

Be Healthy, Be Safe

A Lumen COVID-19 Employee Workplace Guide

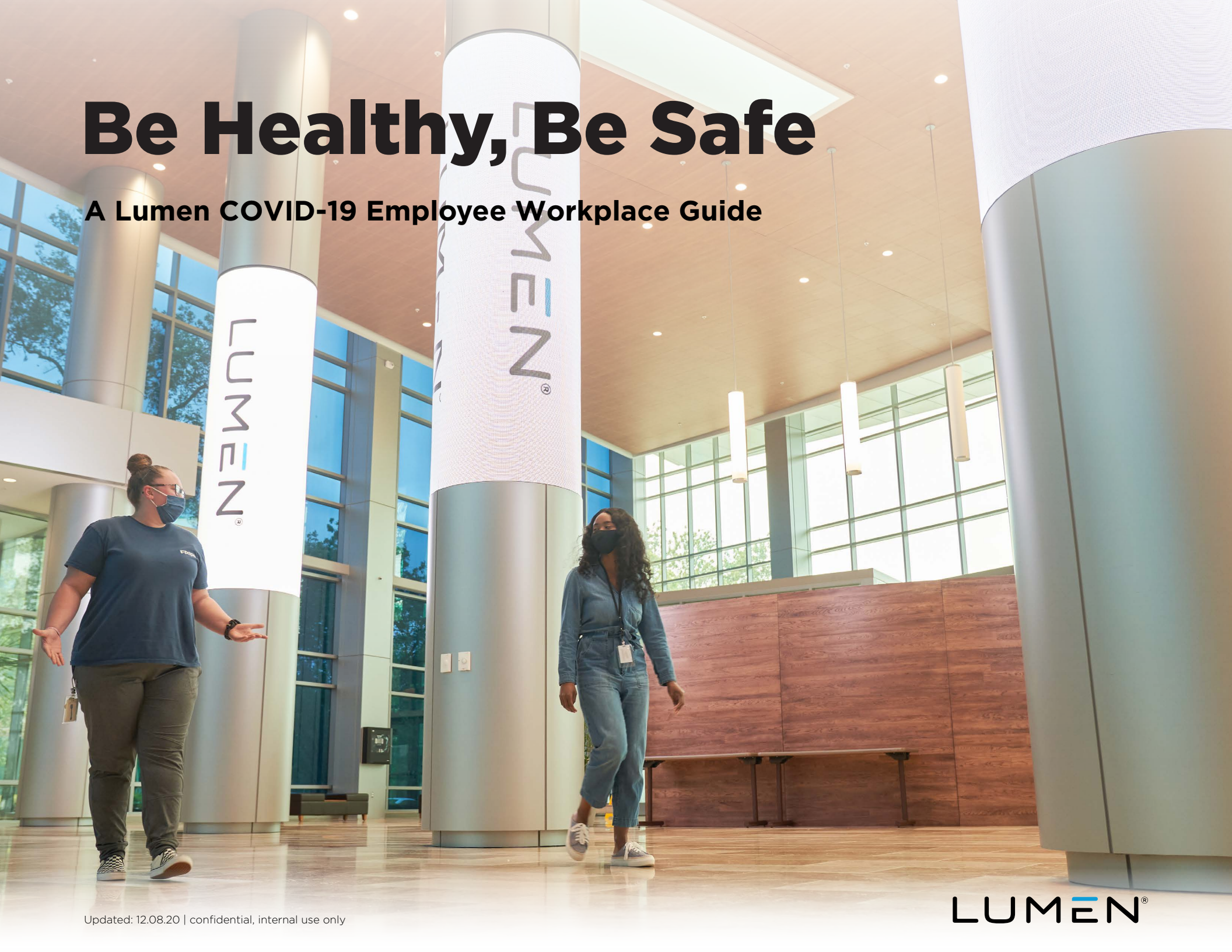




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Our approach to keeping employees healthy and safe

