

Maintaining a Healthy Workplace

Policy Owner Brightspeed Human Resources

Effective Date October 1, 2022

1 POLICY OUTLINE

This policy includes:

- Overview
- Managing Exposure to and Recovery from COVID-19 and respiratory viruses
 - Symptom awareness
 - Testing resources
 - If you have respiratory virus symptoms
 - If you test positive for COVID-19 or a respiratory virus
 - Preventing the spread of COVID-19 and respiratory viruses in the workplace
 - Social Distancing
 - Masks
 - Testing for COVID-19 and respiratory viruses
- Preventing the spread of infection in the workplace
 - Staying home when ill
 - Social distancing guidelines for workplace infectious disease outbreaks
 - In-person meeting practices
 - Company travel
 - Personal travel
 - Telecommuting
 - Maintaining clean & safe office locations – it takes a village
 - Requests for medical information and/or documentation
- Technician Safety
- Reporting Requirements

2 SCOPE

This policy applies to all Brightspeed employees. Additional requirements or protections, if and as specified in any applicable Collective Bargaining Agreement, may apply to employees represented by a bargaining unit. If guidance conflicts with any applicable law, the applicable law will govern and apply.

3 OVERVIEW

Assuring a safe, healthy, and productive work environment for all employees is one of many ways Brightspeed demonstrates that its people matter. Brightspeed will take proactive steps to protect the workplace in the event of an infectious disease outbreak, national or local epidemic, or pandemic. Brightspeed's goal is to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace. Brightspeed will follow CDC guidelines. For the avoidance of doubt, if Brightspeed guidelines are different from CDC guidelines, refer to CDC guidelines.

4 MANAGING EXPOSURE TO AND RECOVERY FROM COVID-19 AND RESPIRATORY VIRUSES

Brightspeed's customers depend on us to provide excellent, responsive service in a safe manner. To help protect employees and customers against health risks like COVID-19 and respiratory viruses, Brightspeed takes a multi-pronged approach.

To stay healthy and be responsive in meeting our job responsibilities, Brightspeed employees are expected to take appropriate measures to protect themselves and others against exposure to and transmission of COVID-19 and respiratory viruses. Brightspeed is responsible for ensuring its policies and practices lessen virus transmission and accelerate healing and recovery through its health and wellness benefits programs.

Vaccination remains the most effective protocol for minimizing severe illness, hospitalization, and death in those who contract the virus. We continue to strongly encourage all employees to be vaccinated and boosted.

The guidelines outlined in this policy enable us to manage respiratory viruses in the workplace more comprehensively through safety protocols, meeting recommendations, masking requirements, vaccination status reporting, and return-to-work protocols. Additionally, if circumstances change dramatically, such as a significant spike in hospitalizations or the availability of a new or improved vaccine that proves effective against prevalent variants, Brightspeed may revisit vaccination requirements. Please review the [CDC's respiratory virus guidance](#) for more information.

A. SYMPTOM AWARENESS

The following symptoms continue to be consistent with respiratory viruses and should prompt testing to rule out presence of a virus:

- Upper respiratory symptoms that are also consistent with cold and flu
- Chills and/or fever of 100.4 degrees Fahrenheit or higher
- Headache
- New loss of taste or smell
- Nausea, vomiting, diarrhea
- Muscle pain, body aches

- Cough and/or sore throat
- Shortness of breath or difficulty breathing
- Awareness of close contact with someone known or assumed to have COVID-19 or a respiratory virus

B. TESTING RESOURCES

The Centers for Disease Control and Prevention ([CDC](#)) is the best source for testing resources and recommends testing in the following scenarios:

- If you have symptoms, test immediately.
- If you were exposed to respiratory virus (including COVID-19) and do not have symptoms, refer to [CDC's guidelines](#).
- If you are in certain high-risk settings, you may need to test as part of a screening testing program.
- Consider testing before contact with someone at high risk for severe COVID-19 or a respiratory virus, especially if you are in an area with a medium or high respiratory virus Community Level. For guidance on using tests to determine which mitigations are recommended as you recover from a respiratory virus, go to [Preventing Spread of Respiratory Viruses When You're Sick](#).
- Refer to the [CDC's testing strategy](#).

