that have been identified. Our communication approach is more comprehensive than CDC requirements and ensures we safeguard the health and safety of our employees.

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## **Payroll**

### **Is there a special code I should code emergency PTO taken related to COVID-19?**

In the U.S., payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly. Coding instructions for Canada will be coming out soon on the COVID-19 site.

### **If I use emergency PTO, how will it show up on my pay statement?**

The payment will appear as PAID AUTHORIZED ABSENCE.

### **How do I know how much emergency PTO I have left if I don't remember how much I have taken?**

Balances may not appear on your initial pay statement but will eventually be shown there. If you need your balance before this point, contact HRconnect and the payroll team will provide your remaining availability.

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**What if I can't enter time that should be coded as emergency PTO?**

If you are unable to code your time to the emergency PTO code by Monday 5 p.m. deadline of the pay week, please contact HRconnect and the payroll team will help ensure your time is coded correctly.

**What if I already took PTO for a COVID-related reason last week? Can I go back and charge this time to emergency PTO instead of using my normal PTO hours?**

Yes, we will allow time to be coded to the emergency PTO time code (9998 – Emergency Leave) as early as March 8. Your manager may request documentation to verify school closures or care issues which you should provide in order to have the time changed.

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March 26, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Appreciation for our Field Technicians

The District received the email below from CenturyLink Labor Relations Analyst Amy Rehberg that includes a message from their Sr. Vice President of Field Operations and Network Implementation Tim Walden for your review.

From: **Rehberg, Amy** <[Amy.Rehberg@centurylink.com](mailto:Amy.Rehberg@centurylink.com)>

Date: Thu, Mar 26, 2020 at 8:28 AM

Subject: FW: Appreciation for our field technicians

Below is a message from Tim Walden I want to share with you and also for our Business and Consumer customers, we have begun utilizing this statement with customers if a technician dispatch is required:

*"The Technician cannot enter the facility if anyone in the facility, within the past 5 days (i) is or has been confirmed positive or presumed positive for COVID-19, (ii) is waiting for results of a COVID-19 test, (iii) has COVID-19 symptoms – specifically, a fever, shortness of breath or cough, or (iv) is under a doctor's order to self-quarantine or self-isolate due to COVID-19 or recent international travel. I know your safety and those of your family is important to you, and I want you to know that none of those concerns that I listed are applicable to our technicians either. Can you please confirm that none of these scenarios apply?"*

The technicians have been provided the same scripting to utilize when in contact with customers:

*"I cannot enter the facility if anyone in the facility, within the past 5 days (i) is or has been confirmed positive or presumed positive for COVID-19, (ii) is waiting for results of a COVID-19 test, (iii) has COVID-19 symptoms – specifically, a fever, shortness of breath or cough, or (iv) is under a doctor's order to self-quarantine or self-isolate due to COVID-19 or recent international travel. I know your safety and those of your family is important to you, and I want you to know that none of those concerns that I listed are applicable to me either."*

**Amy D Rehberg**

Labor Relations Analyst



Team,

It has been several weeks since you started receiving corporate guidance to address CenturyLink's employee and customer safety/needs during this Coronavirus outbreak. There has been an abundance of communication and many people focused on ensuring that our business is enabled to not only support our customers but also provide them the data infrastructure needed to thrive in the current environment.

We have "shelter in place" orders, quarantines, and coronavirus exposures that we are working to navigate, all while supporting consumers who are now working from home and home-schooling their children; and businesses that are being forced into new operating models that include new and more secure locations or just a whole new business model.

As we work through these new requirements, there is one area of consistency that we can always depend on – our field operations team.

**CenturyLink Field Techs:**

enable CenturyLink to install or upgrade data services for those consumers who are now working from home and/or home-schooling their children;

ensure that businesses that have to relocate or change their current operating model have the data infrastructure in place to meet their needs, when they need it;

respond to calls when a consumer or business customer is having issues or not receiving the service that they expect and need;

do all that they do while overcoming adversity every day. As work continues to ensure that personal safety supplies (on backorder across the nation) get in the hands of our technicians, CenturyLink field techs find ways to ensure that they can support our customers while still focusing on ensuring a safe environment;

are the backbone of our company, and I cannot express how honored I am to be a part of an organization that has the highest caliber of dedicated, customer-focused technicians in the industry.

