

# COVID-19 Working Safely Playbook

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*February 3, 2022*

## Note to Readers

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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 a core value, and our hope in sharing this information is that it may be of assistance to you.

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

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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.

# Update to Playbook

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The COVID-19 pandemic has been a catalyst for many changes to our daily lives, both professionally and personally. More than two years after COVID-19 emerged, we have come to realize that COVID-19 has become a part of our “new normal” with which we will need to coexist for the foreseeable future.

When we first faced COVID-19 in 2020, there were many things that were unknown. The Playbook was created and designed to provide relevant guidelines, procedures and protocols, concerning our company’s plan to gradually and responsibly reenter our working environment.

We are in a very different place than we were at the start of the pandemic. The nature of the pandemic has also changed. COVID-19 will never completely go away, but it will become an illness to be managed like any other respiratory infection. Countries and states are moving toward “living with” COVID. The same is happening in businesses like ours where people are returning to their places of work. As a result, this Playbook, now named the COVID-19 Working Safely Playbook, will focus on working safely in this environment. This Playbook continues to provide guidelines and specific procedures and protocols to operate under while in the workplace.

At Southern Company, Safety First is a core value. We will continue to rely on and implement current public health guidance to keep our workplaces safe. The pandemic has taught us to expect the unexpected and be agile and open to change. We will be vigilant in looking for developments that could impact you and the Company. Should the situation change for any reason, we stand ready to make necessary changes to keep our workplaces safe and maintain our business operations.

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# Safety and Health Protocols



## COVID-19 Symptoms

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**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 2-10 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

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**Understand the Company's Testing Approach.**

### **Testing Options:**

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

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

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**Read and understand your role and responsibility, regardless of vaccination status.**

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

- Employee is required to inform their manager and contact the COVID-19 hotline for any of the following scenarios:
  - Employee becomes symptomatic
  - Employee receives a positive test
  - Employee is exposed to someone else who received a positive test
  - Employee is exposed to someone else with COVID-19 like symptoms
- Manager sends employee home.
- Employee contacts the COVID-19 Hotline to report symptoms, positive results or exposure.
- The COVID-19 Hotline manages case and begins contact tracing.

**When an employee develops symptoms at work, at home (including while teleworking), follow these protocols, regardless of vaccination status:**

### **Employee Protocols**

- Quarantine and work from home if approved by supervisor and symptoms/treatment allow.
- Contact supervisor and leave work immediately.
- Contact medical provider.
- Notify the COVID-19 Hotline
- Return to workplace only when cleared by the COVID-19 Hotline.

### **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.
- Determine if employee can work from home and notify employee.
- Managers should not create any documentation containing employee medical information.
- Contact facilities for required cleaning of workspace.

### **COVID-19 Hotline Protocols**

- Document case.
- Determine whether coworkers should quarantine and notify management.
- Track the employees.
- Determine when employee is clear to return to workplace.

**To contact the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.**

## Employee Contact Tracing and Communication Guidelines

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**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\*
- Employee contact the COVID-19 hotline
- COVID-19 Hotline conducts intake and provides instruction\*
- Manager contacts facilities for cleaning of workspaces if applicable\*
- Manager/HR communicates with employees and the workgroup as appropriate\*

*\*Items only apply to employees working onsite*

## Quarantine Protocols

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**Review and understand the quarantine protocol.**

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

### **Quarantine Protocols:**

- Quarantine for a period of time determined by the COVID-19 Hotline.
- Monitor for symptoms:
  - Watch for symptoms of COVID-19.
  - Maintain a six-foot distance from others.
  - Contact your health care provider with any questions.

Employees must follow return to work guidance given by the COVID-19 Hotline. To contact the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.



## Return to Work Criteria

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### **Review and understand protocol.**

People with COVID-19 themselves, presumed or tested can return to work under the following conditions, consistent with CDC guidelines and must follow guidance given by the COVID-19 Hotline before they return to work. GAS and PowerSecure employees should continue to contact their local HR representative.

#### **Return to Work Criteria:**

- No fever for at least 24 hours without the use of fever-reducing medication AND
- Other symptoms are improving AND
- At least 5 days have passed since symptoms first appeared.

COVID-19 Hotline will determine the return to work status for those who have been directly exposed to others. GAS and PowerSecure employees should continue to contact their local HR representative. Clearance by personal physician or public health officials desired.

#### **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.

## COVID-19 Vaccine

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### **Review and understand the following guidance.**

#### **Individuals are considered fully vaccinated:**

- 2 weeks (14 days) after your dose of an accepted single-dose vaccine
- 2 weeks (14 days) after your second dose of an accepted 2-dose series
- 2 weeks (14 days) after you received the full series of an accepted COVID-19 vaccine (not placebo) in a clinical trial
- 2 weeks (14 days) after you received 2 doses of any "mix-and-match" combination of accepted COVID-19 vaccines administered at least 17 days apart\*

Unvaccinated employees should read the [\*CDC's Key Things to Know about COVID-19 Vaccines\*](#), consider getting vaccinated, and talk to their healthcare provider should they have questions or concerns.

CDC guidance for unvaccinated individuals can be found [\*here\*](#).

## Manager Response Guide



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

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

*\*GAS and PowerSecure employees should continue to contact their local HR representative*

## Good Hygiene Practices

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**Review good hygiene practices AND reinforce with employees.**

Everyone should wash their hands often, avoid close contact, cover coughs and sneezes, clean and sanitize. 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

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### **Review and understand face covering requirements.**

Please review [CDC guidance on face coverings](#). The company is in alignment with CDC guidance, which recommends wearing a face covering when indoors in areas of substantial or high [community transmission](#), regardless of vaccination status, except where required by federal, state, local, tribal or territorial laws, rules and regulations. Whenever federal, state, local, tribal or territorial laws, rules or regulations concerning face coverings are more restrictive than company guidance, those regulations supersede company guidance.