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



You are **required** to wear a face covering when entering or moving within any Lumen or customer facility and in all common areas add and when you may not be able to maintain a 6 foot distance from others.*



Global 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



When in Lumen or customer facilities, always maintain proper social distancing - a minimum of six feet (two meters)



Establish 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 prior to return to workplace



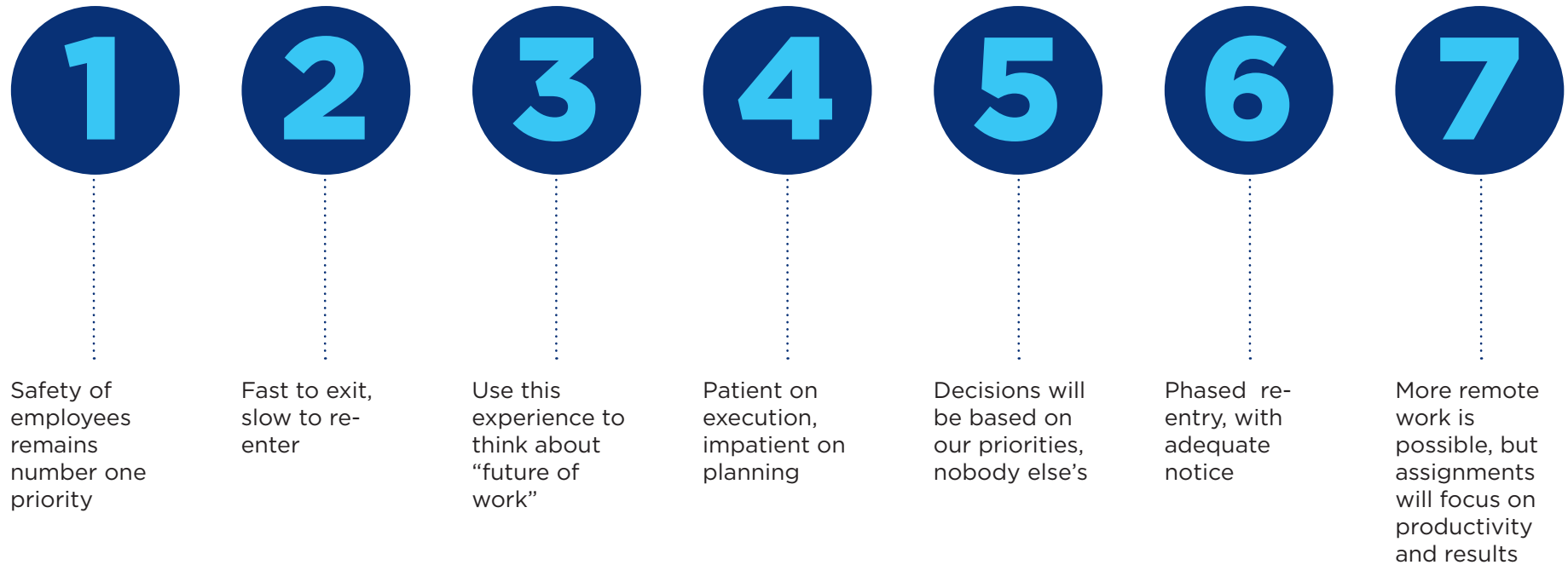
Maintain an inclusive culture through our behaviors and actions

* In Colorado, face coverings must be worn at all times, except when alone in a private office with the door closed.