As the leader of this organization, I want to ensure you that you have my commitment that any concern or suggestion that you bring forward will be provided a response. Many concerns and suggestions will drive change. You are the feet on the ground in our markets, and your feedback is critical to our success.

Thank you for your continued dedication!

Tim

Should you have any questions, please contact your CWA Representative.

SJR/sv  
opeiu#13





March 23, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Immediate Actions on COVID-19 & Customer Demand Work

Dear Local Presidents:

Attached below is an important notice from Supervisor of Region Operations Scott Houle outlining changes taking effect immediately to manage the increase in customer demand:

**March 23, 2020**

**Effective Immediately: THE FOLLOWING ACTIONS ARE BEING TAKEN TO BETTER SERVE OUR CUSTOMERS DURING THIS TIME (COVID-19)**

As millions of Americans move to working from home, CenturyLink has experienced a significant increase in customer demand. To prepare for this demand, changes have been made in CLICK and WFA. Three major changes are:

1. All **IR Technicians** will be bulk loaded, all markets,
2. All products will transition to all day appointments
3. All non-essential Company Demand work will be stopped

**All markets**

- The load can be worked in any order to maximize efficiency. Technician remain responsible for all customer communication. Continue to contact the customer before, during and after on every task.
- It is critical to maintain an accurate status on all jobs
- Same day work is still eligible to be loaded so continue to check for new work
- Complete every job every day even if overtime is required
- With more customers working from home all day, we will quickly be transitioning to all day appointments to maximize the amount of work that can be completed each day

***Scheduled deployment for these critical changes:***

**CLICK Changes**

- All I&R Techs will be bulk loaded effective Monday 3/23/2020
- Only All-day appointments will be offered for orders and repairs effective Tuesday 3/24/2020
- Company Demand
  - Will be systematically removed from all schedules Monday 3/23/2020
  - Technicians ability to create new company demand will be turned off Monday 3/23/2020. SROs can create via the Dispatch Portal.

To reiterate – the key message for all of us is Customer Demand First. Our top priority has to be to finish all customer jobs, everyday!



## **FAQ**

**Q: I can see my full load and it is not routed optimally, what should I do?**

A: Technicians and SROs should not call to move work. Work can be completed out of order by the technician. The technician remains responsible for all customer communication. Continue to contact the customer before, during and after on every task.

**Q: Since I am bulk loaded is the need to look at my load throughout the day eliminated?**

A: No. All techs need to continue to monitor their load. Same day repair will still come in if there is availability, so technicians need to continue to monitor their load for new work.

**Q: What will the technician impacts be to L2S and other metrics?**

A: All reports will continue to be monitored to determine if any changes or exception notes are required.

**Q: I see a 4-hour window on my order or repair – why?**

A: Previously committed times were not changed. Therefore, work will be dispatched that had previous commitments. Continue to contact the customer before, during and after all tasks to ensure commitments such as appointment windows are met or renegotiated with the customer.

**Q: Are jobs impacted that are under performers, pro-active rehab, CALIX Rogue ONT and other company initiative work?**

A: These have all been future dated.

**Q: Are Central Office and Design services impacted by these changes?**

A: Automated Routines were not impacted by these changes.

**Q: What company demand work should an SRO create?**

A: Only customer impacting company demand tasks deemed to be essential should be created at this time. SRO should contact dispatch to load the task.

**Q: I have more questions, who can help?**

A: There will be 2 daily calls hosted by dispatch with field directors/VPs to discuss questions, concerns and load status.

## **CLICK ONLY**

**Q: I still have company demand on my schedule. Should I call dispatch?**

A: Validate first. If it is an automated routine, complete as dispatched. If not, do not complete and do not call dispatch. If dispatch didn't catch the task yet, Non-complete it and continue with your load.

**Scott Houle**

**Supervisor Region Operations**

**West Plains, MO**

Please contact your CWA Representative with any questions.

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 23, 2020

TO: CenturyLink Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: IMPORTANT CenturyLink Technician Communication

Dear Local Presidents:

Attached below is an important communication from CenturyLink Labor Relations distributed to technicians outlining the process for COVID-19 concerns for jobs requiring inside access to the customer's premise.

