



Responsible Reentry Playbook

An interactive guide for COVID-19
Pandemic Preparedness and Response

Updated 11-20-2020



**Southern
Company**

Note to Readers

The Playbook represents Southern Company's current practices regarding the recommended operation during this time of the unprecedented COVID-19 pandemic. The safety and health of our employees is our number one priority, and our hope in sharing this information is that it may be of assistance to you.

The Playbook describes a phased approach to reentry, that is based on internal and external triggers that are intended to ensure the safety and health of our employees. The timing for each phase, while unknown, will be based on data not a timeline. The precise timing will likely be different for each Southern Company subsidiary, and for specific work groups within each company.

Supplemental documents and files, which are linked to the Playbook and can be opened by clicking, are indicated by *italized and underlined font* within this document.

There are items in the Playbook that may not apply to critical operations employees performing essential on-site job duties. For these employees, guidelines and requirements may be implemented differently than described in the Playbook.

Protocols and guidance in the playbook apply to employees and any non-employee working in our facilities (leased worker, independent contractor, contract service vendor).

Please also note that this is a "living" document that may be updated at any time given the fluidity of this situation.

Disclaimer – Legal Statement

The Company has the right to modify, amend or terminate the provisions in this guideline at any time without advance notice. Nothing in this guideline shall give rise to any contractual rights to employment, benefits or other terms and conditions of employment.

Letter from Tom

To: All Southern Company employees

This Southern Company Reentry Playbook has been designed to provide you with basic information, along with relevant guidelines, procedures and protocols, concerning our company's plan to gradually and responsibly reenter our normal working environments.

With our core Value of Safety First as its guiding principle, this Playbook details a plan for moving forward that is responsible, measured and flexible.

Unlike many businesses across our nation, we have never stopped working or serving customers. We have continued to serve our 9 million customers every day, either on-site, in the field or while working remotely. Through it all, we have maintained our high standards of service.

The work you have done during these unprecedented times has been nothing short of remarkable, and I commend you for your dedication and commitment. Your success, while not without challenges, confirms our ability to be both flexible and patient as we make our assessments and decisions concerning a return to normal business operations.

The approach described in these pages is designed to keep employees and communities healthy and safe while sustaining our essential business operations. Our return to normal operations will occur in phases, after careful assessment of the circumstances during and between each phase. Our approach incorporates the latest Centers for Disease Control and Prevention (CDC) guidelines, as well as other federal, state and local guidance.

Throughout this process, we will consider and evaluate reliable data concerning community health factors at both the state and local levels across our system. We will also consider internal factors such as the availability of adequate personal protective equipment (PPE), the ability of our facilities to safely host returning workers, and the adoption of safe work practices.

The assessments and decisions called for in this Playbook ultimately will be made by the CEOs of each operating company and business unit, based on their best judgment as to how to protect the health and safety of our people and our communities. Southern Company and SCS will reenter work locations in a manner that is consistent with operating company decisions in their respective states and locations.

Please stay safe. Stay focused. Stay patient and continue to follow guidelines from the CDC and other resources to keep you and your family healthy.

I am proud to be on your team.



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Playbook Updates

Page	Date	Update
2	7/15/20	Language updated: <i>Protocols and guidance in the playbook apply to employees and any non-employee working in our facilities (leased worker, independent contractor, contract service vendor).</i>
11	7/15/20	Additional language regarding resurgence added
15	7/15/20	Language updated: <i>Managers should not create any documentation containing employee medical information</i>
15	7/15/20	Language updated: <i>Manager and Employee contact Disability/Health Management Services</i>
15	7/15/20	Language updated: <i>Manager use normal practice when determining if employee can drive safely</i>
15	9/4/20	Language updated: <i>CDC international travel restrictions (also updated on pages 17, 18, 25, 31, 33, 58, 65)</i>
16	7/15/20	Language updated: <i>Manager and Employee contact Disability/Health Management Services</i>
16	7/15/20	Language updated: <i>Contact tracing is the process of quickly identifying, assessing, and managing people who have been exposed to a disease to prevent additional transmission</i>
17	7/15/20	Reordered bullets under <i>Monitor for symptoms</i>
17	7/15/20	Language updated: <i>10 minutes changed to 15 minutes</i>
17	11/17/20	Language updated: <i>CDC definition of close contact (also updated on pages 25, 63, 65, 66)</i>
19	5/26/20	Edited graphic blue box to include managers
19	9/4/20	Edited graphic to remove text on <i>returning from another country</i>
20	7/15/20	Language updated: <i>Follow your operating company's or business unit's specific guidance or requirements regarding face coverings.</i>
20	7/15/20	Language updated: <i>Please consult this resource document for information on the most recent developments regarding local ordinances throughout the Southern Company service territory</i>
22	10/5/20	Added line in Task Based Risk Assessment for routine, distanced health screenings.
23	10/5/20	Added statement that after area or vehicle are unoccupied for 72 hours, general housekeeping guidelines apply.
24	10/5/20	Clarified that Appendix D is required for filtering facepieces and that Appendix D is not required for dust masks.
25	5/26/20	Language edited for clarity: <i>Have you had any close contact with anyone who has within the last 14 days been suspected of having or diagnosed with COVID-19?</i>
25	7/15/20	Language update: <i>Conduct a home self-screening protocol each day before leaving your residence for work</i>
25	7/15/20	Language updated: <i>10 minutes changed to 15 minutes</i>
25	7/15/20	Language updated: <i>unusual for you</i> added to describe symptoms
26	7/15/20	Language updated: <i>and/or</i> changed to <i>and</i>
26	7/15/20	Language updated: <i>unusual for you</i> added to describe symptoms
27	7/15/20	Language updated: <i>Business units that choose to implement temperature checks must document business reason that supports temperature checking and discuss with Disability/Health Management Services. Do not maintain any record of employee temperature check readings</i>
33	7/15/20	Language updated: <i>Travelers should make themselves aware of any travel restrictions or limitations on travel before their planned departure, including mandated quarantines upon arrival or state border closures</i>
33	7/15/20	CDC Travel link added

Playbook Updates (Continued)

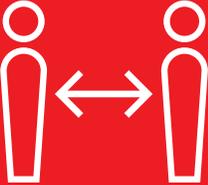
Page	Date	Update
37	7/15/20	Added <i>Maintaining an Inclusive Workplace While Telecommuting</i> section
39	7/15/20	Added <i>Wellness</i> section
41	7/15/20	Language updated: <i>Clean and disinfect all high-touch areas or surfaces listed below, following CDC guidance and CDC-approved disinfectant</i>
42	9/4/20	<i>Language updated: Facility and vehicle sanitizing guide</i>
43	7/15/20	<i>Language updated: if referred for testing</i>
47	7/17/29	Language updated: <i>Follow social distance guidance when meeting or gathering in a location and avoid nonessential gatherings</i>
56	5/26/20	<i>"During the Workday"</i> protocol was updated
61	5/26/20	Added two FAQs regarding workspace
62	7/15/20	Language updated: <i>if referred for testing</i>
62	7/15/20	Language updated: <i>Please also advise your Manager and Disability/Health Management Services</i>
63	7/15/20	Language updated: <i>if referred for testing</i>

Transition to Normal Operations



Guiding Principles

We remain committed to the goals Southern Company established at the onset of the COVID-19 pandemic, which include:



Keep employees healthy and safe



Keep employees informed



Sustain business operations

We never closed; as we return to more normal business operations, we will do so in a manner that is responsible, measured and flexible.

Be responsible

- Maintain Safety First for employees and the public
- Expect employees to actively participate in ensuring a healthy workplace
- Remain focused on critical on-site operations for our customers

Be measured

- Continue to effectively telework where appropriate
- Base reentry on:
 - Health-based risk factors
 - Business assurance for critical on-site operations
 - PPE supplies (masks, hand sanitizer, gloves)
 - Facility capabilities (readiness to open, ability to social distance)
- Reassess and reevaluate criteria between each phase

Be flexible

- Align approaches across Southern Company and implement locally
- Consider state and local guidance
- Incorporate lessons learned and respond to changing circumstances (prepared to sequester)
- Respond to employees' needs

Criteria for Transition to Normal Operations

In order to ensure the safety and health of our people and the communities we serve, the following triggers for phased reentry will be reviewed and assessed by operating company CEOs and their senior leadership teams to determine the appropriate timing for transitioning to normal business operations:

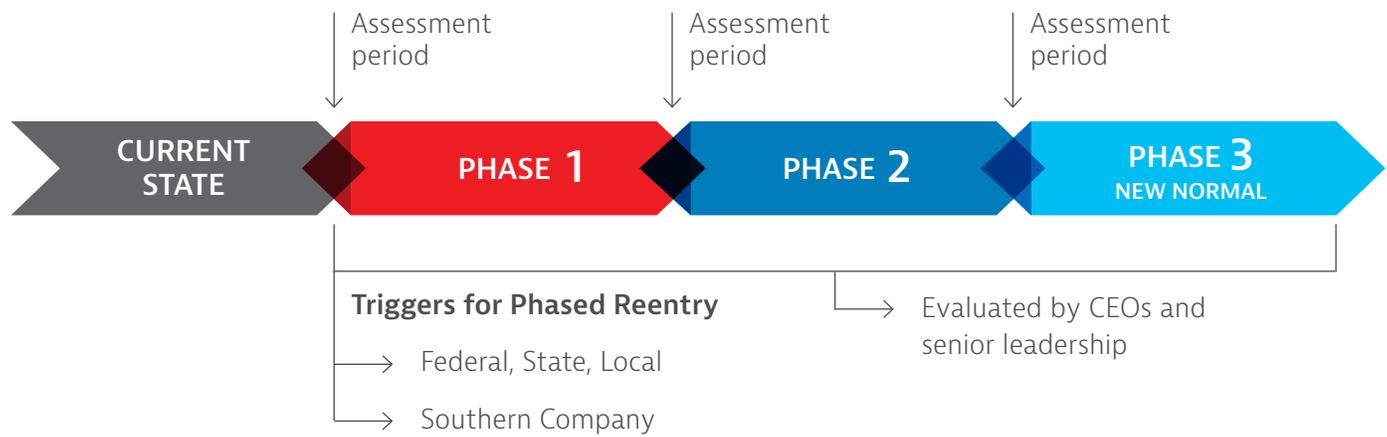


- Federal, state and local guidance supports movement back to normal operations.
- Improvement in COVID-19 community health indicators:
 - Decline in overall percentages of new cases during 14-day period.
 - Decline in overall daily death rate during 14-day period.
 - Local healthcare system (equipment and personnel) can safely treat all patients requiring care.
 - Consistent and coordinated with actions of other businesses in the area.



- Initial deep cleaning of all company facilities completed.
- Guidelines in place for scalable daily facilities cleaning.
- Established guidelines in place for occupancy, workplace access and employee screening.
- Physical distancing measures in place by location.
- Adequate personal protective equipment (PPE) available.
- Signage strategically located in common areas, elevators and conference rooms.
- Employee/manager training and communication implemented.

Process for Transition to Normal Operations



CEOs and senior leadership will evaluate external and Southern Company triggers (governmental guidance, health factors, facility preparedness, etc.) to determine the appropriate timeline for transition to and between phases.

- In general, an assessment period will be observed before making any decision on whether to move to a new phase, remain at the current phase for an additional length of time or to reverse to a prior phase.
- As a best practice, decisions regarding transition between phases will be shared with impacted employees as soon as a decision is reached.
- As operating companies transition to normal operations and new phases of reentry, employees will continue to have the opportunity to seek COVID-19 accommodations as necessary, until the company returns to business operations with no COVID-19 restrictions. Information on the COVID-19 accommodation process can be found in the [Work Practices](#) section of this Playbook.
- During all phases, including Phase 3, we will continue to assess external and Southern Company triggers.
- Company will provide a two week notice to employees when changing to a new phase.
- If data indicates a resurgence, the Companies will take appropriate actions, including but not limited to returning to a prior phase. A resurgence in COVID-19 data is defined as follows:
 - Increase in overall percentages of new cases during 14-day period
 - Increase in overall daily death rate during 14-day period
 - Local healthcare system (equipment and personnel) cannot safely treat all patients requiring care
 - Consistent and coordinated with actions of other businesses in the area

Transition Plan: Phases

	CURRENT STATE	PHASE 1	PHASE 2	PHASE 3 NEW NORMAL
People	Majority telework Critical operations employees need to be on-site to perform essential job duties	Majority telework Critical operations of essential work continues along with activities that support grid and plant reliability	Majority telework Normal business operations resume for those who must report to a work location in order to fully perform all job duties	Employees allowed to return to locations
Facilities	Social distancing Only employees performing critical on-site tasks Deep cleaning/adequate PPE	Social distancing Only employees performing critical on-site tasks Follow facility/PPE guidelines	Social distancing Follow facility/PPE guidelines - access expanded	Normal access - limited social distancing with increased cleaning
Policy	Critical travel only HR, Safety/Health & Facilities guidelines	Critical travel only HR, Safety/Health & Facilities guidelines	Travel increases with discretion HR, Safety/Health & Facilities guidelines	HR, Safety/Health & Facilities guidelines

Our phases are meant as guidelines for Southern Company. Senior Leadership within each company will determine locally the types of work allowed to resume and the timing of reentry, which could vary across companies. Work examples are provided below.