A phased strategy, on our timescale




Our 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

Our planning takes 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
Who returns 	<ul style="list-style-type: none"> Volunteers only No more than 20% of population at any single office location (functional plans may be required)* 	<ul style="list-style-type: none"> Never remote and majority office dependent job roles, possibly part-time scheduled employees No more than 50% of population at any single office location (functional plans may be required) 	<ul style="list-style-type: none"> Fully implement Future of Work plans (all employees welcome back)
How we protect our employees 	<ul style="list-style-type: none"> Able to continue to maintain all social distancing and PPE requirements Mandatory daily health screening Follow all work policies (e.g. in-person meetings, travel, etc.) <u>No mandatory</u> return to office 	<ul style="list-style-type: none"> Able to continue to maintain all social distancing and PPE requirements Mandatory daily health screening Follow all work policies (e.g. in-person meetings, travel, etc.) Exception process for high-risk or employees unable to return due to childcare or other needs 	<ul style="list-style-type: none"> No additional PPE or additional safety measures to implement
Guidelines for target employees at our office locations 	<ul style="list-style-type: none"> State/county-specific case rate down to 3/100,000 population/per day with three weeks of flat or downward trend Telework not government mandated Positivity rate <10% 	<ul style="list-style-type: none"> State-specific case rate down to <1/100,000 per day with three weeks of flat or downward trend Minimum of 60 days after implementing Phase 1 Government Telework recommendations lifted Positivity rate of <3% 	<ul style="list-style-type: none"> Vaccine in place, no additional return to office concerns

*Exception of 2 offices currently at ~23% based on work in Federal Services and Field Ops Service Center. Continue to evaluate and make exceptions based on business needs.

Employee Wellbeing





General Requirements for working in our office locations

The safety of our employees remains our number one priority.



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



This needs to be updated to: If you feel sick, do not pass the temperature or symptom self-screening*, or if you or a close contact is awaiting test results, stay home.

Contact your manager, contact [HR Chat](#) 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 (min. six feet/two meters) when around other employees.



Wear a face covering

You are **required** to wear a face covering when entering or moving within any Lumen or customer facility and in all common areas and when you may not be able to maintain a 6 foot distance from others.*

* In Colorado, face coverings must be worn at all times, except when alone in a private office with the door closed.



Closing of common areas – go virtual

Avoid gathering in lounge areas, cafeterias and other common spaces. Meeting in conference rooms is strongly discouraged with virtual conferencing being the preferred way to hold meetings.



Keep our workplace clean

Wipe down frequently touched surfaces and wash hands frequently.

*Reference screening guidelines contained on [page 13](#). **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.



Know the common symptoms of COVID-19



Employees should be 10 days since onset of symptoms, 24 hours or more without fever (absent fever reducing medication) and no other active symptoms prior to entering a Lumen facility.



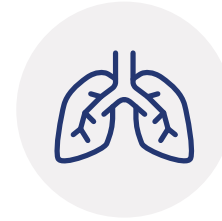
Cold, flu-like or upper respiratory sickness symptoms



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

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

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 16](#).



COVID-19 exposure or scenarios and actions

Self Quarantine - do not come to work	Self monitor - ok to come to work	Ok to come to work
  	 	
<p>Contact with person who is confirmed COVID-19 positive</p> <p>Jane has been in close contact with a confirmed COVID-19. This means she has spent more than 15 minutes in close proximity with somebody who tested positive for COVID-19.</p>	<p>Contact with person exposed to a COVID-19 positive person and now showing symptoms</p> <p>John has been in close contact with Lauren, Lauren has had close contact with a confirmed case. Yesterday, Lauren developed a fever [or other COVID-19 symptoms].</p>	<p>Contact with person exposed to a COVID-19 high risk area and now showing symptoms</p> <p>Tom has been in close contact with Bob who has recently returned from a high risk area as defined by the CDC. Yesterday, Bob developed a fever [or other COVID-19 symptoms].</p>
<p>Action: Jane needs to self quarantine for 14 days and remain out of the workplace.</p>	<p>Action: Lauren is now a Suspected COVID-19 and John needs to self quarantine for 14 days and remain out of the workplace.</p>	<p>Action: Bob is now a Suspected COVID-19 case and Tom needs to self quarantine for 14 days and remain out of the workplace.</p>
<p>Contact with a person exposed to confirmed COVID-19 case, but not showing symptoms</p> <p>John has been in close contact with Mary. Mary has spent time with a confirmed COVID-19 case. Mary is healthy.</p>	<p>Contact with person exposed to COVID-19 high risk area and not showing symptoms</p> <p>John has been in close contact with Mary. Mary has recently returned from a high risk area as defined by the CDC, under Self Quarantine and healthy.</p>	<p>Contact with Person who is not feeling well but not exposed to COVID-19</p> <p>Suzy's son is ill. He has flu-like symptoms, but not had known contact with anybody tested positive or being tested for COVID-19 or been asked to.</p>
<p>Action: John can remain at work and must self monitor for 14 days from the last contact with the confirmed case.</p>	<p>Action: John can remain at work and must self monitor for 14 days from the day Mary returned home.</p>	<p>Action: This is an illness case and the employee has no identifiable risk and can remain at work.</p>