From: **Ponder, Kara D** <[Kara.X.Ponder@centurylink.com](mailto:Kara.X.Ponder@centurylink.com)>  
Date: Sat, Mar 21, 2020 at 10:35 AM  
Subject: CTL Technician Communication

Ali,

The following updated message was distributed to CenturyLink technicians via TechServe/Hot Reads and InfoLink yesterday for jobs requiring inside access to the customer's premise to address COVID-19 concerns:

- Start all orders requiring inside access/a premise visit at the home, verify customer will allow access BEFORE starting any work
- If customer refuses access:
- Explain to customer the order will be dated out 30 days and they will need to contact us once they will allow us inside or the order will be canceled
- **DO NOT** complete any field work
- Return the job as – No Access
- Add a comment on the job stating – Customer Safety Concerns
- If you have concerns due to indications from customer they are ill:
- Explain to customer you are not comfortable entering to complete the inside work
- **DO NOT** complete any field work
- Return the job as – No Access
- Add a comment on the job stating – Technician Safety Concerns
- Notify your Supervisor

*\*\*Reminder! You can continue to use the process to convert Tech installs on single pair copper to a self install if the above scenario occurs as well.*

Repair jobs requiring inside access and the customer or technician is not comfortable with inside access due to COVID-19 concerns:

- Start all repair jobs requiring a premise visit at the home
- Advise customer work completed to NID, determine if inside access still required to complete repair
- If customer refuses access:
- Explain to customer they will need to contact us once they will allow us to have a new repair ticket created
- Complete all work or troubleshooting to the NID
- Return the job as – No Access
- Add a comment on the job stating – Customer Safety Concerns
- If you have concerns due to indications from customer they are ill:
- Explain to customer you are not comfortable entering to complete the inside work and they will need to contact us once they are no longer ill to have a new repair ticket created
- Complete all work or troubleshooting to the NID
- Return the job as – No Access
- Add a comment on the job stating – Technician Safety Concerns

**Kara Ponder**  
Labor Relations



Please contact your CWA Representative with any questions.

SJR/sv

*openr#13*

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



March 19, 2020

TO: CenturyLink and CenturyTel Presidents

FROM: Sylvia J. Ramos, Asst. to the Vice President

SUBJECT: Union Notification - Additional FAQ Document - COVID-19

Please view the attached [FAQ document](#) received from the Company.

## Coronavirus FAQs

[Management](#)

[Benefits](#)

[Policy](#)

[Payroll](#)

### Management

#### Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

#### Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing practices should be used for any business-critical in-person meetings that must be held.

#### When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

#### What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Every role may not have the ability to work from home effectively. Please contact your vice president you have concerns about your ability to work from home. If you have special circumstances or concerns, please contact HRconnect.

#### How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

#### Can I direct my contractor to WFH?

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible employees in your organization.



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**We have a team meeting that will exceed the 10-person limit. Should we still hold the meeting?**

Please evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, please limit participants to 10 or fewer, effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

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**Benefits****How long will CenturyLink continue to pay PTO/leave for sick employees?**

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S., STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [STD page](#) in InsideLink for details. Employees outside of the U.S. should consult their local laws and policies.

**Who is eligible to use emergency PTO related to COVID-19?**

All full-time U.S. employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

**For which reasons can I use emergency PTO related to COVID-19?**

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who take time off due to COVID-19-related illness or quarantine, before they are eligible for STD.
- Employees who are unable to work from home if the company closes their office.
- Employees considered at high-risk of serious illness due to underlying health conditions who are unable to work from home.
- Employees who need time off due to school and daycare closures.
- Employees who need to care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

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**Do I have to use all my normal PTO before I can use the emergency PTO?**

No, but your manager must approve emergency PTO and ensure it is related to the specific COVID-19-related reasons defined.

**Will I be able to roll over my emergency PTO to use at another time?**

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

**If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?**

**For COVID-19-related illnesses**, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S., STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

**For non-COVID-19-related illnesses**, use your normal PTO.

**I have less than one year of service. Do I qualify for STD?**

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days.

**What is the company's guidance for employees who have FTO instead of PTO?**

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

**As an FTO-eligible employee, does the 80-hour emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the 80 hours?**

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

### **What other resources are available to me?**

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting [centurylink.com/eap](https://centurylink.com/eap). (Scroll to the bottom of the EAP homepage and select "Contact us.")

Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

Employees outside the U.S. should consult local benefit programs.

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### **Policy**

#### **Will a telecommuting agreement be required for those working from home during this period?**

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

#### **Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?**

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, you will be provided instructions on how to submit your eligible expenses as required by law.