Phase 1

- Majority of employees will continue to perform their job responsibilities via teleworking
- Work necessary to maintain system reliability, asset management and long-term commitments
 - System load planning constraint
 - New service delivery projects
- EMS critical path work for new Georgia Control Center
- Customer-requested orders like outdoor/indoor lighting repairs
- Adjustment of previous alternate work schedules that allows work to continue
 - Preventive maintenance on plant and field equipment and field inspections
 - Engineering that supports plant and field work
- Real estate mapping capabilities requiring strong network capabilities
- Light vehicle maintenance
- Regulatory filing and hearing preparation
- Environmental emissions testing in coordination with Generation to meet compliance deadlines

Phase 2

- Majority of employees will continue to perform their job responsibilities via teleworking
- Additional adjustment of previous alternate work schedules that allow additional work to continue
 - Preventive maintenance on plant and field equipment and field inspections
 - Engineering that supports field work
- GIS mapping to support field work requiring access to and use of large format plotters/printers
- Real Estate – Land reviews and easement activity needing historical paper records to support construction operations
- Construction project documentation for asset records
- Environmental work at Generating sites for routine support of monitoring equipment

Phase 3

Subject to current conditions and possible new or revised business practices applicable at that time, normal business operations resume. Limited social distancing in effect. The company's specific COVID-19 protocols, i.e., HR, safety and health and facility/building, are discontinued and normal operational guidelines are in effect. Employees should discuss COVID-19 health and safety-related questions with their managers.

Safety and Health Protocols



COVID-19 Symptoms



Employees should be aware of COVID-19 symptoms. More information is available from the [CDC](#). Employees should not report to work if they are sick.

People with COVID-19 have experienced a wide range of symptoms that are **unusual** for them - ranging from mild symptoms to severe illness.

These symptoms may appear 2-14 days after exposure to the virus:

- Fever (temperature of 100.4°F or greater) or feeling feverish
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- General unwell feeling

This list is not all-inclusive. Refer to the [CDC](#) for more information. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

COVID-19 Testing Criteria



Understand the Company's Testing Approach. Test employees who are symptomatic or as follow-up.

COVID-19 testing for employees is recommended only if indicated by symptoms or as follow-up. Medical providers and existing test sites can be used to facilitate testing. The type of test will depend on availability, required certification, governmental recommendations; and approval by regulatory agencies, such as the FDA. Positives will be referred to Disability/Health Management Services for case management.

Testing all employees is not recommended due to several factors, including timeliness, frequency requirements and economic feasibility.

Testing Facility Options

- Public health testing locations
- Employee medical provider
- Company-facilitated test (small scale, critical scenarios only)

Employee Reporting COVID-19 Symptoms, Positive COVID-19 Results and Exposure Guidelines



Read and understand your role and responsibility. Know your Disability/Health Management Services Representative and seek their input on appropriate actions.

Overview of reporting COVID-19 *symptoms*, positive results and exposure

- Employee reports symptoms to Manager.
- Manager sends employee home.
- Manager and employee contact Disability/Health Management Services.
- Disability/Health Management Services manages case and begins contact tracing.

When an employee develops symptoms at work, at home (including while teleworking), follow these protocols:

Employee Protocols

- Self-quarantine and work from home if symptoms/treatment allow.
- Contact supervisor and leave work immediately.
- Contact medical provider.
- Notify Disability/Health Management Services if referred for testing.
- Return to workplace only when cleared by Disability/Health Management Services.

Manager Protocols

- Immediately send employee away from work location and provide mask if available. Managers use normal practice when determining if employee can drive safely.
- Notify and provide updates to Disability/Health Management Services.
- Determine if employee can work from home and notify employee.
- Managers should not create any documentation containing employee medical information.

Disability/Health Management Services Protocols

- Document case.
- Determine whether coworkers should quarantine and notify management.
- Track the employees who are referred for testing.
- Determine when employee is clear to return to workplace.
- Contact facilities for required cleaning of workspace.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Employee Contact Tracing and Communication Guidelines



You must read and understand your role and responsibility. You must take appropriate action. You must communicate.

Contact tracing is the process of quickly identifying, assessing, and managing people who have been exposed to a disease to prevent additional transmission.

Overview of contact tracing and communication

- Employee reports *symptoms* to manager.
- Manager sends employee home.
- Manager and employee contact Disability/Health Management Services.
- Disability/Health Management Services conducts contact tracing investigation/interview.
- Appropriate actions taken, including cleaning of facilities.
- Manager/HR communicates with employees and the workgroup as appropriate.

Additional resources for managers:

[Employee Contact Tracing and Communication Guidelines](#)

Self-Quarantine Protocols



Review and understand the self-quarantine protocol.

Employees can be required to self-quarantine (removed from worksite and required to stay at home) for a number of reasons, including if they display COVID-19 symptoms or had possible exposure to COVID-19 virus.

Self-Quarantine Protocols:

- Self-quarantine for a period of time determined by Disability/Health Management Services.
- Monitor for symptoms:
 - Watch for symptoms of COVID-19.
 - Take temperature twice a day if symptoms develop.
 - Maintain a six-foot distance from others.
- Employees must contact Disability/Health Management Services representative before returning to work. To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Return to Work Criteria



Review and understand protocol. Disability/Health Management Services must review and approve all return to work cases.

People with COVID-19 themselves, **presumed or tested, or have been directly exposed to others with COVID-19 who have been under home isolation/quarantine** can return to work under the following conditions, consistent with CDC guidelines:

Return to Work Criteria:

- No fever for at least 72 hours without the use of fever-reducing medication AND
- Other symptoms have resolved without the use of symptom-treating medications for 72 hours AND
- At least 10 days have passed since symptoms first appeared.

Clearance by personal physician or public health officials desired. **Must be cleared by Company Disability/Health Management Services before they return to work.**

Additional Requirement: For Mississippi, state executive order requires residents to quarantine in their place of residence for 14 days after receiving positive test results.

The CDC defines close contact or exposure as:

- Being within approximately six feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period.
- Additional factors that will be considered when determining the need for quarantine include proximity, the duration of exposure, presence of symptoms or respiratory aerosols, and other environmental factors.

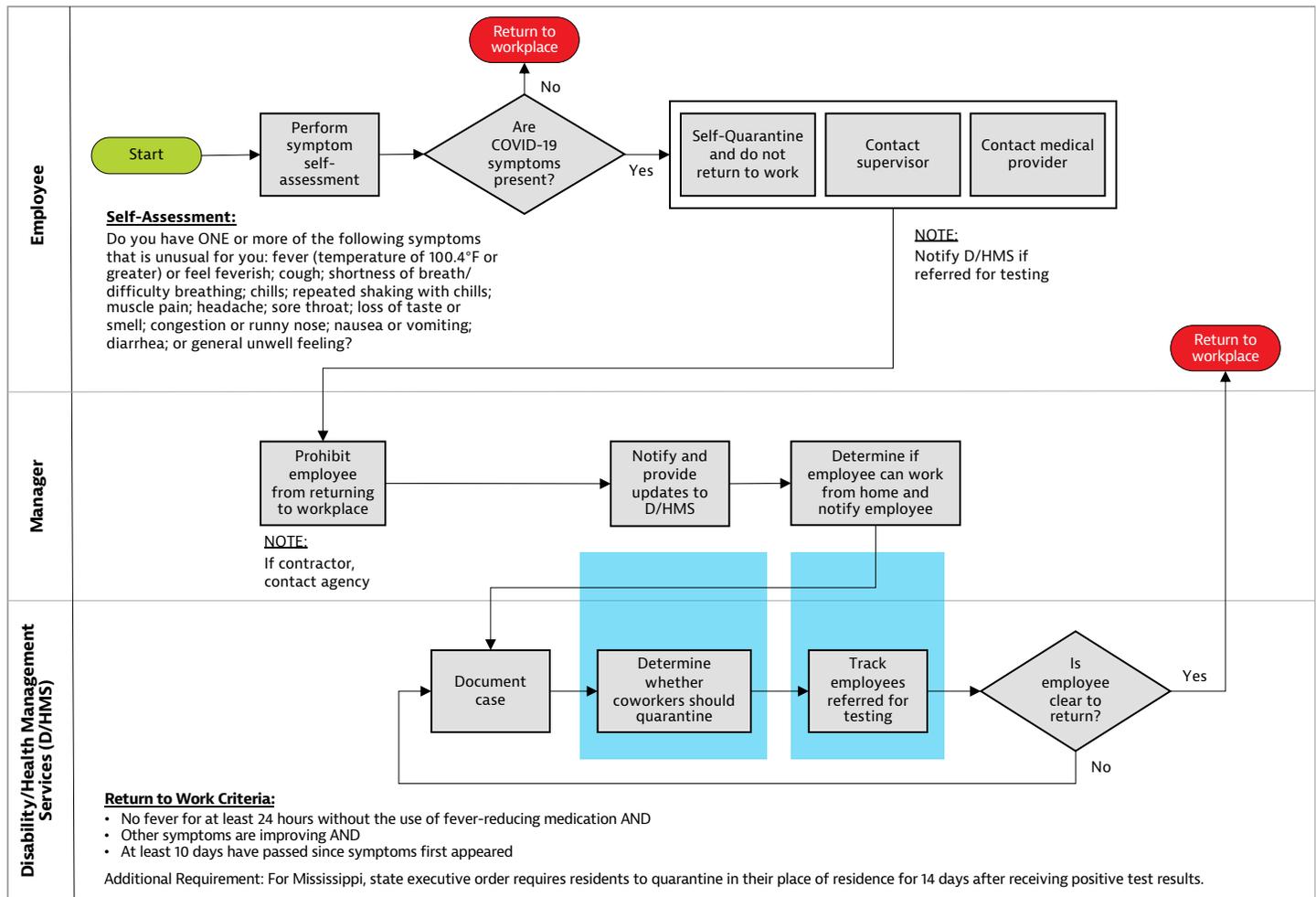
Manager Response Guide



Review and familiarize yourself with key action items associated with different scenarios.

Scenario	Actions		
	Employee	Management	Disability/Health Management Services
Employee develops <u>symptoms</u> of COVID-19 at home	<ul style="list-style-type: none"> → Self-Quarantine and work from home if symptoms/treatment allow → Contact supervisor → Contact medical provider → Notify Disability/Health Management Services if referred for testing → Return to workplace or teleworking only when cleared by Disability/Health Management Services 	<ul style="list-style-type: none"> → Prohibit employee from returning to workplace → Notify and provide updates to Disability/Health Management Services → Determine if employee can work from home and notify employee → Clarify expectations during employee's quarantine by establishing teleworking hours and appropriate response times 	<ul style="list-style-type: none"> → Document case → Determine whether coworkers should quarantine and notify management → Track the employees who are referred for testing → Determine when employee is clear to return to workplace
Employee develops <u>symptoms</u> of COVID-19 at work	<ul style="list-style-type: none"> → Self-Quarantine and work from home if symptoms/treatment allow → Contact supervisor and leave work immediately → Contact medical provider → Notify Disability/Health Management Services if referred for testing → Return to workplace or teleworking only when cleared by Disability/Health Management Services → Adhere to established teleworking expectations determined by supervisor 	<ul style="list-style-type: none"> → Immediately send employee away from work location and provide mask if available → Notify and provide updates to Disability/Health Management Services → Determine if employee can work from home and notify employee → Clarify expectations during employee's quarantine by establishing teleworking hours and appropriate response times 	<ul style="list-style-type: none"> → Document case → Determine whether coworkers should quarantine and notify management → Track the employees who are referred for testing → Determine when employee is clear to return to workplace → Contact facilities for required cleaning of workspace

Manager Response Guide (Continued)



Additional Resources for Managers:

[Manager Response Guide](#)

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Good Hygiene Practices



Review good hygiene practices AND reinforce with employees.

Everyone should wash their hands often, avoid close contact, cover coughs and sneezes, clean and disinfect. Wash your hands often for 20 seconds each time with soap and water. If you don't have soap and water, use hand sanitizer with at least 60% alcohol.

Additional ways to reduce and slow the spread of COVID-19 include:

- Stay home if you are sick.
- Don't touch your face (eyes, nose, mouth, etc.).
- Don't touch things with your open hand unless absolutely necessary, especially things that others have frequently touched (e.g., elevator buttons, doorknobs, etc.). If you must touch them, use a barrier.
- Cough or sneeze into your sleeve.
- Refrain from hugging, shaking hands and other forms of physical touching.

Face Coverings



Review and understand face covering recommendations.

- Follow your operating company's or business unit's specific guidance or requirements regarding face coverings.
- In situations where individuals cannot maintain social distancing, masks and face coverings are strongly recommended to prevent the transmission of the coronavirus to teammates. (e.g. elevators, hallways, restrooms, break areas, etc.)
- Masks/face coverings do not have to be worn while in one's office/cube if social distancing can be maintained.
- A primary prevention strategy to protect those around you is to social distance and wear a mask or face covering when social distancing is not possible.
- Note: In addition to CDC recommendations, state and local requirements are frequently being issued and updated. Be aware and follow any state or local requirements regarding face coverings in your locations. Please consult this [*resource document*](#) for information on the most recent developments regarding local ordinances throughout the Southern Company service territory.