Our international employees and operations

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

- Our Lumen COVID-19 Employee 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 in-person contact with others is the best way to reduce the spread of COVID-19. Because 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

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 over 15 minutes (cumulative during a 24 hour period). Spread happens when an infected person coughs or breathes, 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.

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.

[Learn more about social distancing for people who are at higher risk.](#)

*Content source: 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 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](https://www.cdc.gov) does not currently recommend use of face shields as a substitute for masks.

Is it mandatory to wear a face covering when entering a Lumen facility or when working in the field?

- Yes. Face coverings and social distancing are required in common areas even if seated and not moving through. Also required if 6 feet of distance cannot be maintained. Local regulations may require additional face covering restrictions that must be observed.*

*Colorado requires that face coverings must be worn at all times, except when seated at a desk in a private office with the door closed.

Is Lumen going to supply me with a face covering?

- Lumen will provide face 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



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



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 an interactive global map of international 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, Techs must consult with their Supervisor or Manager if customer requirements are more stringent than Lumen company policy.

Personal protective equipment

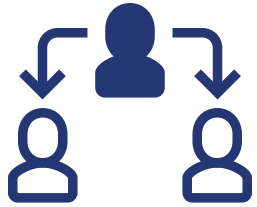
It is **required** that you wear a face covering when entering a home or business. A face covering is also required outside of the home/business where six feet (two meters) of distance cannot be maintained. We have provided our customer-facing team members with hand sanitizer, sanitizing wipes and face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

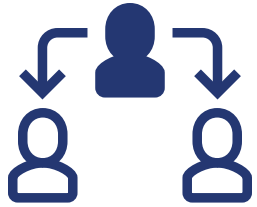


Please stay focused on following your local community rules. You will receive information on any changes in our company policies or practices as decisions are made. If you have questions, please contact your manager.



Guidelines for in-person meetings

- Lumen policy states that we will limit in-person meetings with employees, visitors, customers, vendors or other third parties during the COVID-19 period as much as possible.
- Promote and use alternative contact and technological communication tools, such as group phone calls, Microsoft Teams, emails, other digital platforms, and two-way radios.
- Employee meetings are permitted under the following guidelines:
 - The meeting has been determined as essential and all attendees have received VP or above approval to meet in-person.
 - Any U.S.-based Lumen employee has completed the [HealthVUE](#) self-monitoring assesment prior to entering the meeting location.
 - Conference rooms should be avoided. Meetings should be held in an open-space environment when possible (i.e., terrace, courtyard, open common areas).
 - The meeting size with a group of people must be limited to ensure proper physical distancing, depending on the size and characteristics of the room and seating arrangements with a preference for ventilated environments.
 - Face coverings are required to be worn by all parties at all times.
 - Social distancing of at least six feet (two meters) must be maintained.
 - Make sure ventilation is available by keeping windows open (weather permitting) and keeping doors open except while confidential matters are being discussed.
 - Ensure proper cleaning and disinfecting of the area, mainly where people have direct and constant contact (chairs, desks, doors, doorknobs, or any other surface) prior and especially after completing the meeting session.
 - Do not provide coffee, drinks or snacks via self-service in order to prevent transmission of germs on coffee pots, ice scoops, and similar surfaces.



