



Comcast Cable

Preparedness and Response Plan

Introduction and General Guidance

At Comcast Cable (“Comcast”), the health and safety of our employees, business partners and customers are top priorities. As the situation regarding the coronavirus COVID-19 continues to evolve, we are actively monitoring and following US Centers for Disease Control and Prevention (“CDC”) guidance. Through this COVID-19 Preparedness and Response Plan (“Plan”), Comcast is committed to ensuring that employees, business partners and customers stay safe and healthy.

For additional information and updates about COVID-19, please refer to the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) both of which have current details about the virus, including prevention tips and FAQs.

<https://www.cdc.gov/coronavirus/index.html>

<https://www.who.int/health-topics/coronavirus>

Scope

This Plan covers all Comcast employees at all Comcast owned or leased facilities.

Responsibilities

All Employees – must review and comply with the requirements of this Plan as they apply to their role and function.

Designated Supervisors – one or more supervisor at each location will be designated to implement, monitor the implementation and compliance with this Plan.

Region and Division Support Functions (HR, EHS, Facilities, Health Services and others as appropriate) – support facilities with the implementation of this Plan

Requirements

Posting and Availability – The Plan shall be made available to employees, contractors and customers. The Plan is available on ComcastNow and at www.xfinity.com/prepare

Training

All employees are required to complete the Daily Assessment and Healthy Workplace Reminders training. The training module addresses workplace infection and control practices, use of personal protective equipment (PPE), daily personal health screening and how/where to report a safety or health concern.

Daily Health Screening

All employees who report to a Comcast facility or have in-person interactions with the public (e.g., technical operations, network operations, retail sales) are required to conduct a daily self-screening. The protocol requires employees to do the following:

- Conduct an at-home temperature check. If the temperature is above 100.4 degrees, the employee is not to report to work and alert their supervisor in accordance with CDC guidance. If the temperature is above 99.0 degrees, the employee is required to recheck, and if still elevated is not to report to work.
- Complete a symptom check questionnaire. If the employee notes any symptoms on the questionnaire, the employee is not to report work and to alert their supervisor.

Contractors entering a Comcast worksite are similarly required to have conducted a health screening prior to entry.

Any employee who is not feeling well or has any symptoms, no matter how mild they are, is **NOT TO COME TO WORK** and to call their supervisor. According to the CDC, symptoms include: fever, cough, breathing difficulties, or shortness of breath, headache, sore throat, chills, shaking with chills, muscle pain, new loss of taste or smell.

In the event an employee comes to work visibly ill or feels ill later in the day, the employee is to leave and stay home until the illness is resolved and to seek medical attention if necessary.

Response to a positive COVID diagnosis

In the event an employee or a contractor at the worksite is identified with a confirmed case of COVID-19, Human Resources and Health Services shall take steps to assess the situation, notify employees and others with whom the employee, contractor or customer may have had close contact and adhere to CDC guidelines to clean and disinfect the appropriate areas of the facility.

Human Resources and/or Health Services shall alert the local health department.

PPE

All employees who continue to interact in person with each other, customers and the public must wear a facial covering while at work. Customers are asked to wear facial coverings in their businesses and residences (unless required by government mandate), while customers and visitors to retail stores are required to wear a facial covering.

It is important to note that facial covers help prevent symptomatic and asymptomatic people from transmitting the virus to others.

Wearing a mask does NOT replace the need to follow all social distancing and hygiene protocols; these remain extremely important in helping to ensure your safety.

There are a few exceptions where the mask may be removed:

- If the employee is using a break time to eat or drink.
- If it impedes vision or would create an unsafe condition in which to operate equipment or execute a task.
- If the employee is driving alone throughout a trip (except when traveling through a toll booth or other drive thru).
- If the employee is isolated in their personal office space, when unshared with any other colleagues.
- If the person cannot wear a facial covering due to a medical condition, in accordance with the guidance from the Department of Health, and the CDC. Employees who cannot wear a facial covering due to a medical condition must immediately notify their supervisor.

Social Distancing

All employees are required to practice social distancing and avoid close contact with others (at least 6 feet in the office and 10 feet in the field). The workplace design/set up will be configured to accomplish this for routine work activities. We require all customers to maintain social distancing.

Retail Store Additional Protocols

General Guidance

All retail employees have been advised to adhere to the following protocols.

Employees are to maintain proper social distancing as customers enter the retail store.

- Wash hands as frequently as possible with soap and warm water (for at least 20 seconds) including before and after customer interactions, before and after all meals, restroom visits, and after handling any returned customer equipment. If washing hands is not feasible in some circumstances, use hand sanitizer. Try to minimize touching customers' personal belongings.
- If a customer appears to be actively sick, politely excuse yourself, and consult with your supervisor on next steps.
- Maintain appropriate distance – 6 feet if possible.

Designated hours shall be established for at risk populations.

Cleaning

Perform cleaning procedures, at minimum, three times a day: prior to opening, at mid-day and in the early evening. Wipe down customer-facing surfaces, remotes, iPads, displays, demo devices, POS surfaces, doorknobs, and handles. Managers are to ensure compliance and ensure their teams use approved cleaning supplies and wearing protective gloves. Please do not use glass cleaner on POS and merchandising fixture surfaces.

Be considerate of customer interaction by performing cleaning actions and wiping multiple items after interactions with customers.

Reminder that you should take your company device home with you daily. Do not share your iPad or device with any fellow co-workers.

For Back of House wipe down break room area surfaces after each use (counters, tables and kitchen appliances). Use Company provided cleaning supplies that are EPA approved.

No food should be left out on tabletops or counters. Counter areas and sinks should remain clear and clean of soiled dishes.

Wipe down countertops, desk, office equipment, and safes located in the cash room and manager's office.