Additional resources for employees:

[*Face Coverings Guidance*](#)

Additional resources for managers:

[*Face Coverings*](#)

Sanitizing Tools and Common Touchpoints



Review cleaning practices AND reinforce with employees.

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. Cleaning and sanitizing frequently touched surfaces and tools is a best practice measure for prevention. The table below lists effective methods for sanitizing tools and common touchpoints.

It is the Company's expectation that employees/contractors whose job it is to clean will perform these duties. Employees may choose to clean their workspace but it is not required.

Product	Details
Household Disinfectant Wipes (Clorox, Lysol, etc.)	<ul style="list-style-type: none"> → Can be found in most grocery stores, home improvement stores, and online retailers. → During an epidemic, this product will be the first to become unavailable.
Diluted Bleach Solution	<ul style="list-style-type: none"> → The General Test Lab and Environmental Lab are distributing a 1:10 diluted bleach/water solution. → Apply according to the bleach disinfectant use document with non-woven towels, such as Wypall. Paper towels can be used if non-woven is unavailable. → Be careful not to spray on fabric/cloth surfaces. Bleach will discolor material.
Alcohol Solutions with at least 70% Alcohol (Rubbing Alcohol)	<ul style="list-style-type: none"> → Can be found in most grocery stores, pharmacies, and online retailers. → Apply with non-woven towels, such as Wypall. Paper towels can be used if non-woven is unavailable.
EPA-Registered Disinfectants	<ul style="list-style-type: none"> → Includes products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19. → This list includes products with emerging viral pathogen claims and those with human coronavirus claims. If a product with an emerging viral pathogen claim is not available, use a product with a coronavirus claim. → Apply with non-woven towels, such as Wypall, if the disinfectant isn't already available in wet wipe form. Paper towels can be used if non-woven is unavailable.

For more information review the [detailed cleaning and reentry](#) material.

Task-Based Risk Assessment



Review and understand the appropriate use of PPE for various work tasks.

Standard Precautions for All Task Types

- Social distancing (six feet from others and public when sensible), avoid shaking hands, hugs, etc.
- Where on-site and in the field social distancing measures are difficult to maintain, the use of a cloth face covering is strongly recommended.
- State/local requirements for face coverings are frequently being issued and updated. Be aware and follow any state/local requirements regarding face coverings in your locations.
- Avoid touching eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds or use a dime-sized amount of 60% alcohol-based hand sanitizer. Allow hands to dry completely to allow for the alcohol to evaporate before beginning work.

Task Type	Specific Task	Additional Precautions	Personal Protective Equipment (PPE)	Comments
Medical treatment or screening activities	Medical staff, first responders, Generation Emergency Response Team (ERT) members, etc. engaged in medical treatment or close-contact health screenings or providing medical assistance to an individual suspected to have COVID-19. This task is unique to individuals directly interacting with suspected COVID-19 individuals and conducting specimen collections, such as nasopharyngeal swabs or sputum samples.	→ Refer to Centers for Disease Control and Prevention (CDC) recommendations for <i>Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed COVID-19 in Healthcare Settings</i> or <i>Interim Guidance for Emergency Medical Services (EMS) Systems and 911 Public Safety Answering Points (PSAPs) for COVID-19 in the United States</i>	→ Non-sterile exam gloves → Tight-fitting goggles or face shield → Disposable non-sterile gown or Tyvek® suit → N95 filtering facepiece respirator ¹	→ Prioritize N95 respirators for procedures and patient interactions that are likely to generate respiratory aerosols → In absence of N95, use higher level of respiratory protection (tight-fitting respirator or powered air purifying respirator (PAPR) with P100 cartridges)
	First responders or Generation ERT members providing medical assistance to individuals with acute injuries or complaints not suspected to have COVID-19.	→ Follow normal procedures for first aid treatment	→ Follow normal procedures for first aid treatment	→ Generation ERT members should have an N95 respirator available but are not required to use unless patient assessment indicates suspected COVID-19 <i>symptoms</i>
	Employees providing routine, distanced health screenings (administering questionnaire, performing a contactless temperature scans)	→ Use standard precautions	→ None	→ Voluntary use of face covering as a barrier
	Nursing staff, first responders, Generation ERT members, etc. cleaning an exam room used to evaluate a known COVID-19 individual.	→ Conduct job-specific briefing/job aid on properly cleaning of surfaces	→ Non-sterile exam gloves → Tight-fitting goggles or face shield → Disposable non-sterile gown or Tyvek® suit → N95 filtering facepiece respirator ¹	→ Utilize EPA-registered hospital-grade disinfectant in accordance with product label
	Individuals responsible for overseeing self-screening process for employees prior to entering the workplace.	→ Use standard precautions	→ None	→ Task does not require physical interaction within six feet of employees

Task-Based Risk Assessment (Continued)

Task Type	Specific Task	Additional Precautions	Personal Protective Equipment (PPE)	Comments
Housekeeping, cleanup	Individuals conducting general cleaning and sanitizing of high touch surfaces, offices, restrooms, cafeterias, etc.	→ Use standard precautions	→ Safety glasses → Non-sterile exam gloves	→ PPE noted is typical for protection from splashes and sprays of cleaning agents → Follow safety data sheet (SDS) for any additional specific PPE requirements for cleaning agent being used
	Individuals conducting housekeeping in an area where persons known or suspected to have COVID-19 have been located. If the area or vehicle has been unoccupied for at least 72 hours, then the general housekeeping precautions above apply.	→ Refer to CDC recommendations for <i>Environmental Cleaning and Disinfection Requirements</i>	→ Safety glasses → Non-sterile exam gloves → Disposable non-sterile gown or Tyvek® suit	→ Follow SDS for any additional specific PPE requirements for cleaning agent being used → Bloodborne pathogen training is required if handling regulated medical waste
Entering customer residences	Employees needing to enter customer residence for servicing or emergency work and no known or suspected COVID-19 individual(s) inside.	→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol → GAS employees refer to GAS COVID-19 Operations Job Aid - Follow Tier 1 guidance	→ Shoe covers → Disposable gloves → Voluntary use of N95 respirator ² or dust mask ² as a barrier	→ Use of face covering as a barrier → Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions
	Employees needing to enter customer residence for servicing or emergency work with suspected COVID-19 individual(s) inside.	→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol → GAS employees refer to GAS COVID-19 Operations Job Aid - Follow Tier 2 guidance	→ Chemical splash goggles, face shield, or safety glasses → Shoe covers → Disposable gloves → Voluntary use of N95 respirator ² or dust mask ² as a barrier	→ Use of face covering as a barrier → Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions
	Employees needing to enter customer residence for servicing or emergency work with known COVID-19 individual(s) inside.	→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol → GAS employees refer to GAS COVID-19 Operations Job Aid - Follow Tier 3 guidance	→ Chemical splash goggles, face shield, or safety glasses → Disposable coveralls or fire-resistant (FR) coveralls → Shoe covers → Disposable gloves → Voluntary use of N95 respirator ² or dust mask ² as a barrier	→ Use of face covering as a barrier → Postpone or reschedule work if possible → Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions
Entering customer facilities	Employees needing to work inside facilities (hospital, nursing home, etc.) with known or suspected COVID-19 individuals but conducting work activities in an area that does not require prolonged or close contact with individual(s).	→ None in addition to standard precautions → Consult with facility contact regarding site-specific requirements	→ Use standard precautions → Consult with facility contact regarding any site-specific requirements	→ None

Task-Based Risk Assessment (Continued)

Task Type	Specific Task	Additional Precautions	Personal Protective Equipment (PPE)	Comments
Interacting with the public	Payment Center, Appliance Sales, Marketing, etc. interacting with customers in an area with known COVID-19 case(s) and ongoing local community transmission of COVID-19.	<ul style="list-style-type: none"> → Limit customer/public access to certain areas of the building → Minimize face-to-face contact (drive-through windows, sneeze guards, etc.) 	→ Voluntary use of non-sterile exam gloves	→ None
	Employees conducting normal activities requiring interaction with the public in an area with known COVID-19 case(s) and ongoing local community transmission of COVID-19.	→ Use standard precautions	→ Use standard precautions	→ None
	Employees conducting normal activities requiring close interaction with the public in an area without known COVID-19 case(s) and ongoing local community transmission of COVID-19.	→ Use standard precautions	→ Use standard precautions	→ None
Other	Employees conducting handling of customer paperwork, payments, documents, etc.	→ Use standard precautions	→ Voluntary use of non-sterile exam gloves	→ None
	Employees conducting generating plant work activities.	→ Follow site-specific requirements	→ Follow site-specific requirements	→ Generating plants have site-specific pandemic plans
	Employees working on crews/teams who cannot social distance.	→ Use standard precautions	→ Use standard precautions	→ None
	Employees conducting office tasks at company facilities and attending on-site meetings.	→ Use standard precautions	→ Use standard precautions	<ul style="list-style-type: none"> → Evaluate essential meetings → Conduct meetings via conference call or Skype as appropriate → Adhere to company guidance regarding telecommuting

¹Requires medical evaluation, fit testing, and respiratory protection training.

²Filtering facepiece respirators (N95, R95, P95, P99, P100) requires review of Appendix D from OSHA's Respiratory Protection Standard (29 CFR 1910.134).

Note: PPE potentially contaminated with virus is not considered medical waste and may be discarded in normal trash container.

References: *US Department of Labor/Department of Health and Human Services Guidance on Preparing Workplaces for COVID-19*
Centers for Disease Control and Prevention

Contact your Operating Company or Business Unit Safety and Health Representative for additional information.

Home Self-Screening Protocol



Daily self-screening protocol is distributed to employees for self-screening.

Conduct a home self-screening protocol each day before leaving your residence for work:

- Do you have ONE or more of the following *symptoms* that is unusual for you: fever (temperature of 100.4°F or greater) or feel feverish; cough; shortness of breath/difficulty breathing; chills; repeated shaking with chills; muscle pain; headache; sore throat; loss of taste or smell; general unwell feeling?
 - Take your temperature using a reliable thermometer according to the manufacturer's specifications.
- Are you treating fever, aches, and/or pains that are unusual for you with prescription or over-the-counter fever/pain reducers, such as Tylenol, Aleve, Motrin, acetaminophen, naproxen sodium, ibuprofen, etc.?^{*}
- Are you treating a cough that is unusual for you with prescription or over-the-counter cough suppressants, such as Robitussin, Delsym, etc.?^{*}
- Have you had any close contact with anyone who has within the last 14 days been suspected of having or diagnosed with COVID-19?

The CDC defines close contact as:

 - Being within approximately six feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period.
 - Additional factors that will be considered when determining the need for quarantine include proximity, the duration of exposure, presence of symptoms or respiratory aerosols, and other environmental factors.
- Are you currently infected with COVID-19?

Results and Actions

If you answered "yes" to any of these questions:

- **DO NOT report to work.**
- **Contact your supervisor and/or Disability/Health Management Services.**
- **Contact your medical provider.**

Employees should be prepared to show the "Report to Work" screen on their mobile device, or provide a verbal confirmation. See [online health screen](#) form for more details.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

**Please contact Disability/Health Management Services regarding questions about medications.*

On-the-Job Self-Screening Protocol



Daily self-screening protocol is distributed to employees for self-screening.

Periodically (for example, twice per shift), perform a self-assessment by answering the following questions:

→ Do you have ONE or more of the following *symptoms* that is unusual for you: fever (temperature of 100.4°F or greater) or feel feverish; cough; shortness of breath/difficulty breathing; chills; repeated shaking with chills; muscle pain; headache; sore throat; loss of taste or smell; general unwell feeling?

To take your temperature:

- Use hand sanitizer or provided gloves prior to touching the thermometer.
- Take your temperature using the available thermometer according to the manufacturer's specifications.
- Clean the thermometer after use with provided disinfectant wipes.

→ Are you treating fever, aches, and/or pains that are unusual for you with prescription or over-the-counter fever/pain reducers, such as Tylenol, Aleve, Motrin, acetaminophen, naproxen sodium, ibuprofen, etc.?^{*}

→ Are you treating a cough that is unusual for you with prescription or over-the-counter cough suppressants, such as Robitussin, Delsym, etc.?^{*}

Results and Actions

If you answered "yes" to any of these questions:

- **Contact your supervisor and Disability/Health Management Services.**
- **Return home.**
- **Contact your medical provider.**

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

^{}Please contact Disability/Health Management Services regarding questions about medications.*

Online Health Screening Forms (Mobi)



Complete the Online Health Screening Forms (Home and On-the-job).

Health screening forms are available online for employees at all Southern Company business units. The online forms are identical to the ones in the health screening protocol document, but they are accessible via any device with an internet connection.

We have placed these forms online in order to provide easier access and administration for the business units. Employees are expected to complete a self-screening form at home prior to reporting to work and/or complete a form at work.