#### **What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?**

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

#### **Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?**



Ordinarily, working from home isn't suited for people caring for others full time. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

**If I am designated to work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?**

Our offices currently remain open during this period. Please work with your manager if your role is designated to work from home and you need to return to the office for files or equipment.

**What if I don't have internet access at my house?**

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

**Can I adjust my normal working hours to work earlier or later in the day?**

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

**What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?**

Employees who feel they are at higher risk during this time should work with their manager and leadership to determine if they are eligible to work from home or for another accommodation. Employees who are not eligible for either of these things should use Emergency PTO or FTO to cover any COVID-19-related absences at this time.

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## **Payroll**

**Is there a special code I should code emergency PTO taken related to COVID-19?**

Yes, payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly.

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3-18-2020

Dear Local Union Leaders:

I hope this note finds you and your loved ones safe and healthy. I know that my Labor Relations team at CenturyLink has been keeping open lines of communication with you as the COVID-19 crisis evolves, but I wanted to take a moment and reach out to you personally in this unique and challenging time. It's important to me as the leader of the Company's Labor Relations function that you know we are committed to the safety and health of our employees and we will continue to keep you informed of developments that impact them. We also welcome you to reach out to a member of the Labor Relations staff at any time if you have questions, concerns, or suggestions about the steps we are taking as a Company to help prevent the spread of COVID-19.

I am also asking for your help. A short time ago, my team forwarded to you the communication from CenturyLink CEO Jeff Storey about the steps the Company is taking in regards to the emergency allotment of PTO to employees and the waiving of the service requirement for short term disability benefits eligibility. This is a significant step by the Company to protect the safety and security of our employees. As we put this plan in motion, we also must keep our team as fully engaged and as productive as possible in order to support our customers, our community, and our company. As Jeff's note makes clear, these benefits are available to be used by those who truly need them, but not by those who do not. We are asking for your help and leadership in ensuring that employees who may seek your guidance clearly understand that concept and realize that serving our customers is critical to our success.

Thank you for your support.

Bryan Smith  
CenturyLink Labor Relations



Team,

I don't think I have ever sent two all-employee emails within a four-day span, but as I said in my last email, these are certainly challenging times. I hope you continue to be well and are taking the right precautions to stay healthy.

There's a lot I would like to say about your dedication to our customers, your support of each other, your commitment to our company and the resilience you demonstrate every day. I am fully aware all of that is being put to the test. Collectively, we are all struggling to balance the demands put on us.

We are actively thinking about what we can do to keep our company strong and support our employees. On Sunday, we shared with you that we were moving quickly to a work-from-home environment for all employees who can work from home. I'm pleased how smoothly and quickly that is taking place. Please continue to work together to resolve any issues as they arise. I'd like to thank all of the teams that have worked so hard to make this possible.

I won't go into all of the detail on the actions we've taken, but from curbing travel to limiting meeting sizes (now, no more than 10 people) to modifying our cleaning practices and ordering large quantities of cleaning and disinfectant supplies, we continue to make every effort to keep you safe. Unfortunately, but not surprisingly, some of the safety supplies have longer wait times than we would like. Our procurement and real estate teams continue to work the problem.

I'd like to share that we will be taking two additional steps to help address issues you might face in this rapidly evolving situation.

#### **80 Hours of Emergency PTO**

For the next 60 days, CenturyLink will provide up to 80 hours of emergency, excused, paid time off (PTO) to all U.S. employees. This is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.

This time off must be approved by your manager but can be used non-consecutively to cover the following COVID-19 circumstances:

- Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD).
- Employees who are unable to work from home if there are company directed office closures.
- Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions.
- Employees who may need to take time off due to school and daycare closures.
- Employees who may need to provide care for others diagnosed with COVID-19.

This additional paid time off is especially intended to provide greater flexibility for those who cannot perform their duties from home. We hope that if you are now working from home, some of these challenges might already be addressed. I recognize that will not be the case entirely, so this Emergency PTO is available to all U.S. employees.

It is my strong hope that none of us will need this additional PTO, because that will mean we are healthy and have been able to meet the demands we face. If the Emergency PTO is not needed, it will not be rolled over into regular PTO or used for other reasons.



Let me be clear, if you need the additional PTO, please use it. If not, please don't. Keeping our team as fully engaged and as productive as possible is essential to support our customers, our communities and our company.