Signage

Appropriate signage shall be posted at the retail store location instructing customers of the following: 1) their obligation to wear a facial covering inside the store and 2) not to enter the building if they are not feeling well.

Store Capacity/Social Distancing

Retail store employees shall take steps to limit capacity in the store in accordance with applicable government orders or guidance. In addition, floor markings shall be placed to guide customers to allow for proper social distancing.

Physical barriers shall be installed, where feasible or as required by law, at employee workstations.

Employee Driver Delivery & Pickup

Employee delivery drivers shall adhere to following additional requirements:

- Wash/sanitize hands and wear a facial covering before entering the store.
- Minimize in-person interactions and use the back entrance where possible.
- Deliver equipment to the stockroom only.
- Do not share pens and paperwork for signature or scanners. If items must be shared, make every effort to wash your hands and disinfect the items after use.

Interaction with Third Party Suppliers and Delivery Workers

All suppliers, delivery workers and vendors must wear facial coverings upon entering the store and practice social distancing. If they refuse, please escort them in and out of the store while observing social distancing practices.

Avoid passing and transitioning packages and/or equipment directly to another person (teammate or third party).

If you have to handle third party items such as a pen, digital clipboard or other items, wash your hands with soap/water for a minimum of 20 seconds and/or use hand sanitizer immediately after.

Employees may ask the third party health screening questions prior to allowing entry.

If the third party appears sick, you may decline entry to the store.

Specific Retail Store Employee Training

All retail store employees received training on the following:

- How to wear a mask
- Interacting with customers and visitors to ensure they wear a mask
- Appropriate cleaning procedures for counters, kiosk pads or other high touch surfaces between customers
- How to manage a symptomatic customer who enters the store.

Office/Workspace Additional Protocols

General Guidance

All employees have been advised to adhere to the following protocols.

Entry and Exit Points

Facility personnel shall designate an entry(s) and exit point, if possible, to accommodate daily screenings (i.e. employees and contractors) or to confirm the employee already performed the screening.

The entry and exit points shall include markings to ensure proper social distancing. There will be additional markings placed inside the facility to ensure proper social distancing.

Social Distancing

Facility personnel shall implement protocols and signage to ensure social distancing is maintained. This may include staggered employee start and end times. In addition, steps shall be taken to ensure proper distance between workspaces.

Cleaning

All Office locations are to follow daily enhanced cleaning protocols to be performed by qualified janitorial vendors. The janitorial vendors shall use EPA-registered disinfectants that are appropriate for the surface, following label instructions. The enhanced cleaning protocol requires cleaning of high touch surfaces multiple times a day.

In the event of a reported COVID-19 case, the facility will undergo a specialized cleaning. The area will be closed off and where practicable, cleaning will occur at least 24 hours after the case is reported or the last time confirmed person was

Signage shall be posted reminding employees of proper personal hygiene, especially frequent handwashing and to avoid touching eyes, nose and mouth.

Visitors

Non-essential visitors are not allowed in any office/warehouse location until further notice

Travel

Employees are restricted to only essential travel. Employees may not attend any in-person conference or large gathering event until further notice.

Facility Services

For facilities that have an on-site fitness center, the fitness center shall be closed until further notice

All water fountains in the facility must be turned off. Employees should be instructed to use personal water bottles.

The capacity in the break rooms and/or cafeteria (if applicable) shall be reduced to maintain proper social distancing.

Meetings

Large-group gatherings should be avoided at this time. When possible, meetings should be conducted virtually. The maximum number of people allowed at one time in conference rooms to maintain appropriate social distancing will be posted. All attendees at an in-person meeting must wear a mask or facial covering at all times and must maintain social distancing. No meetings in conference rooms will occur which exceeds the maximum number posted. If meetings need to occur that exceed the maximum number, attendees above the allowed number must join the meeting virtually.

Field Services and Technicians Additional Requirements

General Guidance

All employees have been advised to adhere to the following protocols.

Technician Frontline Interactions

In preparation for the visit, have your facial covering, safety glasses, protective work gloves, spray bottle, soap, paper towels, and/or hand sanitizer, and boot covers.

Technicians must wash their hands with soap/water for a minimum of 20 second and/or use hand sanitizer before entering customer home.

Prior to entering the customer's premises, the technician shall inform the customer of the precautions and expectations during the visit. The technician shall also ask a few screening questions to confirm no one on the premises is ill.

The technician shall also request occupants of the premises to wear a facial covering. If the occupant is unable to wear a facial covering and the technician is able to maintain proper social distancing the appointment shall continue. If the area requires all individuals in a public business to wear a facial covering, then we will reschedule the appointment.

If customers appear sick, maintain appropriate distance to avoid cough/sneezes. The technician should advise the customer they are unable to enter and we will need to reschedule.

Be careful when placing equipment or personal items in customer home (avoid countertops, bathrooms, tables, etc.).

When delivering new equipment wipe it down with a moist paper towel with light soap or sanitizing wipes at the job site.

Try to avoid any unnecessary customer contact of tablet or personal items.

Avoid touching your eyes, nose or mouth. Cover your mouth and nose with your elbow if you cough or sneeze and wash your hands and/or use hand sanitizer immediately after.

When you leave the home or business:

- Wipe down any equipment or materials that may have brought onto the premises.
- Wipe down phone/tablet.
- Wipe down reclaimed customer equipment in truck.

Wash your hands with soap/water for minimum of 20 second and/or use hand sanitizer to clean off your hands.

If at any time, you have contact with a person (customer or in your off-hours) with obvious symptoms, wash your hands and/or use hand sanitizer and advise your supervisor.

If at any time, you are concerned for your health or safety you should immediately contact your supervisor or HR representative.