Instructions for completing online health screening forms:

- From a workstation, laptop, tablet or smart phone, employees should enter the URL <http://tiny.sc/covid19> into any web browser. (Saving this URL as a favorite is recommended for easier access going forward.)
- Employees should select "internal forms" and log in using their NTID and password.
- Contractors and visitors should select "external forms."
- Users should select the "home" or "on-the-job" form, as appropriate.
- Users should complete all questions accurately and click "next."
- If results indicate no COVID-19 symptoms, users will receive a green message saying it is safe to work.
- If results indicate possible COVID-19 symptoms, users will be directed not to report to work AND to immediately call their supervisor to report the results.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Pre-Entry Temperature Screening/Checks



Review recommendation and protocols.

Strategic use of temperature checks may be appropriate for workgroups that are unable to social distance. This could include line crews and might even include some office-based work groups. Business units will determine if temperature checks are appropriate. Contact Disability/Health Management Services for guidance on equipment and procedures.

Business units that choose to implement temperature checks must document business reason that supports temperature checking and discuss with Disability/Health Management Services. Do not maintain any record of employee temperature check readings.

Employee Assistance Resources



Review for resources to help support employees.

COVID-19 Hotline

Employees may call the COVID-19 hotline toll-free at 877-811-4219 to speak with medical professionals who can answer questions about the virus. The hotline will be available from 7 a.m. to 7 p.m. ET, Monday through Friday. There is no charge for this service.

Employees are encouraged to continue to monitor their health and to seek medical care and advice from the appropriate resource, as follows:

- The COVID-19 hotline is the primary front-line resource for basic information and answers to questions about the virus.
- MDLIVE offers telephone consultations with board-certified physicians from the comfort of home. MDLIVE is available to employees and their dependents who are currently enrolled in a Southern Company medical plan other than an HMO. Access MDLIVE by calling 1-800-400-6354, by visiting [MDLIVE.com](https://www.mdlive.com) or by downloading the MDLIVE app. Out of pocket costs may apply.
- Employees may always consult with their personal physician, if desired. Many are now offering telehealth visits.

Employees should report any exposure to COVID-19 to their supervisor and HR business partner, and continue to reference the coronavirus website and their daily email for the latest information.

NOTE: The COVID-19 hotline is not for Vogtle 3&4 employees, who should continue to use the Vogtle 3&4 flu hotline at 706-437-7600.

LifeSource

The LifeSource website, administered by Anthem and BlueCross BlueShield of Alabama, has information related to COVID-19, including what to do if employees suspect they are infected, as well as resources for managing stress and depression.

- Employees who have medical coverage through Anthem may visit the Anthem website: www.anthem.com/SouthernCompanyLifeSource (you will need to enter company code "Southern Company"), or call toll-free 1-833-820-8992.
- Employees who have medical coverage through BCBS of Alabama or VIVA, and employees who are not enrolled in Anthem, including those in Georgia who work for Southern Company Gas with medical coverage through an HMO, or any employees not enrolled in a Southern Company medical plan, should visit the following website: www.ndbh.com/southerncompany or call 1-877-312-5927.

Note that employees also have access to MDLIVE, Southern Company's telemedicine partner. MDLIVE is available to employees and dependents who are currently enrolled in a Southern Company medical plan other than an HMO. Employees may access MDLIVE by calling 1-800-400-6354, visiting [MDLIVE.com](https://www.mdlive.com) or downloading the MDLIVE app.

For more complete information about LifeSource services, please reference this [document](#).

Work Practices



Confidentiality of Health Information



Understand how the company treats health-related information.

The company will treat all employees' health-related information confidentially and expects employees to respect the confidentiality of others' information.

- The company may ask employees if they are experiencing symptoms of COVID-19.
- We will treat all employees' health-related information confidentially and expect employees to respect the confidentiality of others' information. Please do your part in preventing the spread of gossip and rumors.
- The company will store medical information about a particular employee separately from the employee's personnel file.
- We may be limited on what specific details may be provided about any individual who tests positive both out of respect for that individual's privacy and compliance with privacy laws and regulations.

Restricted Access to Southern Company Properties due to COVID-19



Ensure the safety and health of employees working on-site by limiting access to company facilities.

Requirements for access to Southern Company properties:

An individual may not have access to Company property if (1) he or she is infected with the COVID-19 virus; (2) he or she exhibits any one of the recognized *symptoms* of the COVID-19 virus and is pending COVID-19 test results; or (3) management, in consultation with Disability/Health Management Services, determines that the individual has come in contact with the COVID-19 virus within the preceding 14 days.

Individuals must be cleared by Company Disability/Health Management Services before they return to work and clearance by personal physician or public health officials is desired. Individuals working at a company facility may also be subject to that facility's policy concerning access during a pandemic.

Removal from company property

If an individual exhibits any one of the recognized *symptoms* of the COVID-19 virus, or has been determined to have made contact with the virus, then the individual will be directed to immediately leave Company property. If a mask is available, it should be provided to the individual while he/she exits company property. The manager of the individual should immediately report the event to Disability/Health Management Services.

Return to company property

An individual who has been absent from company property and has had contact with COVID-19 or a diagnosis of COVID-19 must be cleared by Company Disability/Health Management Services before they return to work. Clearance by personal physician or public health official is desired.

Family members and friends not permitted access to company property

Employees and contractors are not permitted to bring onto company property non-employees and non-contractors, including family members and friends, who do not have a business-related purpose to be on company property. Even if a business-related purpose exists, prior to bringing non-employees and non-contractors on company property, employees should be mindful that in-person meetings are discouraged and should comply with the other "Work Practices" to be observed, as stated below.

This guideline does not prevent non-employees and non-contractors from entering company property in order to provide an employee or company contractor transportation to or from work, but such non-employees and non-contractors should not exit their vehicles while on company property.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Employee Accommodations



Understand the company's process for applying reasonable accommodations.

The company will assess requests for accommodations either at home or at a company facility for a medical condition and engage in an interactive process to provide reasonable accommodations when possible.

- An employee who contracts COVID-19 may be entitled to a reasonable accommodation under the ADA as a result of the employee's reaction to COVID-19 or its effect on an employee's preexisting health condition(s)/disabilities.
- Employees who cannot telework may also request a work accommodation because they meet CDC criteria for a person with a higher risk for serious illness from COVID-19.
- The company will assess requests for accommodations and engage in an interactive process to assess the need and availability of possible reasonable accommodations.
- **Employees seeking an accommodation because of their own COVID-19 risk factor are directed to call HR Direct at 1-888-678-6787 to initiate the process.**
- **All other accommodation requests should go to the appropriate Disability/Health Management Services.**

Caregivers



Employees who are also caregivers, whether to children or other adults, should discuss any challenge in performing their work responsibilities with their direct supervisor, who will then determine an appropriate resolution in consultation with Human Resources.

- The company recognizes that many employees may be also primary caregivers for children and/or other adults.
- If an employee's responsibility as a caregiver significantly interferes with that employee's ability to successfully perform his/her job duties, the employee should promptly discuss the matter with his/her direct supervisor, who will consult with Human Resources on an appropriate resolution.
- Employees of Southern Linc or Southern Power may qualify for extended family leave for specified reasons related to COVID-19 under the Families First Coronavirus Response Act. Employees should contact Human Resources with questions.

Travel Guidelines



Ensure guidelines are in place for employee travel during transition to normal business operations.

Travel policies have been established for all phases of transitioning to normal business operations:

- **Current Phase: Essential travel only**
- **Phase 1: Essential travel only**
- **Phase 2: Travel restrictions**
- **Phase 3: Some travel restrictions may continue**

Essential travelers are required to:

- Adhere to state and local guidance, as well as CDC guidance. Avoid close contact with others, wash hands often and utilize proper personal protective equipment (PPE).
- When evaluating travel plans, obtain management approval. Air travel requires vice president approval.
- Avoid all international business travel.
- Avoid traveling if sick, and do not travel with someone who is sick.
- Book travel plans through SoCo Travel Services and/or the company online travel booking tool (SCOTT).

In addition, all essential travelers are advised to:

- Comply with travel suppliers' policies/procedures (airlines, car, hotel, etc.) that do not pose a health risk.
- Be aware of cleanliness protocols of travel suppliers and actively exercise personal best practices.

Air Travel - Avoid nonpackaged meal service.

Car Rental - Limit one employee per rental car.

Hotel - Limit one employee per hotel room. Decline daily room cleaning.

Meals - Avoid self-service food buffets.

Travelers should make themselves aware of any travel restrictions or limitations on travel before their planned departure, including mandated quarantines upon arrival or state border closures.

Additional travel resources are available on the [SoCo Travel Services coronavirus webpage](#) and the [CDC Travel webpage](#).

Resources for Effectively Working from Home



Review resources to help employees work more effectively from home.

Many employees will continue to telework until Phase 3 of the transition plan. Below are several resources to help leaders manage remote teams.

Technology Organization

- [PC Updates while Working Remotely](#)
- [Tips for Using Skype for Business](#)
- [Printing, Scan and Fax Options while Telecommuting](#)
- [Password Resets](#) – options to reset a password without calling the Technology Service Desk.

Accounts Payable

- [Guidance for Processing Business Expenses while Telecommuting](#)
- [Guidance for Processing Business Expenses while Telecommuting \(SPC\)](#)

Essential Office Supplies During Teleworking



Understand how to purchase essential office supplies while teleworking.

Employees should check with their supervisor before ordering supplies.

Employees who need to purchase essential everyday office supplies to carry out duties during teleworking should utilize the system's preferred online supplier Office Depot via Southern Company's online [One Marketplace](#).

To support good social distancing practices, these items can be delivered to employees' homes while remote working measures are in place as part of our COVID-19 response.

All orders for office supplies must be placed via One Marketplace. This ensures company-negotiated pricing and enables necessary tracking, monitoring and reporting of items being purchased across the system. Payment should be made using the employee's procurement card and in accordance with the company expense policy.

Essential office supplies include everyday items needed to carry out daily activities, such as ink pens or pencils, paper, batteries for a wireless mouse and similar small purchases. **Employees should not directly purchase technology items like monitors, computers and printers or other large items such chairs, desks or equipment.** Small purchases of cables necessary to connect a monitor or printer, for example, are permissible based on business need.

To enable delivery to a remote work location, register for a **"home delivery" account** by following the instructions on the "bulletin board" section of the Office Depot Marketplace page.

Please share this information with your administrative support team as needed. Contact [Jason Jannett](#) in Supply Chain Management if you need further guidance or have questions.

For Office Depot customer service or website support, contact the company's dedicated representative Teresa Bartek by [email](#) or phone at 256-436-0168.

Employees who are teleworking will be allowed an opportunity to [retrieve items](#) from their office.

Manager Resources for Leading During COVID-19



Review manager resources for leading during COVID-19.

Below are several resources for leaders to assist employees during the challenges of COVID-19, working remotely and transitioning back to normal operations.

COVID-19 Manager Toolkit

The COVID-19 Manager Toolkit is accessible to leaders and includes resources to help manage teams and communicate effectively as they deal with the effects of COVID-19 and transition back to normal business operations. It includes a variety of information such as resources on leading, engagement and inclusion during uncertain times.

Human Resources Guidelines

Located in the COVID-19 Manager Toolkit, these are designed to aid managers with specific guidelines during the COVID-19 pandemic. It should not be shared with employees.

Coronavirus Employee Website

The Coronavirus (COVID-19) Informational website is located on Southern Today and accessible to all employees. This site provides employees with current and helpful information from FAQs to updated company communications, travel restrictions and more.

Wellbeing Toolkit

The Wellbeing Toolkit offers a variety of resources to help manage issues, including stress and anxiety, new child and elder care, among others.

Telework Tips for Leaders

Maintaining an Inclusive Workplace While Telecommuting



Ensure an inclusive environment while teleworking and reentering the workplace.

Many employees will continue to telework until Phase 3 of the transition plan. It is critical to maintain an inclusive work environment so that we can continue to build trust and support each other while we are apart.

Be flexible: Given the uniqueness of life and family situations in each of our homes, be flexible and, if possible, adjust how you work to support your teams in order to accomplish work tasks during these atypical times. Don't make assumptions or judge; instead, be open to each person's circumstances.

Practice inclusive communication: In virtual environments, we can't see visual cues like body language, eye contact, facial expressions, etc., that ordinarily help us better understand what someone else is trying to communicate. This can lead to misunderstandings that negatively impact our culture.

- When connecting with others, ask them about their preferred mode of communication.
- In meetings, wait to respond after someone shares to ensure they have completed their thought and allow time for others to respond to a question or idea.
- Ask clarifying questions to ensure you understand what others are saying
- Avoid dominating meetings by checking yourself with the acronym WAIT (Why Am I Talking) if you find you're speaking more than others.
- Don't assume someone's gender based on the sound of their voice – particularly in meetings where the audience is unfamiliar. If you didn't capture the person's name, use gender neutral terms (e.g. "the person who said..." rather than "the woman who said...").

Manage our biases: In the absence of information, we tend to "make stuff up" – meaning we have a tendency to fill in the gaps with information we simply assume to be true but may actually be rooted in bias. We should try to be more cognizant of how our biases may surface in virtual settings. Be aware that anti-Asian bias still exists related to COVID-19; be mindful and attentive to comments, jokes, or harassment.