C. IF YOU HAVE RESPIRATORY VIRUS SYMPTOMS

If you have Respiratory virus symptoms, you should start taking precautions immediately. You can develop respiratory symptoms up to 10 days after you were exposed. Continue taking the precautions listed below for up to 10 full days. Day 0 is the day of your last exposure to someone with a respiratory virus. **Day 1 is the first full day** after your last exposure.

Precautions:

1. Wear a mask as soon as you find out you were exposed.
2. Watch for symptoms.
 - Also see: [Symptom Awareness](#)
3. If you develop symptoms:
 - Isolate immediately
 - Get tested
 - Stay home until you know the result, and if your test result is positive, follow the [recommendations](#) provided by the CDC

D. IF YOU TEST POSITIVE FOR A RESPIRATORY VIRUS

If you test positive for COVID-19 or a Respiratory Virus or have symptoms, regardless of vaccination status, stay home from work for at least **24 hours** from the onset of symptoms or the date of exposure if you are asymptomatic to isolate from and protect others.

Employees must meet the following criteria before re-entering a Brightspeed facility:

- You can go back to your normal activities when, for at least 24 hours, both are true:
 - Your symptoms are getting better overall, **and**
 - You have not had a fever (and are not using fever-reducing medication).
- When you go back to your normal activities, take added precaution over the next 5 days, such as taking additional [steps for cleaner air](#), [hygiene, masks](#), [physical distancing](#), and/or [testing when you](#) will be around other people indoors.
 - Keep in mind that you may still be able to spread the virus that made you sick, even if you are feeling better. You are likely to be less contagious at this time, depending on factors like how long you were sick or how sick you were.
 - If you develop a fever or you start to feel worse after you have gone back to normal activities, stay home and away from others again until, for at least 24 hours, both are true: your symptoms are improving overall, and you have not had a fever (and are not using fever-reducing medication). Then take added precaution for the next 5 days.

E. PREVENTING THE SPREAD OF INFECTION IN THE WORKPLACE**1) SOCIAL DISTANCING**

Social distancing remains a good precautionary practice for everyone when respiratory virus cases are high in their community, especially if an employee is in a high-risk category. An example of social distancing is attending meetings virtually rather than in-person.

2) MASKS

- Employees should wear a mask if exposed to a respiratory virus, or if exhibiting symptoms.
- Brightspeed employees must **wear a mask when requested to do so by a customer**.
- Employees may voluntarily wear a mask at any time.

3) TESTING FOR COVID-19 AND RESPIRATORY VIRUSES

- Brightspeed may require employees to take and confirm a negative COVID-19 or respiratory virus test no more than 24 hours before attending an in-person meeting, as permitted by law.

5 PREVENTING THE SPREAD OF INFECTION IN THE WORKPLACE

Brightspeed will make efforts to ensure a clean workplace. Management will monitor and coordinate events around an infectious disease outbreak and may create location-specific work rules to promote safety through infection control.

Employees are expected to cooperate by taking steps to reduce the transmission of infectious disease in the workplace. The best preventative measure against the spread of any infectious disease is frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. Brightspeed may provide alcohol-based hand sanitizers throughout the workplace and in common areas, as available.

Unless otherwise notified, Brightspeed's standard attendance and leave policies remain in effect. Individuals who believe they may face challenges reporting to work during an infectious disease outbreak should take steps to develop contingency plans. For example, employees might consider arranging alternative sources of childcare should schools close and/or speak with managers about the potential to work from home temporarily or on an alternative work schedule. Employees are encouraged to contact the Employee Assistance Program (EAP) for guidance on childcare and dependent care resources. All contact between an employee and the EAP is confidential and designed to safeguard employee privacy. Employees can contact the EAP by calling 833-528-2308 or visiting www.liveandworkwell.com.

A. STAYING HOME WHEN ILL

Employees should not report to work if they have symptoms consistent with an infectious disease or feel ill. Brightspeed provides paid time off to compensate employees who are unable to work due to illness. Employees should refer to the company's paid time off policies for additional information. If you have questions, submit a ticket to [AskHR](#).

