

V Team,

With more employees coming into work locations, we wanted to share our updated mask policy to ensure you are informed and prepared. You may have seen that the Centers for Disease Control and Prevention (CDC) recently updated its COVID-19 guidance on masks. This is great news and reflects the progress made based on our response and fight against COVID-19.

Given this development, we will update Verizon's U.S. mask policy to align with CDC recommendations. This will significantly reduce the instances where masks are required in our workplaces while offering V Teamers the personal option to wear a mask at work if they choose to do so.

The CDC has designated each U.S. county as having a **low, medium** or **high** COVID-19 community level and regularly updates these levels. The data is based on a number of metrics, including hospitalizations, hospital capacity and case numbers.

Please note that these changes do not affect our work locations outside the U.S. We will communicate any changes for our international teams on a location-by-location basis.

Here's a breakdown of how this will work:

High community level

- If you are working indoors at a Verizon worksite in a county that the CDC designates as "high" community level or in an area where masks are required by local law, you must wear a mask, regardless of vaccination status.
- In those areas, while working indoors, you may remove your mask when alone in the room or to eat and drink while distanced.

Medium or low community level

- In a county that the CDC designates as "low" or "medium" community level, masks will be optional unless required by law, and employees can choose whether or not to wear a mask.

How to find out whether a mask is required based on your location:

- Starting next week, when you certify through the Return to Office (RTO) tool and confirm your work location for the day, the tool will let you know whether or not a mask is required at that location.
- If you intend to work at more than one location that day, it will show the mask requirement for each site.

Our goal is to keep this as simple as possible. That's why every employee must certify through the RTO tool whenever working outside their home so that they have the most updated information on mask requirements for their work location.

Additionally, we will update the signs throughout our worksites over the coming weeks to include a QR code so that anyone can check the mask requirements at each location, including vendors and visitors who come on-site.

If you are customer-facing (retail, R2B, technicians, etc.):

- V Teamers who work directly with our customers will continue to wear masks if a customer makes that request.
- Additionally, as stated above, you are required to wear a mask when the RTO tool indicates you are working in a location designated as a "high" community level or where masks are required by local law.

If you choose or are required to wear a mask:

- If you choose or are required to wear a mask at work, you must wear a Verizon-provided mask.
- Our worksite-based employees already have masks available to them at their work locations. Our hybrid team members can continue to leverage the existing mask ordering process on the [Work Forward microsite](#).

As we manage through this change, continue to treat each other with respect and keep in mind that we all have different feelings, views and levels of comfortability. In areas where masks are optional, please leave space for each others' choices. I know that as V Teamers, we will support each other and live up to our values.

It's important to note that we are still operating in a rapidly evolving situation, which may mean public health guidance and requirements could shift again. Nothing is more important than the health and safety of the V Team, and we will continue to monitor developments and keep you updated on any changes.

This week, many V Teamers reached out to share that they felt a familiar buzz and energy in our offices as more team members tested out their hybrid plan. The sound of reunions — the laughs and joy — proves we have not lost sight of the value of coming together, and this is just the beginning. While we will continue to do whatever is needed to keep our customers and each other safe, I have missed seeing smiles and look forward to seeing people's faces in our offices, stores and other work locations.

Thank you for your continued support as we work together and, as always, move #ForwardTogether.

Sam