Reentering the workplace: As we return to normal operations and reenter our offices and work sites, we must practice inclusive behaviors to keep ourselves, our families, and our communities safe.

- **Be accommodating:** Some employees may need accommodations when returning or may need to continue working remotely based on their unique circumstance. For more information, review [Employee Accommodations](#).
- **Model inclusion:** The increased stress and anxiety resulting from the COVID-19 pandemic have heightened societal and political polarization. Leaders should model inclusive behaviors to minimize their negative impact in the workplace. Use the six traits for inclusive leaders as a guide.
 - **Commitment** - Demonstrate that you are committed to diversity and inclusion by sharing how it aligns with your personal values and is in the best interest of the company.
 - **Courage** - Speak up when you observe non-inclusive behaviors or comments, e.g. if someone makes a joke or comment that perpetuates the anti-Asian bias resulting from the COVID-19 pandemic.
 - **Cognizance** - Understand your own limitations, be mindful of your blind spots, admit when you make mistakes and show that you have learned from them.
 - **Curiosity** - Be open-minded and recognize that people have different ways in how they experience the world. Seek to understand those experiences rather than minimize them.

Maintaining an Inclusive Workplace While Telecommuting (Continued)

- **Cultural intelligence** - Take an active interest in learning about other cultures and understand that different cultural situations may require you to adapt your own behaviors.
- **Collaboration** - Be more collaborative in your approach, encourage your teams to provide input, feedback and to challenge assumptions. Such behavior results in a culture of psychological safety where people can thrive and contribute to their fullest potential.



Leverage and share resources to ensure the wellbeing of our employees and their loved ones. Southern Company provides a comprehensive array of wellbeing tools and resources. Please review the offerings below and access MySource for all the wellbeing offerings.

Wellbeing Toolkit While Working from Home

Across the system, resources have been compiled to help you prepare healthy food, maintain physical fitness, build new skills, work effectively from home and reduce stress and anxiety in uncertain times. ([Link](#))

Emotional Wellbeing

- LifeSource – employee assistance when you and your household members need help with everyday challenges. Visit MySource, select Benefits tab and choose Medical/Rx under Medical Program Vendors, click on LifeSource EAP. You may also call 1-833-820-8992 if you have medical coverage through Anthem BCBS and all others (including those not enrolled in medical coverage) call 1-877-312-5927
- Emotional Wellbeing Toolkits – information and resources to support your emotional wellbeing. Visit www.socowellbeing.com and enter the password “wellbeing”.
- Total Brain – APP to enhance emotional and brain health. Click on the Total Brain Icon on MySource.
- SleepCharge – helps you focus on getting and maintain healthy sleep. Click on the SleepCharge Icon on MySource.

Physical Wellbeing

- COVID 19 Hotline – call toll-free 1-877-811-4219 to speak with medical professionals who can answer your questions about the virus. Available 7 a.m. to 7 p.m. ET, Monday – Friday.
- MDLIVE Telemedicine – access board certified doctors and licensed therapists from home 24/7/365 by phone or video through MDLIVE. MDLIVE is available to employees and dependents who are currently enrolled in a Southern Company medical plan other than an HMO.
You may access MDLIVE by calling 1-800-400-6354, by visiting MDLIVE.com or downloading the MDLIVE app. If you are an employee, contractor or temp who is not enrolled in a Southern Company medical plan, you may still use MDLIVE on a “direct to consumer basis” at the full retail cost (\$75 per medical visit or \$99 for counseling/behavioral health).
- Hinge Health - Provides digital physical therapy for chronic back, knee, hip, shoulder and neck pain in as little as 45 minutes per week from your home. Access through www.hingehealth.com/southernco or call 1-855-902-2777.
- Financial Wellbeing - Visit mySource and choose the Money/Finance tab for links and related resources
- Wellness Program - Available at no cost to all employees and provides incentives, programs and tools to help you live healthy. Allows you to improve your health and earn wellness dollars for your HSA, HRA or FSA by completing wellness activities. Access by clicking “SouthernLifeStyle” on MySource, www.socorewards.com, or 1-855-444-1255. For additional wellbeing resources, contact your wellness representative at your operating company.

Facilities and Building Protocols



Detailed Cleaning and Reentry



Ensure guidelines are in place to properly clean all facilities to protect our employees' health

All facilities have been prepared for reentry as outlined below. In addition, modified cleaning schedules and cleaning enhancements will be made to ensure our employees are able to work in a safe environment.

Building Readiness – Preparing the Facility

- ✓ Completed detailed cleaning/sanitation of all facilities
- ✓ Reentry inspection completed for all facilities
- ✓ Air quality – All HVAC operational and preventive maintenance performed
- ✓ Water quality – Water management plan in place and building hot water flushed for 10-15 minutes.

Daily Enhanced Cleaning – Maintaining the Facility

- Enhanced cleaning of high-touch areas
- Employees should declutter desk daily

It is the company's expectation that employees/contractors whose job it is to clean will perform these duties. Employees may choose to clean their workspace but it is not required.

Clean and disinfect all high-touch areas or surfaces listed below, following CDC guidance and CDC-approved disinfectant:

Common Areas

(Includes Breakrooms, Cafeterias and Conference Rooms)

- Entrance doors (interior and exterior)
- Interior door handles and push/pull areas
- Automatic door push buttons
- Security turnstiles
- Card readers
- Light switches
- Drinking fountains
- Tables
- Countertops
- Sinks, sink basins and faucets
- Community trash receptacles
- Stairwell door handles, handrails and surrounding areas that are frequently touched
- Vending machines
- Coffee pot handles
- Refrigerator handles
- Microwave handles and control pads
- Copier and printer touch pads

Clean and disinfect all high-touch areas or surfaces listed below, following CDC guidance and CDC-approved disinfectant:	
Offices and Workstations	→ Employees are encouraged to keep their personal workspace clean
Restrooms and Wellness Rooms (Mothers Rooms if applicable)	<ul style="list-style-type: none"> → Urinals and toilets including surfaces, seats, and handles → Restroom stall locks → Showers → Sinks, basins and faucets → Countertop trash receptacles → Paper-product dispensers (toilet, hand towel and sanitary napkin dispensers)
Elevators	<ul style="list-style-type: none"> → Elevator cab vertical surfaces and elevator phone → Elevator cab floor call buttons/plates → Elevator hall call buttons/plates
Child Care Center	→ Cleaning is regulated by the state; in addition, facility operators may implement other best practices
Fitness Centers	<ul style="list-style-type: none"> → Fitness centers remained closed until executive management approves opening → Once opened, cleaning items noted in sections above will be implemented. Sections are restrooms and common areas (if applicable) → Exercise equipment (employees clean after each use)

Facility and Vehicle Cleaning Protocols

- Vehicles and or facilities that have been occupied by Covid-19 diagnosed **asymptomatic** employees can simply be cleaned following the *Cleaning and Sanitizing Guide*
- Vehicles and or facilities that have been occupied by diagnosed Covid-19 **symptomatic** employees (fever, coughing, sneezing, etc.) should be “deep cleaned” IF the vehicle or facility must be occupied or used in less than 72 hours
 - If the vehicle or facility can be quarantined for 72 hours, after the 72-hour quarantine, cleaning following the Cleaning and Sanitizing Guide, is recommended in lieu of deep cleaning

Building Access and Screening Protocols



Ensure the safety and health of employees working on-site by limiting access to company facilities.

Access to Southern Company Properties

- Employees are expected to take the COVID-19 *Home Self-Screening*:
 - Self-assessment is to be conducted prior to leaving the employee's residence (<http://tiny.sc/covid19>)
 - If the employee answers "yes" to any of the questions:
 - The employee SHOULD NOT report to work.
 - The employee should contact their supervisor and/or Disability/Health Management Services if referred for testing.
 - The employee should contact their medical provider.
 - *If cleared to report*, the employee should be prepared to show the "Report to Work" screen on their mobile device, or provide a verbal confirmation.
- Employees are strongly encouraged to wear face coverings from vehicle to work locations, where social distancing may be challenging.
- When practical, limit entrances for approved personnel to enter buildings.
- Limit or prohibit nonessential visitors or contractors to those associated with critical operational needs.
- Follow all posted signage instructions.
- Follow *social distancing measures*.
- Note: In addition to CDC recommendations, state and local requirements are frequently being issued and updated. Be aware and follow any state or local requirements regarding face coverings in your locations.

Visitor and Public Access

During Phases 1 and 2, Company facilities will remain closed to visitors and the public unless approved by the operating company CEO. In cases where a visitor is allowed to enter the facility, the visitor must complete the home health screening form and abide by all facility entry rules, including guidelines around face coverings, social distancing and hygiene. Each operating company will be responsible for developing and publishing facility guidance around visitor and public access. For business units that are public facing (payment centers, appliance sales, etc.), in addition to the guidance in this playbook, business unit guidance will be developed to ensure the safety of employees and the public before those areas will be opened.

External Facilities - Visiting a Customer Site or Attending External Meetings

- Employees should continue efforts to meet with customers and external organizations virtually when possible.
- External visits/meetings should be approved by managers prior to those meetings.
- Employees are encouraged to check with host customer/organization on the protocols in place to keep their employees and visitors safe during COVID-19. Employees should ensure they are comfortable with these protocols before visiting the location.
- Employees are strongly encouraged to wear a face coverings, social distance and follow CDC guidance.
- If PPE is needed: For employees who have been approved in Phase 1 and 2 but have not received PPE, Supply Chain Management will package the initial quantities of masks, gloves and hand sanitizer per employee as designated in the PPE section of the Playbook.
 - Initial PPE kits will be made available at a designated location for employees returning in each phase a few days in advance to allow employees to wash their reusable masks prior to first use. Employees will be notified of their designated pick-up locations. These locations will be in open air where drive-by pick up is available.

Retrieval of Items from Work Location



Understand how employees who are currently teleworking may retrieve items from their work location.

Employees who are currently teleworking may be permitted to return to their work location and retrieve items that would help them be more efficient and productive as they continue to work from home. This could include files/documents, office supplies or equipment noted below. Throughout this process, we remain committed to keeping our employees safe and sustaining business-critical operations that must be performed on-site.

Please note: This process is intended only as a means for employees to retrieve important items; it does not permit them to work at their office.

While the process below may vary slightly from location to location, the following guiding principles should be followed:

Guidelines for the coordinator:

- Identify specific time slots for employees to return to facilities that take into account the following:
 - For any facility with critical operations, time slots should avoid shift changes and efforts should be made to minimize traffic in those areas utilized or traveled by critical-operations workers.
 - Limit employees to a number that can safely social distance (See Playbook guidance on social distance).
- All employees returning to a facility are strongly encouraged to wear a mask.
- Coordinate time slots with cleaning schedules.

Guidelines for employees:

- Employees are expected to take the COVID-19 Home Self-Screening:
 - Self-assessment is to be conducted prior to leaving the employee's residence (<http://tiny.sc/covid19>)
 - If the employee answers "yes" to any of the questions:
 - The employee SHOULD NOT report to work.
 - The employee should contact their supervisor and/or Disability/Health Management Services.
 - The employee should contact their medical provider.
 - If cleared to report, the employee should be prepared to show the "Report to Work" screen on their mobile device, or provide a verbal confirmation.
- Employee should go directly to their workspace and minimize time in other locations.
- Employees should minimize touching common surfaces.
- Employees should retrieve what they need to do their jobs for the next several months and not assume they will be allowed to return on a weekly basis.
- Employees should follow all posted guidance in the facility.

Process:

- Each location will have a designated contact (coordinator) to coordinate entry into the specific work location. The following [link](#) provides a list of facilities by company and identifies the coordinator for each facility.
- After receiving approval from their supervisor, employees should contact their coordinator to schedule a time.

Retrieval of Items from Office (Continued)

Approved Equipment

The Technology Organization (TO) has approved the following equipment to be taken home by employees. Employees should discuss with their supervisor prior to removal. (TO is not available to assist with removal.)

- Laptops
- Docking stations
- Monitors (not attached to a desktop); secondary monitors, spare monitors or monitors attached to a laptop
- Keyboards and mice not attached to a desktop
- Headsets
- Surge suppressors (not attached to a desktop)
- Local printers
- iPads
- Corporate cellphones

The following equipment **SHOULD NOT** be taken home:

- Desktops
- Monitors attached to desktop
- Keyboards and mice attached to desktop
- Network printers
- Thin clients

Desktops and the peripherals attached to desktops must remain in the office to support the use of that device.

Social Distancing Measures



Adhere to protocols to reduce close contact between people to reduce community transmission of the COVID-19 virus.

Social distancing is a conscious effort to reduce close contact between people to reduce community transmission of the COVID-19 virus.

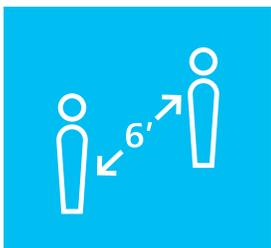
The practice of social distancing should be observed in (but is not limited to) work areas, cafeterias, common areas, entrance/exit areas of work locations, elevators and offices. The principle of social distancing is universally applicable in all spaces.