#### **Expansion of Short-Term Disability Benefits to New Employees**

Historically, employees with less than one year of service are not eligible for CenturyLink's U.S. Short-Term Disability plan. As most of you know, employees use our STD plan after five days of absence due to illness. Effective immediately, we are waiving the one-year waiting requirement for all current U.S.-based employees. STD is intended to be a resource for employees to handle extended illness. I want to ensure that resource is available to all of us during this outbreak. All other provisions of the plan remain in place.

These modifications to our PTO and STD benefits are intended to supplement our current plans and policies during this extraordinary time. They are unlikely to cover all situations and may not be adequate for individual circumstances, but we hope this provides additional security and flexibility to you.

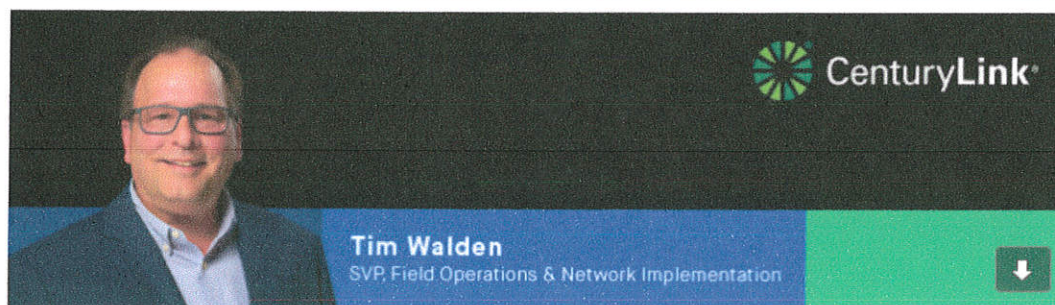
As a reminder, the following resources are available to employees regarding time off:

- [U.S. PTO policy](#)
- [FTO policy](#)
- [Short-Term Disability plan](#)
- [FMLA policy](#)

Let me end by saying I am extraordinarily proud of our team. This includes our NOC/SOC personnel that tirelessly work to keep our network running and our customers' traffic secure; our field technicians who work long hours to install and maintain the services our customers are relying on to get through this crisis themselves; and our call center representatives who support our customers with every call and chat they answer. Obviously, the list is too long for me to continue, so let me just say to all of you ... I am extraordinarily proud of you.

If you have any questions about these changes or using PTO for work absences, please consult with your manager. [HRconnect](#) is also available for further clarification or questions.

Jeff



Team,

As a follow up to Richard's message, we want to continue to reinforce social distancing strategies including work from home (WFH). As Richard mentioned, this does not mean everyone will be working from home. We need to continually evaluate the type of work performed and if it is conducive to be effectively performed remotely, as well as the capability for our employees to work from home. This evaluation is currently under way and you will be notified by your management team of transition plans until then, please continue to report to your office.

Given the nature of our business, there are three (3) categories that employees will fall into, detailed below:

1. Employees whose job function enables them to effectively perform their work outside of the office AND have the ability and the appropriate technology may start to work from home immediately.
2. Employees who currently rely upon a desktop computer or need IT assistance to enable them to WFH, please continue going into the office. We are working aggressively to enable as many employees to WFH and continue to evaluate and implement solutions. We will continue to communicate to these employees as we have additional information. Again, by creating a WFH environment for a large percent of our population has the added benefit of reinforcing social distancing in the workplace.
3. Certain roles within our organization require employees to work onsite – for example, positions tied to specific customer contract requirements, secure roles and some field operations positions. At this time, these roles will continue to be performed onsite as needed. To ensure the safety of our employees, we will follow social distancing guidelines.

Employee safety and health continues to be our top priority. If you feel you are in a high-risk category or are the primary care provider for someone in a high-risk category, or if you are ill, please do not come into the office and work with your direct manager.

Please use these Tips for Working from Home and VPN access and connection guidelines found below, which include best practices and common-sense guidance. If you have concerns about your ability to work from home or are unsure which category listed above that you belong to, please talk with your manager as soon as possible.

This is another important step we're taking to encourage social distancing and employee health. I appreciate your flexibility and patience during this unprecedented time for all of us. Thanks for helping us take care of each other and our customers.

Tim Walden

3-17-2020

Sent on Behalf of the Labor Manager that supports your unit (Joe Basile, Deanna Moore, or Amy Rehberg).