During a public health pandemic, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: Fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. Employees should refer to [CDC guidelines](#). Employees who report to work ill may be sent home in accordance with these health guidelines.

B. SOCIAL DISTANCING GUIDELINES

In the event of an escalation in infectious disease, Brightspeed may implement the following social distancing guidelines to minimize the spread of the disease among employees and customers:

- Minimize face-to-face interaction.
- If face-to-face interaction is unavoidable, minimize meeting time, personal proximity, and personal contact, such as shaking hands.
- Reschedule nonessential face-to-face meetings, gatherings, workshops, and training sessions.
- Limit congregating in work rooms, pantries, lunchrooms, copier rooms, or other areas where people socialize.

C. IN-PERSON MEETING GUIDELINES

When meeting with customers or vendors at their location, Brightspeed employees are expected to follow their protocol for in-person gatherings.

Leaders are responsible for focusing on the collective safety and comfort of their team members and should take into consideration team dynamics as it relates to personal views on vaccinations.

D. COMPANY TRAVEL

Employees may be asked to limit all non-essential travel during an infectious disease outbreak. Employees should always follow domestic and international travel policies. It is the employee's responsibility to understand and comply with local-level travel requirements.

E. PERSONAL TRAVEL

Employees who travel for personal reasons are expected to follow state guidelines that apply to infectious disease control. If your travel destination requires a period of quarantine or self-isolation following travel, work with your manager to use either regular PTO or excused unpaid time off.

F. WORKING REMOTELY

Brightspeed has a [Remote Work Policy](#) that governs remote and hybrid work arrangements. Remote and hybrid work arrangements are determined by the role and require management approval. Employees who are recovering from an infectious disease but who are otherwise able to work may ask their manager to work remotely on a temporary basis. Under this arrangement, the employee is not considered a remote or hybrid worker and is not subject to the provisions of the Remote Work Policy.

G. MAINTAINING CLEAN & SAFE OFFICE LOCATIONS – IT TAKES A VILLAGE

Here are some things we are doing or have done to ensure our facilities are clean and sanitary:

- 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.

If you report to a Brightspeed work location regularly, here are some simple things you can do 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

H. REQUESTS FOR MEDICAL INFORMATION AND/OR DOCUMENTATION

If you are out sick or show symptoms of being ill, Brightspeed may request medical information to confirm your need to be absent, to show whether and how an absence relates to an infectious disease, and to know that it is appropriate for you to return to work. We expect and appreciate your cooperation if and when medical information is requested. Medical certification may also be requested in accordance with any applicable leave of absence policies that may apply.

Brightspeed treats any medical information as a confidential medical record. All reasonable precautions will be taken to prevent inappropriate disclosure of medical information according to applicable laws.

6. TECHNICIAN SAFETY

Brightspeed technicians who interact regularly with customers should take special precautions to minimize the spread of infectious disease.

- Perform installation and repair services from outside the home or business whenever possible.
- For residential services, complete any exterior work and talk customers through the interior work, if it's required.
- Respect a customer's request if you're asked to wear a face mask.
- If the customer is ill, do not enter the home and respectfully request that the customer reschedule the appointment.
- For business services, work with onsite contacts to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines.
- Follow the mask and other infectious disease mitigation policies of customers, trainers, vendors, or partners, etc. when working at one of their facilities, unless their policies are less restrictive than this policy. The more stringent policy should be applied. Direct any questions to your manager.

7. REPORTING REQUIREMENTS

- Employers with more than 10 employees are required by OSHA (Occupational Health & Safety Act) to keep a record of serious work-related injuries and illnesses.

8. RESPONSIBILITIES

- All employees are responsible for understanding and adhering to this policy.
- Leaders are responsible for enforcing this policy within their team.

9. POLICY REVISIONS

Brightspeed may change, revoke, or supplement this policy at any time without notice, subject to any applicable laws and Collective Bargaining Agreements.

Policy Owner: Brightspeed Human Resources

Last Update: May 1, 2024

<u>Revision Number</u>	<u>Revision Description</u>	<u>Date</u>	<u>Approved by</u>
1	Section 2: Replaced “local” with “applicable”. Added “respiratory viruses” to policy. Updated CDC information.	4/16/2024	Dana Levadnuk