Stay six feet away from others as a normal practice

Avoid sharing office equipment or disinfect in between use

Be aware of distances in elevators, conference rooms, cafeteria and hallways



Eliminate contact with others, such as handshakes

Avoid touching surfaces touched by others

Avoid anyone who appears sick, or who is coughing or sneezing

Where you are unable to social distance, face coverings are strongly encouraged.

Signage: Social distancing educational signage will be posted in the following building locations:

- Entrances
- Break areas and cafeterias
- Elevators
- Conference rooms
- Common areas

Social Distancing Measures (Continued)

An analysis of all working environments will be conducted prior to allowing reentry to a facility.

Entry/Exit	<ul style="list-style-type: none"> → Employees are strongly encouraged to wear face coverings when leaving their car until arriving at workstation → Wait in car until the start of the shift to maintain social distance → Maintain six feet from other employees when entering buildings → Follow posted signage guidance on the number of people allowed in elevators → Minimize the use of hands when opening doors or pushing buttons → Avoid public transportation (walk, cycle, drive a car) or ask your manager if you can go in early or late to avoid rush-hour crowding, while considering personal safety
Common Areas	<ul style="list-style-type: none"> → Employees are strongly encouraged to wear face coverings in all common areas (elevators, hallways, restrooms, break areas, etc.) → Follow social distance guidance when meeting or gathering in a location and avoid nonessential gatherings → Unavoidable in-person meetings should be short and in a large meeting room where people can sit at least six feet from each other → Do not congregate in work rooms, copier rooms or other areas where people socialize → Use a clean tissue or other barrier to touch surfaces like copier buttons, doorknobs and elevator buttons. Discard after use. → Wash hands following use of coffee machines, microwaves and refrigerators in common break areas. Follow posted hygiene instructions. → Consistent with safety and security, doors can be propped open to minimize touchpoints → Magazines, pens and other items that could be touched by multiple people should be removed
All	<ul style="list-style-type: none"> → Occupancy of facilities will be managed and monitored by CEOs, senior leadership, security and facilities → Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building. → All visitors and contractors must follow all <i>Visitor and Public Access</i> guidance
Workspace	<ul style="list-style-type: none"> → Before approving individual work groups' reentry to a facility – social distancing measures will be considered (e.g., can the group socially distance in their workspace, can they work alternative shifts, can they work in other locations within the facility, is office space reconfiguration needed, etc.) → Avoid sharing office equipment or disinfect between use → Avoid touching surfaces touched by others and wipe down items that must be shared with disinfectant prior to and after use → If avoiding shared workstations is impractical, wipe down with disinfectant all areas touched prior to and after use → Do not share personal electronics such as cellphones, office phones, keyboard, mouse, dry erase markers, etc. → Institute a clean desk policy → Place trash receptacles so that they are easily accessible by the janitorial staff → Try to separate <i>crew members</i> by using additional company vehicles

Personal Protective Equipment (PPE)



Review plan to stock personal protective (PPE) equipment during Current Phase, Phase 1 and Phase 2 of transition.

One of Southern Company's triggers for transitioning to normal operations is to ensure we have adequate supplies and PPE to support employees who are performing critical operations on-site and adequate supplies as we continue to transition employees back into our facilities. The table below lists the PPE items and quantities to be made available to employees who have been teleworking and are entering newly opened facilities as we transition phases. Our intent is to maintain a 60-day stock of the below items.

PPE Stock Procedure

- Confirm stock of masks (disposable and washable), gloves and hand sanitizer are on-site, on-order or otherwise available to maintain safety and working stock inventory levels.
- SCM should keep at least a 60-day supply of PPE to supply to critical on-site personnel or off-system contractors in the event of a major storm.
- SCM will be prepared to issue the initial quantities specified in the table below on a monthly basis utilizing the MOBI app, where applicable, or assemble and provide PPE kits to sites that do not have a standard process for issuance of PPE products.
 - Existing PPE allocation processes should continue for locations which were originally deemed critical in nature with employees on-site in the Current Phase.
- PPE quantities and burn rates of those items will be evaluated weekly to ensure minimum supplies are adequate.
- Disinfectant product and paper towels will be provided to facility locations versus specific individuals.

PPE Item*	Description	Adequate Minimum Supply	Initial Employee Quantity Issued
Mask (dust/surgical)	Disposable mask (1-day)	60-day supply	22
Mask (washable)	Reusable mask	60-day supply	5
Gloves	Disposable/nitrile gloves	60-day supply	25
Hand sanitizer	Sanitizer with at least 60% alcohol	60-day supply	4
Disinfectant product	Disinfectant products that meet CDC guidance	60-day supply	1
Paper towels	Paper towel rolls	60-day supply	4

*PPE items can be replenished from the Supply Chain Material Distribution Center at each company.

Personal Protective Equipment (PPE) (Continued)

PPE Issuance Prior to Entering a Facility

- Critical operations employees have received appropriate PPE and have a process for ordering additional supplies from SCM.
- Prior to entering Phase 1 and Phase 2, employees who have been approved for reentry to newly opened facilities will have masks, gloves and hand sanitizer made available.
 - SCM will package the initial monthly quantities listed above for masks, gloves and hand sanitizer for each identified returning employee.
 - For noncritical locations and their employees, initial PPE kits will be made available at a designated location for employees returning in each phase a few days in advance to allow employees to wash their reusable masks prior to first use.
 - Employees will be notified of their designated pick-up locations. If available, these locations will be in open air where drive-by pick up may be utilized.
- Dispose of wipes, gloves, disposable face coverings or other cleaning items directly into trash cans. Do not leave cleaning materials or used disposable PPE on counters or other surfaces. For more information, please refer to Guidance for *Managing Critical PPE and Cleaning Supplies*.

Signage



Ensure employees have readily available directions, reminders and guidance on COVID-19-related topics, such as symptoms, screening requirements, social distancing and good hygiene practices

One of Southern Company's triggers for transitioning to normal operations is to ensure signage has been strategically located in common areas, elevators and conference rooms as we transition employees back into our facilities.

Signage will be used to direct and educate employees on protocols and prevention measures. Signage is intended to explain access rules on social distancing and other protocols that impact how occupants use and move throughout the building (elevators, hallways, break areas).

Types of signage

- COVID-19 Symptoms/Do Not Enter or Area Closed
- COVID-19 Symptoms/Reporting
- COVID-19 Precautions
- Hand-washing
- COVID-19 Social Distancing Precautions
- COVID-19 Elevator Precautions
- COVID-19 Elevator Loads

Illustrations of signage



Signage (Continued)

Recommended Locations

Location	Description	Position	Print Material	Size Recommendation	Creative File Name/Message	Print/Ship
Entry/Exit Way	An entry/exit way from outside to inside of facility	Glass or metal door, center eye level	Vinyl Cling	11x17	COVID-19 Self Screen/Distance/ Do Not Enter with Symptoms	1 item for each entry/exit
Breakrooms	Break rooms, coffee areas	Refrigerator, center freezer door	Vinyl Cling	8.5x11	Common-Area Hygiene	All 4 items for each breakroom. Print materials will be utilized as necessary based on the size of the breakroom
		Cabinet, center of one door	Vinyl Cling	8.5x11	Common-Area Hygiene	
		Vending/coffee, on coffee machine or on counter next to machine	Vinyl Cling	6x8	COVID-19 Social Distancing Horizontal	
		Near sink, center on wall behind faucet	Vinyl Cling	8.5x11	Effective Hand-washing	
Restrooms	Women's restroom, men's restroom or unisex restroom	Mirror, lower center	Vinyl Cling	6x8	Effective Hand-washing	1 item for each restroom
Elevators	Elevator lobby	Above or adjacent to call buttons OR on elevator exterior door	Vinyl Cling	6x8	COVID-19 Elevator Loads (Max Load 1)	4 items for each elevator lobby
	Interior elevator wall	Center of elevator interior rear wall at eye level	Vinyl Cling or Paper (if holder already installed)	8.5x11	COVID-19 Elevator Social Distance (Mask and Spacing)	1 item for each elevator
Building Lobby	Main building lobby, usually on 1st floor	Security desk/ reception area	Table Topper	Trifold Table Topper	COVID-19 Precautions and Symptoms	2 items for each desk/reception area
Cafeteria	Large eat-in area where food is sold	Tables - center of each table	Table Topper	Trifold Table Topper	COVID-19 Precautions and Symptoms	25 items for each cafeteria (base)
Conference Rooms	Any meeting room for 2 or more people, includes telephone or bubble rooms	Entry door - center, eye level	Vinyl Cling or Paper	8.5x11	COVID-19 Conference Room Distancing	1 item for each conference room
		Tables, center placement for tables less than 6 people, each end for tables larger than 6 people	Table Topper	Trifold Table Topper	COVID-19 Precautions and Symptoms	2 items for each conference room
Copier Area/ Common Area	Areas where office equipment is located (copiers, fax, etc)	On worktable near copier or on copier top	Table Topper	Trifold Table Topper	COVID-19 Precautions and Symptoms	1 item for each area
Parking Deck	Include number of parking levels if company-owned	Entrances, near badge readers	Pop-Up Banner	31.5x90	COVID-19 Self Screen/Distance/ Do Not Enter with Symptoms	2 items for each area
Optional Signage that can be ordered and printed on demand	Location determined by local facilities staff		Paper	8.5x11	Ice Machine Safety	As requested
			Vinyl Cling	6x8	Sanitize Stations	As requested
			Vinyl Cling	11x17	Area Closed	As requested
			Foam Core	24x36	Maximum Elevator Loads	As requested

Signage Initial Deployment

- Print shops will print designated quantities.
- Deploy signage as most appropriate for business units.
- Signage will be displayed consistently throughout the Southern Company footprint.

Training and Resources



Employee's Part in Maintaining Safety



It is important that all employees understand the safety requirements, protocols and expectations to ensure everyone stays safe and prevents the spread of COVID-19.

If you are working remotely, do not return to a company facility until you have been notified.

Review the material in the Playbook, including FAQs.

Review Return-to-Work Check Sheets.

Continue ***good hygiene and social distancing practices***, including:

- Stay home if you are sick.
- Stay six feet away from others, especially in elevators, conference rooms, cafeteria, and hallways. Wear a mask.
- Cough or sneeze into your sleeve.
- Wash your hands often with soap and water for at least 20 seconds or use at least 60% alcohol-based hand sanitizer.
- Clean and disinfect frequently touched surfaces and equipment both at home and at work using gloves and appropriate disinfectant. Consult the *Methods to Sanitize Tools and Common Touchpoints* one pager for appropriate cleaning products.
- Launder clothes in the warmest appropriate setting.
- Avoid crowded settings and individuals who are coughing, sneezing, or displaying *symptoms*.

Be mindful **NOT to do the following:**

- Touch eyes, nose and mouth.
- Touch others (e.g. handshakes). If you must touch them, use a barrier.
- Touch things with your open hand unless necessary, especially things that others have frequently touched (e.g., elevator buttons, doorknobs, etc.).
- Share equipment (without disinfecting between use).

Additional guidance for crew members can be found on the *Crew Member Guidance*.

Stay safe, and we will see you in the building when the time is right!

Workplace Reentry Training Plans



Review training for employee return to work.

It is very important that ALL employees understand the safety requirements, protocols, and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

We structured this training plan to effectively disseminate information to all work locations and audiences.

Deliver Pre-Return to Work Trainings

- Deliver training for all employees while working remotely to review and ensure understanding of the Southern Company Responsible Reentry Playbook, including: Facilities & Building Protocols, Health & Safety Protocols, Workforce Practices, Employee & Manager Training, Communications.
- Training to be presented virtually in order to ensure employees understanding and preparedness in alignment with the Playbook.

Deliver First-Day and Onward Trainings/Orientation

- Training to present protocols and procedures to employees as aligned with the Playbook.
- Additional information may be added to the training for specific locations.

Topic	Audience	Content Included
Overview of Southern Company Responsible Reentry Playbook	Employees	Virtual Overview of the Reentry Playbook <ul style="list-style-type: none"> → Preparing to Return to the Workplace → Employee's Part in Maintaining Safety <ul style="list-style-type: none"> · Continue to follow COVID-19 Guidelines so you can return healthy → Safety & Health Protocols <ul style="list-style-type: none"> · Good Hygiene Practices · Employee Self-screening · Employee On-the-job Self-screening · PPE/Face Coverings → Workforce Practices (as appropriate) <ul style="list-style-type: none"> · Guidelines and Protocols · HR and Legal Topics · Employee Support → Facilities & Building Protocols <ul style="list-style-type: none"> · Deep Cleaning and Disinfection Measures · Social Distancing Measures · Building Access and Screen Procedures · Signage → Next Steps – Preparing for First-day and Onward <ul style="list-style-type: none"> · Adhere to location specific guidelines
	Managers	Virtual Overview of the Reentry Playbook <ul style="list-style-type: none"> → All items described for employees → Review of Manager Toolkit → Review of Manager resources

Reentry Checklist for Employees



Complete the checklists for both pre-return and when you return to work.

It is very important that ALL employees understand the safety requirements, protocols, and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

Employees must review and adhere to the items on the checklists below.