Guidelines for in-person meetings with customers or vendors

- In-person meeting with customers or vendors (requested by the customer, vendor or otherwise) are permitted only if:
 - An in-person meeting is required for business reasons, over and above simply maintaining the customer relationship.
 - Any U.S.-based Lumen employee is required to complete the [HealthVUE](#) self-monitoring assesment prior to entering the meeting location.
 - Approval from a VP or above is obtained prior to the meeting, as it is essential, it cannot be delayed and alternative contact or technological communications cannot be used effectively.
 - No air or train travel may occur to conduct the meeting.
 - All participants follow applicable state and local rules when meeting in-person, and any applicable quarantine rules before and after any travel to or from the meeting.
 - All participants wear a face covering in all situations and maintain six feet (two meters) of physical distance.



*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 immediately and as directly as possible for home and contact their medical provider.

The employee should contact their manager and if it's determined that the symptoms could be COVID-19-related, a [risk assessment](#) must be completed as quickly as possible to begin our internal monitoring process. It is important that complete and accurate information is provided on the Risk Assessment to ensure a rapid response from our HR teams.

Once the risk assessment is completed, it will automatically create an HR Connect ticket for your potential case. HR will then determine if further evaluation is necessary and follow up with next steps.

What to do if I have failed a HealthVUE self-monitoring assessment?

If you do not pass the health screening you should not report to work and promptly seek medical advice. The steps to follow are:

- Avoid contact with other people and wear a face covering
- Notify your manager and keep them apprised of your status
- Consult with a health care provider regarding the need for further evaluation

For more information on the HealthVUE application, see the complete [HealthVUE FAQ](#)

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 centurylink.mybeaconwellbeing.com/.
- For EAP Canada, visit lifeworks.com/.
- For LATAM, visit eaplatina.com/en/. Benefits may vary by region, so contact your local HR teams for additional details.
- For EMEA, visit general.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.

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

- 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



*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 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 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 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.

Don't see the supplies you need to do your part? Use CART, SAP the Real Estate Help Desk or 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.

What are we doing today?

The company has established our guidelines to health screening as a pre-requisite for all employees entering any Lumen or customer facility, or otherwise interacting in-person with another Lumen team member, customer or vendor/supplier.

Employee self-assessments via the HealthVUE mobile application

Any U.S.-based employee is required to complete the HealthVUE self-monitoring assessment prior to entering any Lumen or customer facility or otherwise interacting in-person with another Lumen team member, customer or vendor/supplier.

Visit the following resources for more information on downloading and using HealthVUE

- [HealthVUE page on InsideLink](#)
- [HealthVUE Symptom Screening FAQs](#)
- [COVID-19 Health Symptom Screening Policy](#)

Lumen Global Operations

Processes for Lumen locations outside the U.S. may vary due to specific localized conditions and specific governmental regulations. Please reach out to [local HR contacts](#) in EMEA, LATAM, APAC or India for more details on employee and visitor screening policies

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.

STOP!

If you have any of these symptoms:



Fever



Cough



Shortness of
breath



Sore throat



Headache

Any employee or visitor who enters a Lumen facility or reports to work in the field is attesting that they have not experienced any of the following within the last 14 days:

- cold, flu-like or upper respiratory sickness symptoms
- fever of 100.4 degrees Fahrenheit (38 degrees Celsius) or higher*
- chills, headache, new loss of taste or smell, diarrhea, muscle pain, body aches, cough, and/or sore throat
- shortness of breath or difficulty breathing
- aware of direct exposure to COVID-19

IMPORTANT: You are **required** to wear a face covering when entering or moving within any Lumen or customer facility and in all common areas and when you may not be able to maintain a 6 foot distance from others.**

* Please be aware local and state requirements may be different.
** In Colorado, face coverings must be worn at all times, except when alone in a private office with the door closed.

DO NOT ENTER

Please contact your healthcare provider.

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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 avoided and held via virtual conferencing or phone calls. See [Guidelines for meeting within Lumen premises for more information](#)



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 Lumen 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.

LUMEN®