We recently forwarded you a communication from CenturyLink CEO Jeff Storey, that spoke about the importance of 'social distancing,' and of CenturyLink's plan to have many of our employees work from home for some period of time to help us contribute to the containment of the COVID-19 virus. Additional follow-up communications from Company leadership are attached or will be forwarded to you this morning.

Employees will be informed if they have been designated to work from home. Employees who are asked to work from home who have concerns about their ability to do so should speak with their supervisor. Attached is the revised temporary work from home policy that would apply.

We realize that for certain employees in the unit, work from home may not be feasible at this time due to the nature of their work (e.g., field technicians). We know that our Field Operations and Network Implementation teams are on the frontline when it comes to enabling our customers and helping them stay connected with friends, family and work during this crisis. We appreciate the dedication our employees have demonstrated in serving our customers even in the face of this challenging time. We want to emphasize that if any employees are ill, they should not come in to their work location or service customers in the field. They should inform their direct supervisor and work with their supervisor regarding options for time off.

We also realize there may be scenarios where technicians have concerns about entering customer premises due to indications that a customer is ill. Employee safety is our top priority, and technicians who have concerns about servicing a customer should follow the established guidelines. The Company continues to evaluate additional precautionary measures to further reduce the risk of exposure to all employees, including our technicians, and we will be in communication with you about any of those measures as the situation evolves.

At this time we do not expect to close any facilities. If this changes, we will notify the employee(s) directly and discuss the timing and impact.

If you have any questions or wish to discuss this further, please contact the Labor Manager that supports your unit (Joe Basile, Deanna Moore, or Amy Rehberg). We look forward to your continued cooperation to help us work through this crisis.

**Kara Ponder**

*Labor Relations*

[kara.x.ponder@centurylink.com](mailto:kara.x.ponder@centurylink.com)



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## **Temporary Work from Home Arrangements due to COVID-19**

### **Background and Scope of Policy:**

As Jeff Storey announced, we will implement more comprehensive work-from-home (WFH) efforts to increase social distancing in response to the COVID-19 outbreak. Employees who can WFH (their job can be performed effectively from home and they can remotely access work-related applications) will move to WFH status as directed by the company. Other employees will continue to work from their assigned work locations and should continue to practice other social distancing strategies.

### **Application:**

This Policy applies to all North America-based employees. If this policy conflicts with local law or an applicable Collective Bargaining Agreement, the local law or Collective Bargaining Agreement shall apply.

We anticipate this Policy will remain in effect for 30 to 45 days, but this Policy and WFH arrangements under it may be terminated earlier or extended for a longer period of time, depending on the company's assessment of the COVID-19 situation and individual employee circumstances.

### **WFH Eligibility:**

- The job function must be capable of being effectively performed remotely from home, and the employee must have access to work tools/equipment (including computer and remote access) that will allow work from home.
- If you are not selected for WFH and have concerns about reporting to the office because of your own medical condition or a family member's medical condition, please submit an HR Connect ticket. If you are not selected for WFH and have concerns about reporting to the office for any other reason (including a school closure), please discuss with your manager.
- The WFH arrangement may end at any time based on business requirements, employee performance or the discretion of the Business leader.

### **WFH Requirements:**

- The WFH arrangement should be transparent to internal and external customers to the maximum extent possible. Employees should be available by phone and computer and continue to provide a high level of support to internal and external customers. Performance expectations remain the same for WFH arrangements.
- While a dedicated work area is not required, employees should find an area that is secure, free of background noise and distractions, and conducive to efficient work.
- The employee may still be required to report to the office, as needed, to attend business critical meetings, to pick up mail, to attend critical training, or as requested by management.
- Given the exceptional COVID-19 circumstances, there may be a need to care for family members while you continue to perform your responsibilities.
  - If you cannot work a 40-hour work week (e.g., dependent care obligations due to school closures that do not allow you to also work), please discuss options with your manager.
  - If you can work a 40-hour work week by working a flexible schedule, including early morning, evening or weekend time, that is permitted with manager approval.
- Management may articulate additional criteria or requirements, including specific department needs and work schedules, consistent with this policy.
- Management may use reasonable means to verify compliance with this policy.
- If you will be working from home in a state other than where you currently work, please submit an HR Connect ticket.