Pre-Return	
Preparing to Reenter Work Location	<ul style="list-style-type: none"><input type="checkbox"/> Participate in Southern Company responsible reentry training<input type="checkbox"/> Continue to follow COVID-19 guidelines<input type="checkbox"/> Continue to work remotely unless notified<input type="checkbox"/> Review the following:<ul style="list-style-type: none">· Good Hygiene Practices· Social Distancing Guidelines· Protocol for COVID-19 before leaving your residence for work· On-the-job Self-screening<input type="checkbox"/> Be prepared to conduct a home self-screening<ul style="list-style-type: none">· You will need a reliable thermometer<input type="checkbox"/> If possible, download the online health screening forms (http://tiny.sc/covid19) to complete the screening. Be prepared to show "report to work" screen at the end of the screening<input type="checkbox"/> Be prepared to show "report to work" screen on your mobile device from the online health screening form or to answer questions about completing a home self-screening protocol.

Reentry Checklist for Employees (Continued)

First Day and Ongoing	
Before Arriving at Your Work Location	<ul style="list-style-type: none"> <input type="checkbox"/> Conduct a home self-screening protocol for COVID-19 each day before leaving your residence for work <input type="checkbox"/> If you answered "yes" to any of these questions on the Home Self-Screening Protocol: <ul style="list-style-type: none"> • DO NOT report to work. • Contact your supervisor and/or Disability/Health Management Services. • Contact your medical provider <input type="checkbox"/> Be prepared to show "report to work" screen at the end of the screening or to answer questions about completing a home self-screening protocol <input type="checkbox"/> Practice social distancing during your commute to your worksite, including while you are in transit, and in parking lots or structures <input type="checkbox"/> In situations where individuals cannot maintain social distancing, masks and face coverings are strongly recommended to prevent the transmission of the coronavirus to your teammates. (e.g., elevators, hallways, restrooms, break areas, etc.)
When Entering Your Work Location	<ul style="list-style-type: none"> <input type="checkbox"/> Be prepared to show "report to work" screen on your mobile device from the Online Health Screening Form or to answer questions about completing a home self-screening protocol. <input type="checkbox"/> In situations where individuals cannot maintain social distancing, masks and face coverings are strongly recommended to prevent the transmission of the coronavirus to your teammates. (e.g., elevators, hallways, restrooms, break areas, etc.) <input type="checkbox"/> Follow posted instructions and signage <input type="checkbox"/> Watch for limited access into the building
During the Workday	<ul style="list-style-type: none"> <input type="checkbox"/> Continue to practice good hygiene and social distance <input type="checkbox"/> Monitor your own health during the workday (you may leverage the on-the-job self-screening protocol). If you feel ill you should: <ul style="list-style-type: none"> • Contact your supervisor and/or Disability/Health Management Services • Return home • Contact your medical provider <input type="checkbox"/> Follow posted instructions and signage <input type="checkbox"/> In situations where individuals cannot maintain social distancing, masks and face coverings are highly recommended to prevent the transmission of the coronavirus to your teammates. (e.g., elevators, hallways, restrooms, break areas, etc.) <input type="checkbox"/> Masks/face coverings do not have to be worn while in one's office/cube if social distancing can be maintained <input type="checkbox"/> Limit exposure to other work groups and floors <input type="checkbox"/> Do not share office equipment <input type="checkbox"/> Continue to meet virtually, rather than in person <input type="checkbox"/> Talk to your manager or supervisor about any health concerns you may have <input type="checkbox"/> Keep abreast of communications and information regarding COVID-19 from your leadership and Corporate Communications
Other Considerations	<ul style="list-style-type: none"> <input type="checkbox"/> Your work group may consider working a staggered schedule to reduce exposure. Be sure to know your reporting hours <input type="checkbox"/> Care should be taken during breaks and meals to ensure social distancing and good hygiene <input type="checkbox"/> Utilize a "clean desk" working style to facilitate disinfecting your work surfaces

Frequently Asked Questions



Review FAQs to ensure you are well-informed about COVID-19, our guidelines and protocols, and our plans to transition to normal operations.

General Questions About Transitioning to Normal

When will we learn more information and how will I know when I am to report to my work location?

The company remains committed to keeping employees informed. As more details are finalized about the transition, they will be communicated to employees. Your manager will notify you when you are expected to return to work and keep you apprised of any changes, including any pertinent new protocols.

What criteria will be used to determine how and when we transition back to normal business operations?

The company will consider external criteria such as federal, state and local COVID-19 guidance and improvement in COVID-19 community health indicators. In addition, Southern Company-specific criteria will include employee and safety factors such as the availability of proper PPE and facility/building continuity protocols.

Should I wear a mask when I return to work?

In situations where individuals cannot maintain social distancing, masks and face coverings are strongly recommended to prevent the transmission of the coronavirus to your teammates, especially in areas where close interaction exists (hallways, elevators, restrooms, etc.) or when in close contact with the public.

Will masks be provided to employees?

Yes, there will be masks available for all employees reporting to a work facility during Phase 1 and Phase 2. The masks will be washable and/or disposable and provided based on available inventory.

What are the modified safety and health guidelines for my work location?

Prior to returning to your work location, your manager will provide information on any required protocols.

What can I expect when I get to my work location?

Until we are in Phase 3, we will continue to abide by the CDC guidance for social distancing, personal hygiene and screening for COVID-19. Before leaving your residence *conduct a daily self-assessment* and keep your leader informed if you should not report. Your leader will inform you of site-specific protocols that you need to know about before reporting back and you will need to follow all posted instructions.

Face covering is highly recommended in situations where individuals cannot maintain social distancing, especially in areas where the potential for close interaction exists (hallways, elevators, restrooms, etc.).

How much advance notice can I expect when being asked to report to my work location?

Your supervisor will notify you as soon as information becomes available. Please discuss any concerns with your supervisor.

Frequently Asked Questions (Continued)

What are my timekeeping responsibilities?

Employees are responsible for ensuring that their time is accurately and timely reported, including any work performed remotely. Employees should continue to follow and abide by Time Reporting and Approval Procedures. Non-exempt employees should avoid "off the clock" work and request approval from their direct supervisor before working overtime.

Non-productive work time due to an employee being observed and/or quarantined because of illness from the COVID-19 virus or contact with the COVID-19 virus should be uniquely coded.

For questions related to timekeeping, please contact Southern Company Payroll using: 1-877-762-6729 Option 3.

What are the company's travel restrictions?

Southern Company has restricted all non-essential business-related travel; limiting travel to trips that are critical to the function of the business. Employees are encouraged to report any planned personal travel. To report this information, contact HR Direct Service Center at 1-888-678-6787. All reported information will be kept confidential and shared only with appropriate parties. Additional travel resources are available at [SoCo Travel Services Coronavirus Webpage](#).

What type of modified business travel restrictions will be in place for phase 2?

We will refer to CDC and government guidance, along with our commitment to employee safety when making any changes to our current travel restrictions. Additional Travel Resources are available at [SoCo Travel Services Coronavirus Webpage](#).

Will we have face-to-face meetings?

Southern Company is monitoring the CDC guidelines for updates and guidance. Employees should monitor the [Southern Company Coronavirus website](#) for company guidelines and recommendations. For specific cases and situations, the company is providing guidance on a case-by-case basis. For example, one area or county in a particular state may have an elevated risk level based on the number of confirmed or suspected cases identified in that community, and specific guidelines will be established for that community. This does not mean that all counties or communities in that state will need to follow the same guideline if there is no elevated level of risk. Some in-person meetings may be appropriate if social distancing can be managed, if they involve a smaller number of employees, and if no external visitors and no international travelers are included.

How does the company determine who should come to work first and who will continue to telecommute?

CEOs of each operating company and business unit will evaluate external and Southern Company triggers (governmental guidance, health factors, facility preparedness, etc.) to determine the appropriate timeline for transition to and between phases. We will consider and evaluate reliable data and community health factors. This may include factors such as the number of positive cases reported in an area, as well as the area's healthcare system capacity. We will also consider internal factors related directly to employee safety and health, such as the availability of PPE and facility continuity protocols.

In addition, operating company and functional leaders are analyzing the type of work and roles that will be involved in each phase. As you know, we have never shut down. Our critical operations employees who need to be on-site to perform essential job duties are still at work. During Phase I, the critical operations of essential work continues and employees whose jobs support the grid and plant reliability will be asked to return on-site. Normal business operations resume for employees who must report to an on-site work location to fully perform work duties during Phase II, and all remaining employees will return to work in phase III. As a best practice, decisions regarding transition will be shared with impacted employees as soon as a decision is reached. When it is your time to return, you will be notified by your management team.

Frequently Asked Questions (Continued)

When do we anticipate Phase 3/return to normal?

Phase 3 will likely differ for Southern Company's different geographic locations. The Company will consider external criteria such as federal, state and local COVID-19 guidance and improvement in COVID-19 community health indicators.

Does the company provide free counseling to assist with managing emotions during uncertain times?

Yes. Southern Company's LifeSource program provides free counseling services to employees and their family members. During this challenging and unprecedented time, it is to be expected that many of us will experience feelings of anxiety. Southern Company's LifeSource Program is an employee assistance program. This program is 100% free of cost and does not require enrollment in a company medical plan.

Resources include six face-to-face visits for counseling services. These visits can be used by all family members in the home. LifeSource also provides articles and videos that provide important facts and information during stressful times. To access, go to mySource:

- Navigate to Benefits.
- Navigate to Medical/Rx in the middle of the Benefits page.
- Under Medical Program Vendors, click on LifeSource EAP.

In addition to LifeSource, telephonic behavioral health support is also available through [MDLIVE](#). If you have any additional questions, please contact your HR business partner.

Am I eligible to utilize MDLIVE telemedicine and if so, how do I access that service?

MDLIVE is Southern Company's telemedicine partner for the diagnosis and treatment of minor *symptoms* or for telephonic behavioral health visits without visiting a physical doctor's office, as well as for prescription refills. Please note that any *symptoms* related to COVID-19 will be referred by MDLIVE to a medical facility so if you are experiencing respiratory issues, please seek medical care immediately.

MDLIVE is available to employees and dependents who are currently enrolled in a Southern Company medical plan other than an HMO. You may access MDLIVE by calling 1-800-400-6354, by visiting [MDLIVE.com](#) or downloading the MDLIVE app.

If you are an employee, contractor or temp who is not enrolled in a Southern Company medical plan, you may still use MDLIVE on a "direct to consumer basis" at the full retail cost (\$75 per medical visit or \$99 for counseling/behavioral health).

Frequently Asked Questions (Continued)

Concerns about reporting back/not reporting back to work

What if I have a high-risk condition and feel as though I cannot work as requested based on my concerns for my health. Who do I call to discuss?

Call HR Direct at 1-888-678-6787.

What if I have a household member with a high-risk for COVID-19? Who do I call to discuss?

Please discuss any challenges performing your work with your supervisor who will determine an appropriate resolution in consultation with HR.

What should I do if I'm a caregiver?

Employees who are also caregivers, whether to children or other adults, should discuss any challenge performing their work responsibilities with their direct supervisor, who will determine an appropriate resolution in consultation with Human Resources.

NOTE: Employees of Southern Linc or Southern Power may qualify for extended family leave for specified reasons related to COVID-19 under the Families First Coronavirus Response Act. Employees should contact Human Resources with questions.

What if I rely on public transportation or another transportation option that is not available or makes me concerned for my health?

Please discuss any challenges performing your work with your supervisor, who will determine an appropriate resolution in consultation with HR.

What if I prefer to use my vacation instead of reporting to my work location right now?

Your leader will need to approve any vacation request.

What if I am being asked to telework but would like to return to my work location?

If an employee can telework, they should not access a Company work location without prior approval from the appropriate Southern Company Management Council member.

Will those who are being asked to report to a work location be able to practice telecommuting more than in the past?

This decision will be made by each business unit in consultation with Human Resources. Please discuss your request with your supervisor.

Frequently Asked Questions (Continued)

Facilities and Building Protocols

What cleaning protocols are being followed?

We have increased our cleaning efforts on a daily basis. When there is a suspected/confirmed COVID-19 case, we will keep employees away from the building and perform a deep cleaning of the relevant location(s), in accordance with CDC guidance.

What will the company do to ensure that work locations are sanitized prior to employees returning?

All facilities will receive a complete deep cleaning and ensure that water and HVAC systems are operational. Necessary supplies will be secured prior to return to work (disinfectant, hand sanitizer, etc.). Signage will be posted reminding employees to wear PPE, to properly wash their hands and to practice social distancing. Ongoing recommendations include minimizing time in common areas and using respiratory etiquette, including covering coughs and sneezes and frequent hand washing.

How will building cleanliness be maintained?

Enhanced cleaning protocols and increased cleaning of high touch points/common areas will be used. Adequate inventory of cleaning supplies (disinfectant, hand sanitizer, and soap) will be maintained and systems (e.g., HVAC, filters) will be regularly maintained. Doors will be propped open where possible to limit common touch points.

If someone in my department or work location is being evaluated or has been diagnosed with COVID-19, will the building/facility be shut down?

