



August 12, 2021

TO: AT&T SW and AT&T Mobility Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update to DIRECTV Vaccine and Mask Policies

Dear AT&T Local Presidents,

The District just received the notice below that was sent to all DIRECTV employees today.



To: All U.S.-based DIRECTV employees

Since my update in June on our vaccine and mask policies, it's apparent that COVID-19 continues to be pervasive. The recent rise in Delta variant cases is a concerning trend. We care about protecting you, our colleagues, our families and our communities by minimizing the spread of the virus.

VACCINES

According to Mount Sinai research in partnership with the Kaiser Family Foundation, those who are fully vaccinated* have an extraordinarily small chance, less than 1%, of testing positive for COVID-19. Additionally, more than 90% of cases – and more than 95% of hospitalizations and deaths – have been among unvaccinated people.

Nearly half of all DIRECTV employees have already received their vaccination, including almost 65% of our managers -- thank you for doing your part to create a safer work environment. If you are vaccinated, please check to be sure you've [uploaded](#) your vaccine card.

Our [COVID-19 Vaccination Policy](#) and [FAQs](#) are now updated because it's necessary we take additional steps to keep you, your colleagues and our customers as safe as possible, and to keep our business operating with strong momentum. **Beginning Oct. 12**, all DIRECTV employees are expected to be fully vaccinated to work for any length of time at a DIRECTV (or AT&T) location, except where required by law. This requirement will apply to any in-person meetings or visits with employees, customers or suppliers.

In the event you are not vaccinated, and your role requires in-person meetings or visits with employees, customers or suppliers, your supervisors and HR will work to assess whether you are qualified for an alternative position that allows you to work virtually 100% of the time. Our goal is to provide as much accommodation as possible as business needs allow.

There will be limited exceptions to the updated vaccine policy, including union-represented employees, co-located level 1 managers who directly supervise or support our union-represented employees, and our broadcast operations team.

MASKS AND FACE COVERINGS

Effective Aug. 13, AT&T will have a revised mask policy requiring AT&T employees, contractors or visitors, including DIRECTV employees, to wear a mask in a designated AT&T location regardless of their vaccination status.

If you are fully vaccinated and have [uploaded](#) your vaccine card, you may remove your mask while only in a DIRECTV location if you are comfortable doing so, unless otherwise notified based on company guidance or local mandates.

If you are unvaccinated prior to Oct. 12 you must continue to wear a mask in a DIRECTV location.

More information is available in our [COVID-19 Behavior and Mask Guidelines](#).

For managers, next week we'll introduce our Dynamic Workforce Model and share more information about workforce designations and enhancements we're making to facilitate a virtual-first environment.

Please continue to prioritize your health and safety. You're a vital member of our team and a healthy you is a healthy DIRECTV. We do not make these updated health decisions lightly and appreciate your support.

A handwritten signature in black ink, appearing to read 'Scott S. Smith'.

Scott S. Smith
Chief Human Resources Officer
DIRECTV

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13



April 7, 2020

TO: District 6 Local Presidents

FROM: Claude Cummings, Jr., Vice President

SUBJECT: A Message for CWA-Represented AT&T Technicians from your Union

Please see attached message for CWA-Represented AT&T Technicians.

Please contact your CWA Representative with any questions.

CC/nt

opeiu#13

[Attachment](#)

c: District 6 Administrative Staff

District 6 CWA Representatives

A Message for CWA-Represented AT&T Technicians from your Union

From the onset of the coronavirus pandemic, CWA and AT&T have been working together to ensure new, pro-active health and safety policies are issued and properly implemented to protect employees against the virus. The collaborative approach to try and stay ahead of the pandemic has become a model for other companies. It has been understood that these policies would have to be adjusted in response to changing conditions, as the ground would invariably shift beneath us with COVID-19 infections spreading across the country. We are once again being proactive and adjusting as the situation evolves.

In the early days of the U.S. outbreak, AT&T developed an alternate dispatch plan, whereby technicians ask customers a series of questions to determine the possibility of infection before entering the home. Those questions included whether anyone in the home is sick or whether anyone in the home traveled to a Level 3 country. If the customer answered yes to any of these questions, the alternate dispatch plan directed that the work be performed outside of the home, with the technician virtually walking the customer through any inside work or otherwise scheduling the inside work for a later date.

In recent days, the ground has shifted. Conditions have worsened in many areas of the country. As a result, **the alternate dispatch questions have been broadened** to ask customers if they have had any exposure to COVID-19, regardless of where they may have traveled, international or domestic. We understand from the CDC that asymptomatic carriers may spread the disease and an infected person may be contagious days before she shows symptoms. For this reason, AT&T's customer contact questions have been revised to **establish social distancing expectations with the customer upfront**. As always, technicians should continue to keep their hands clean throughout the day. Copies of these processes are attached.

Most importantly, due to the community spread of the virus, especially in certain areas, **we continue to recommend that, if a technician has reason to believe a home is not safe regardless of the answers to the alternate dispatch questions, they should not enter the home.** During the current outbreak levels, the technician should treat each home as if it has the contagion. Follow the customer contact guidelines to determine whether conditions are high risk or not. But remember, the decision to enter or not enter a home ultimately resides with the technician. **Based upon observed concerns, technicians who believe that it is not safe to enter a home should contact their supervisor and do all they can to ensure the job is completed, but do so outside the home,** using the alternate dispatch process that AT&T has already developed for when the customer answers yes to any of the COVID-19 exposure questions. **If you encounter issues with your**

supervisor upon exercising this decision, contact your shop steward for assistance.

We will continue working with AT&T to ensure **additional safety measures** as conditions change. We recognize that the best-intended policies may not always be implemented properly on the ground. Stay in touch with your stewards and local leaders to bring those issues to our attention.