### **Policies & Procedures**

All employees must follow all applicable CenturyLink policies and procedures, including the CenturyLink Code of Conduct, the CenturyLink [Information Security Policy](#), the CenturyLink Employee Toolkit policies, and any department work requirements and policies.

WFH employees must comply with CenturyLink policies and procedures concerning proprietary and confidential information. All necessary precautions must be taken to secure company information at the home office and prevent unauthorized access to any company system.

### **Overtime / Time Reporting:**

Non-exempt (hourly) employees must accurately record and report actual time worked to comply with applicable federal and state laws and company policies. Non-exempt employees may not work “off-the-clock.”

Employees must follow normal reporting procedures to report any absence.

### **Computers, Other Equipment and Internet Access:**

Employees may take their company-issued laptop from their company workspace to their home. Additional guidance will be provided to employees related to other equipment at a later date, and employees may not remove other company property without VP approval. Employees are responsible for installing computer equipment at their home office. Employee home phone lines and internet connections are not eligible for reimbursement. **Note:** Employees in California should submit an HR Connect ticket for information on reimbursement of home phone lines and internet connections.

### **Remote Access through VPN**

Certain applications, such as email, Microsoft Office 365, Microsoft One Drive, Skype and **Teams**, are cloud-based and can be accessed outside of the VPN. Please use the VPN for access only if, and only while, accessing applications that are behind our firewall, such as **InsideLink**. Please reference our InsideLink COVID-19 site for latest IT and Security updates:

<https://centurylink.sharepoint.com/sites/issuemanagement/>.

### **System or Technical Outages:**

If you are unable to work at home due to a system or technical outage, you must immediately report or remedy the outage and report the inability to work to your supervisor. If you are using CenturyLink equipment and experience technical problems, including installation, contact the CenturyLink Help Desk at 877-828-4357 for assistance. The Help Desk can help you with CenturyLink managed systems programs and hardware issues.

### **Injury Prevention and Reporting:**

WFH work stations should be configured to achieve [good working positions](#) so as to minimize the risk of ergonomic injuries. Any injuries to employees or others, if during work hours or in connection with work, must immediately be reported to the supervisor and UNicall at 866-864-2255, Option 2, Option 1, Option 1. CenturyLink reserves the right to deny liability for injuries to family members, visitors, or others at the employee's home office.

### **Termination of Employment**

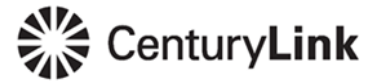
If a WFH employee leaves CenturyLink, supervisors need to complete the Termination Checklist as usual. Supervisors will need to make arrangements to collect company-provided equipment as well as company information created or maintained by the employee. WFH employees are required to return all



# Human Resources Guideline

## Work From Home – Temporary Policy

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company property, including documents, and must cooperate with requests to collect such property.

### **HR Use Only:**

Date:	3/15/2020
Owner:	Human Resources
Approval:	EVP Human Resources
Scope:	NA Employees



NA Ops team,

I'm grateful that our steadfast team has come together for our colleagues, communities and customers throughout the COVID-19 event. It's an anxious time for many, and I appreciate your diligence in serving all those who count on you.

I want you to know that we are dedicated to protecting the welfare of our employees as well as the long-term welfare of our company. Additionally, we have recently upgraded our remote access capabilities to enable more work-from-home options. Hence, I would like you to work remotely if you can.

You and your manager should coordinate remote work based on role type and equipment, and you'll soon be receiving instructions specific to your organization. There are many of us for whom remote work is not an option, such as our teammates in the field, and we are continuing to institute measures to prevent undue risk for you. We hear your feedback, and you have our support and gratitude. Please stay tuned for notes from your organizational leaders, who will provide further guidance for each employee scenario:

- Responsibilities and equipment allow an immediate remote work transition
- Not currently equipped for remote work (continue working at normal location until a solution is in place)
- Responsibilities require on-site work (e.g., field technician)

We at CenturyLink are doing our part to "flatten the curve," as Jeff wrote in his all-employee note yesterday, in a way that maintains our commitment to our customers who are weathering the same storm we are. Bandwidth augments, video conferencing infrastructure upgrades, timely installations and site repairs are examples of how CenturyLink has significant influence in helping our customers deal with this crisis. Please take pride in the fact that we are providing a great service to our communities, businesses and government agencies in handling the pandemic.

Please stay safe and stay diligent – people are counting on NA Ops.

Richard