Each occurrence will be handled on a case-by-case basis following CDC and public health guidelines. For example, if someone came to work sick and COVID-19 is suspected, the workspace areas that may have been utilized and/or shared will be cleaned following CDC cleaning guidelines and potentially not used for a designated period. If it is determined that the person did not have COVID-19, employees and the workplace environment will return to the guidelines for the current business state. In some cases of confirmed COVID-19 infection, the department or building may be closed for a period of time.

What is the company doing about things that many employees are touching, like copiers, phones and doorknobs?

The facilities department has enhanced the cleaning of things in common areas, and they have made hand sanitizer or wipes available throughout our buildings. However, the best guard against sharing germs is the vigilance and actions of the individual employee. Consider any shared item a potential risk and follow the preventive recommendations noted elsewhere in these FAQs.

Does my cubicle wall provide an adequate barrier for my workspace or will I need to wear a face covering while working at my desk?

CDC guidance recommends maintaining a safe social distance of at least six feet in the workplace. Industry professionals recognize that cubicle walls do serve as a barrier when they prevent face-to-face interaction. Situations will vary based on work environments, and good work practices should be followed to prevent close interaction. Employees should remain seated while working in their cubicle and avoid standing to speak over the walls. If you still have concerns or questions regarding your facility's practices after speaking with your supervisor, please have your supervisor reach out to your Facilities representative found on your operating company's homepage on Southern Today.

Will traffic flow patterns be used in office areas?

Individual situations will vary, and no single solution can address each circumstance. In common areas and travel paths, please maintain a distance of at least six feet from other employees. This playbook has a multifaceted strategy that depends on enhanced cleaning, communication and reminders surrounding social distancing and COVID-19 symptoms, safe work practices, employee engagement, proper hand sanitization, etc. If you have a situation that does not allow for proper social distancing and safe work practices, please contact your supervisor to have them discuss with your Facilities representative.

Frequently Asked Questions (Continued)

Personal Safety and Responsibilities (including concerns about co-worker exposure)

What is the best approach for social distancing while on-site?

Stay at least six feet away from others as a normal practice, eliminate contact with others such as handshakes, avoid sharing office equipment or disinfect in between each use, avoid touching surfaces touched by others, be aware of distances in common areas such as elevators, conference rooms, cafeterias/breakrooms, and hallways, and avoid anyone who appears sick, or who is coughing or sneezing. Also, avoid riding in the same vehicle with others when practical.

If I have already reported back to my work site, how will I be informed if there are changes to protocols (e.g., flare up at the location causing a restriction)?

Employee safety is the number one priority as we transition back to normal business operations and your manager will communicate any changes in protocols. Employees are encouraged to regularly visit the [*Southern Company Coronavirus website*](#) for new information.

What are the real hazards to watch out for?

The main hazard to protect against is being near an infected person. Following the social distancing guidelines of keeping a six-foot space from others mitigates the biggest hazard of proximity. It's also taking extra care around potentially contaminated surfaces and washing your hands frequently.

What can I do in my workplace to protect myself and my co-workers?

While they may sound simple, the following measures are very powerful for protection:

- Wash your hands often for 20 seconds each time. If you don't have soap and water, use a hand sanitizer that contains at least 60% alcohol.
- Don't touch your face (eyes, nose, mouth, etc.)
- Don't touch things with your open hand unless absolutely necessary, especially things that others have frequently touched (e.g., elevator buttons, doorknobs, etc.). If you must touch them, use a barrier.
- Stay home if you are sick.
- Go home if you become ill, notify your supervisor and follow up with your healthcare provider.
- Cough or sneeze into your sleeve.
- Refrain from hugging, shaking hands and other forms of physical touching.
- Create social distancing between yourself and others, ideally six feet.

Should I get tested if a co-worker tests positive for COVID-19 or experiences symptoms of COVID-19?

Please consult CDC guidelines, your personal physician or local hospital to determine any necessary care.

As a reminder, we are asking that all employees self-monitor for the signs of COVID-19. In the event that these symptoms develop, do not come into work. Contact your doctor or local hospital for further direction. Please also advise your Manager and Disability/Health Management Services if referred for testing.

Frequently Asked Questions (Continued)

Who do I notify if I think I have been exposed to someone with COVID-19?

Please contact your immediate supervisor and Disability/Health Management Services if referred for testing, and your individual situation will be reviewed. If management determines that an individual has come into close contact with the COVID-19 virus, then that individual will be directed to leave Company property. For more information, please visit the [*Southern Company Coronavirus website*](#).

As a reminder, close contact is defined by the CDC as: being within approximately six feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period. Additional factors that will be considered when determining the need for quarantine include proximity, the duration of exposure, presence of symptoms or respiratory aerosols, and other environmental factors. The CDC does not recommend testing, symptom monitoring or special management for people exposed to asymptomatic people who were potentially exposed to someone with COVID-19 (i.e. "contacts of contacts"). If a member of your household, for example, was potentially exposed to someone with COVID-19 but is feeling healthy, you do not need to take action.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

General COVID-19/personal COVID-19 questions, including use of sick time, accommodation and caregiving for family member with COVID-19

Can I request an accommodation if I have COVID-19 (*symptoms*)?

The company will assess requests for accommodations either at home or at a company facility for a medical condition and engage in an interactive process to provide reasonable accommodations when possible?

- An employee who contracts COVID-19 may be entitled to a reasonable accommodation under the ADA as a result of the employee's reaction to COVID-19 or its effect on an employee's preexisting health condition(s)/disabilities.
- Employees who cannot telework may also request a work accommodation because they meet CDC criteria for a person with a higher risk for serious illness from COVID-19.
- The company will assess requests for accommodations and engage in an interactive process to assess the need and availability of possible reasonable accommodations.
- Employees seeking an accommodation because of their own COVID-19 risk factor are directed to call HR Direct at 1-888-678-6787 to initiate the process.
- All other accommodation requests should go to the appropriate Disability/Health Management Services.

Can I take sick leave for COVID-19 *symptoms* due to my own illness or to care for a sick family member?

Employees should utilize the variety of paid and unpaid time off programs offered by the company and are encouraged to take off time due to their own illness or to care for a sick family member.

- The company provides a variety of paid and unpaid time off programs to employees.
- Employees are encouraged to take off time due to their own illness or to care for a sick family member. We ask all of our employees to self-monitor for the signs of COVID-19. In the event that these *symptoms* develop, do not come to a company facility for work. Contact your medical provider. Please also advise your supervisor and/or Disability/Health Management Services.
- Individuals diagnosed with COVID-19 (or who are now symptomatic after coming in contact with COVID-19) are required to remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The period of isolation is generally 14 days. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with company healthcare providers and state and local health departments.

- Employees who are absent due to their own illness caused by the COVID-19 virus or who are absent in order to care for an immediate family member who is ill due to the COVID-19 virus will be granted sick time specific to COVID-19. For purposes of this guideline, "immediate family member" is defined as the employee's child (including natural children, step-children and children for whom the employee is a legal guardian), spouse, domestic partner (as defined in our medical plan qualifications) and parent. Employees who are sent home based on the need for evaluation due to contact with the COVID-19 virus will also receive sick time specific to COVID-19 during the period when they are being observed and quarantined. This non-productive work time is paid sick leave and will not decrease your regular sick leave balance.
- Employees of Southern Linc or Southern Power may qualify for paid sick leave and extended family leave for specified reasons related to COVID-19 under the Families First Coronavirus Response Act. Employees should contact Human Resources with any questions.

How long should I stay on sick leave for COVID-19 symptoms due to my own illness or to care for a sick family member?

Individuals diagnosed with COVID-19 (or who are now symptomatic after coming in contact with COVID-19) are required to remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The period of isolation is generally 14 days. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with company Disability/Health Management Services. Employee must be cleared by Company Disability/Health Management Services before they return to work.

Will my medical information be shared?

The company will treat all employees' health-related information confidentially and expects employees to respect the confidentiality of others' information. The company may ask employees if they are experiencing symptoms of COVID-19. The company will store medical information about a particular employee separately from the employee's personnel file. We may be limited on what specific details may be provided about any individual who tests positive both out of respect for that individual's privacy and compliance with privacy laws and regulations.

Will my use of COVID-19 sick time be counted against me?

An employee's legitimate use of COVID-19 sick time will not be counted against the employee under an organization's attendance guideline, will not be used as the basis for making disciplinary decisions and will not be considered when evaluating an employee's performance.

How will using COVID-19 sick time impact my current time off balance?

The use of COVID-19 sick time will not reduce the amount of an employee's accrued vacation, sick time, personal time off, or extended time off. During the time an employee is absent using COVID-19 sick time, he or she will continue to accrue service time and seniority for the purposes of other policies.

Frequently Asked Questions (Continued)

How do you determine if an employee should be quarantined?

Under CDC guidelines and in consultation with Southern Company medical doctors, we assess several factors when determining whether an employee needs to be quarantined, which include the following:

- *Symptoms of COVID-19* and when they began experiencing those symptoms (either the employee or his/her close contacts)
- Tests for or diagnosis of COVID-19 (either the employee or his/her close contacts)

If we determine that an employee is symptomatic and needs to be quarantined, we will then conduct contact tracing interviews to determine which other employees may have come into close contact with the employee who is being quarantined. We will notify individually each of those people who have had close contact with the initial employee and inform them that they should also go into quarantine for a 14-day period.

Note: the CDC defines close contact as: being within approximately six feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period. Additional factors that will be considered when determining the need for quarantine include proximity, the duration of exposure, presence of symptoms or respiratory aerosols, and other environmental factors.

What should I do if I experience *symptoms* consistent with COVID-19?

We are asking that all employees self-monitor for the signs of COVID-19. In the event that these *symptoms* develop, do not come into work. Contact your doctor or local hospital for further direction. Please contact your supervisor and/or Disability/Health Management Services.

We also want to remind all employees of the importance of proper hygiene, including frequent hand washing using soap, use of hand sanitizer/wipes, covering your mouth with your arm when you cough or sneeze and using alcohol/sanitizing wipes to clean the surfaces around your work area and social distancing.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

We value each of you and appreciate your efforts during this time. We are here to support you as much as possible.

Should I report to work if experiencing *symptoms* of the illness?

Individuals with *symptoms* of COVID-19 may not report to work. Employee should immediately notify their supervisor. An employee can return to workplace only when cleared by Disability/Health Management Services. For more information, please visit the [Coronavirus \(COVID-19\) Informational Website](#).

What if I experience COVID-19 *symptoms* while teleworking? Do I need to contact anyone?

Yes, if you experience *symptoms* of COVID-19 (see "home-screening" protocol), please see your medical treatment provider, then notify your supervisor and Disability/Health Management Services as soon as possible. When you are teleworking, you are still working, just in another location. You will be asked to communicate with Disability/Health Management Services pertaining to contact with co-workers, testing results, and status for work. Return to workplace only when cleared by Disability/Health Management Services.

What should I do if I suspect a co-worker to be demonstrating *symptoms* consistent with COVID-19 while at work?

First and foremost we are asking all employees to self-monitor for signs of COVID-19 and take appropriate action when needed. If you feel a co-worker is demonstrating *symptoms* consistent with COVID-19, you can discuss the situation with your manager who in turn will take appropriate action. It is not appropriate to try and diagnose others or make claims about the health of others.

Frequently Asked Questions (Continued)

What constitutes "contact with someone who has COVID-19"?

The CDC defines close contact as: being within approximately six feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period. Additional factors that will be considered when determining the need for quarantine include proximity, the duration of exposure, presence of symptoms or respiratory aerosols, and other environmental factors.

How would I know if I have been exposed to someone at work with COVID-19?

If Southern Company and/or public health officials become aware of someone testing positive for the COVID-19 virus, or if someone is suspected to be positive, steps will be taken to determine who may have been exposed. If it is determined that other employees may have had "close contact" with the suspected or diagnosed employee, those employees will be asked to work from home, likely for 14 days, self-monitor for potential symptoms of coronavirus, and notify their supervisor or company contact with updates.

What if I am coughing and having respiratory issues, but think it is just my allergies; do I need to contact anyone?

If your symptoms are unusual for you, please practice social distancing, cough etiquette and other strategies to prevent exposure to others. Notify your supervisor and work from home, if possible. Monitor your symptoms and contact your health care provider, if needed, especially if you develop a fever or shortness of breath. If you develop either of the latter symptoms or have concerns, you or your supervisor should also contact your Disability/Health Management Services department to assess any workplace considerations.

To contact your Disability/Health Management Services representative, please call HR Direct 1-888-678-6787.

Other frequently asked questions

Can animals carry the virus that causes COVID-19 on their skin or fur?

Although we know certain bacteria and fungi can be carried on fur and hair, there is no evidence that viruses, including the virus that causes COVID-19, can spread to people from the skin, fur, or hair of pets. However, because animals can sometimes carry other germs that can make people sick, it's always a good idea to practice *healthy habits* around pets and other animals, including washing hands before and after interacting with them. This is a direct link to the CDC website that addresses other questions related to pets and COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID-19-and-Animals>.

Has the CDC published any answers to frequently asked questions?

Yes, in addition to these Southern Company-specific FAQs, you may also wish to access the [CDC FAQs](#) concerning general topics related to COVID-19.



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Company