

# Be Healthy, Be Safe

A Lumen COVID-19 Guide for our Suppliers



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# Our approach to keeping supplier personnel healthy and safe

Our return-to-workplace plans 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.



In high-transmission and substantial-transmission states, as defined by the CDC, masks are 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.



Facilities entry process will include exposure and symptom screening including temperature checks.



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



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



Always maintain proper social distancing - a minimum of six feet.



Continue to follow site policies for all Lumen facilities to ensure the health and safety of employees, contractors and visitors.



Responsibly manage the number of employees returning with each phase when safety conditions permit.



Transparent, routine communication and training regarding expectations.



Record Vaccination Status.

[\\*Please reference CDC for PPE, hand washing and disinfecting best practices](#)



# Supplier Personnel Wellbeing



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# Know the symptoms of COVID-19



Suppliers should be following current CDC guidelines related to isolation and quarantine.



Cold, flu-like or upper respiratory sickness symptoms



Chills, fatigue, headache, new loss of taste or smell, nausea, diarrhea, muscle or body aches, and/or sore throat



Fever of 100.4 degrees Fahrenheit (38 Celsius) or higher\*



Cough, shortness of breath or difficulty breathing



Aware of close contact with someone known or assumed to have COVID-19

\* Please be aware local or state requirements may be different.



## Social distancing and face coverings

In high-transmission and substantial-transmission states defined by the CDC, **you are required to wear a mask while working indoors at Lumen facilities or visiting customer premises regardless of vaccination status.** In addition to the updated CDC guidance, some states also require masks regardless of vaccination status and current transmission rates.

### Exceptions

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

### Outdoors at Work

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

We strongly encourage you to social distance even when wearing masks and if you're vaccinated.

**You are still required to perform daily health screenings when accessing Lumen facilities or Lumen customer sites.**

***For all suppliers: You must follow the mask and other COVID mitigation policies of customers, trainers, vendors or partners, etc., when working at one of their facilities, unless their policies are less restrictive than Lumen's policies. The more stringent policy should be applied.***



## Face coverings

**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 or under your nose.
- Don't touch the face covering, and, if you do, wash your hands.



### The use of face shields

- A face shield is primarily used for eye protection for the person wearing it. They may work in some instances as an accommodation for those with medical restrictions that preclude the use of face coverings.
- At this time, it is not known what level of protection a face shield provides to people nearby from the spray of respiratory droplets from the wearer.
- There is currently not enough evidence to support the effectiveness of face shields for source control. Therefore, [CDC](#) does not currently recommend use of face shields as a substitute for masks.





# 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, Techs must consult with their Supervisor or Manager if customer requirements are more stringent than Lumen company policy.

### Personal protective equipment

Please be aware of and follow state requirements 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, please comply with the customer's request as a courtesy.

### 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 must follow the mask and other COVID mitigation policies of customers, trainers, vendors, or partners, etc. when working at one of their facilities, unless their policies are less restrictive than Lumen's policies. The more stringent policy should be applied. If you have questions, please contact your Lumen sponsor.





## Guidelines for in-person meetings with employees, customers and/or vendors

In-person meetings may begin to occur and include meetings with customers, vendors and external parties. Suppliers are responsible for focusing on safety.

- Individuals in high-transmission and substantial-transmission states, as defined by the CDC, are required to wear masks indoors at Lumen locations regardless of vaccination status. We strongly encourage you to social distance even when wearing masks and if you are vaccinated.
- Lumen VP approval is required for 15+ participants.



## Facility and customer access

Lumen values the health and safety of employees, customers and suppliers. To promote safety, Lumen has implemented health screening requirements for Supplier personnel for the Supplier to track.

- **Suppliers must implement a program that requires all Supplier personnel to complete a health screening** (including body temperature and lack of COVID-19 symptoms and contacts) **prior to entering a Lumen or Lumen customer facility.**
- In addition, **Suppliers must determine vaccination status and, as required, maintain vaccination records of all Supplier personnel.** Suppliers must maintain records of health screening results, vaccine status and, where applicable, proof of vaccination; **such records will be subject to audit by Lumen.**
- Upon request, Lumen will provide Suppliers with more information regarding Lumen's requirements, including the list of symptoms, temperature thresholds, when vaccination records are required and length of time to retain records.

Suppliers are responsible for complying with all applicable local, state and federal laws, including those regarding accommodations, time off and paid leave (including COVID). **Supplier personnel must follow the masking, testing and other COVID mitigation policies of Lumen customers, trainers, vendors and partners when working at one of their facilities.** If their policies are less restrictive than Lumen's policies, follow Lumen's policies, as well as all CDC and local community rules. If you have questions, please contact your Lumen sponsor.

# Workplace Health and Safety



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

### 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 to keep our facilities clean and sanitary

- Regularly wipe down frequently touched surfaces in your workspace with disinfecting wipes – especially your keyboard and mouse
- 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**