Return to work protocols following positive tests and/or exposure may have different face covering requirements than what is noted above. COVID-19 hotline will provide face covering requirements associated with return to work protocols.

## Task-Based Risk Assessment



**Review and understand the appropriate use of supplies and materials 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.
- Abide by applicable *face covering* guidance.
- 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
Occupational health screening activities	Employees engaged in close contact activities (respirator fit testing)	→ Use standard precautions	→ Non-sterile exam gloves → N95 filtering facepiece respirator <sup>1</sup>	→ Complete COVID-19 screening questions with individual prior to close contact activity
	Employees engaged in close contact activities (drug screening and swab alcohol screening)	→ Use standard precautions → Face covering	→ Tight-fitting goggles or face shield → Non-sterile exam gloves	→ Follow local procedures
	Employees engaged in close contact activities (breath alcohol screening)	→ Use standard precautions	→ Tight-fitting goggles or face shield → Non-sterile exam gloves → N95 filtering facepiece respirator <sup>1</sup>	→ Follow local procedures
	Employees engaged in observed COVID-19 specimen collection (nasal swabs) and contactless temperature scans	→ Use standard precautions → Face covering	→ Safety Glasses → Non-sterile exam gloves	→ Follow local procedures
	Employees engaged in close contact activities where aerosol droplets are likely to be formed (pulmonary function testing/spirometry)	→ Use standard precautions	→ Tight-fitting goggles or face shield → Non-sterile exam gloves → N95 filtering facepiece respirator <sup>1</sup>	→ Complete COVID-19 screening questions with individual prior to close contact activity
	Employees engaged in close contact activities (audiometric testing, eye exams, fitness for duty assessments, health screening, etc.)	→ Use standard precautions → Face covering	→ Non-sterile exam gloves	→ Complete COVID-19 screening questions with individual prior to close contact activity
	Medical staff, first responders or Generation ERT members, etc. providing medical assistance to individuals with acute injuries or complaints <b>not suspected</b> to have COVID-19 or responding individual(s) unable to determine COVID-19 status.	→ Follow normal procedures for first aid treatment → Face covering	→ Follow normal procedures for first aid treatment	→ None

## Task-Based Risk Assessment (Continued)

Task Type	Specific Task	Additional Precautions	Personal Protective Equipment (PPE)	Comments
Occupational health screening activities (continued)	Medical staff visiting medical facilities with employees for occupational injuries or case management.	<ul style="list-style-type: none"> <li>→ Use standard precautions</li> <li>→ Face covering</li> </ul>	→ None	<ul style="list-style-type: none"> <li>→ Complete COVID-19 screening questions with individual unless involved in a medical emergency</li> <li>→ Adhere to any specific precautions at the facility they are visiting</li> </ul>
	Individuals conducting general cleaning and sanitizing of high touch surfaces, offices, restrooms, cafeterias, etc.	<ul style="list-style-type: none"> <li>→ Use standard precautions</li> </ul>	<ul style="list-style-type: none"> <li>→ Safety glasses</li> <li>→ Non-sterile exam gloves</li> </ul>	<ul style="list-style-type: none"> <li>→ PPE noted is typical for protection from splashes and sprays of cleaning agents</li> <li>→ Follow safety data sheet (SDS) for any additional specific PPE requirements for cleaning agent being used</li> </ul>
Housekeeping, cleanup	Individuals conducting housekeeping in an area where persons <b>known or suspected</b> to have COVID-19 have been located. If the area or vehicle has been unoccupied for at least 24 hours, then the general housekeeping precautions above apply. Read the <u><a href="#">cleaning and disinfecting</a></u> section for more guidance.	<ul style="list-style-type: none"> <li>→ Refer to CDC recommendations for <u><a href="#">Environmental Cleaning and Disinfection Requirements</a></u></li> </ul>	<ul style="list-style-type: none"> <li>→ Safety glasses</li> <li>→ Non-sterile exam gloves</li> </ul>	<ul style="list-style-type: none"> <li>→ Follow SDS for any additional specific PPE requirements for cleaning agent being used</li> <li>→ Bloodborne pathogen training is required if handling regulated medical waste</li> </ul>
	Individuals conducting housekeeping in an area where persons <b>known or suspected</b> to have COVID-19 have been located. If the area or vehicle has been unoccupied for at least 24 hours, then the general housekeeping precautions above apply. Read the <u><a href="#">cleaning and disinfecting</a></u> section for more guidance.	<ul style="list-style-type: none"> <li>→ Refer to CDC recommendations for <u><a href="#">Environmental Cleaning and Disinfection Requirements</a></u></li> </ul>	<ul style="list-style-type: none"> <li>→ Safety glasses</li> <li>→ Non-sterile exam gloves</li> </ul>	<ul style="list-style-type: none"> <li>→ Follow SDS for any additional specific PPE requirements for cleaning agent being used</li> <li>→ Bloodborne pathogen training is required if handling regulated medical waste</li> </ul>
Entering customer residences	Employees needing to enter customer residence for servicing or emergency work and <b>no known or suspected</b> COVID-19 individual(s) inside.	<ul style="list-style-type: none"> <li>→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol</li> <li>→ GAS employees refer to GAS COVID-19 Operations Job Aid – Follow Tier 1 guidance</li> </ul>	<ul style="list-style-type: none"> <li>→ Shoe covers</li> <li>→ Disposable gloves</li> <li>→ Voluntary use of N95 respirator<sup>2</sup> or dust mask<sup>2</sup> as a barrier</li> </ul>	<ul style="list-style-type: none"> <li>→ Use of face covering as a barrier</li> <li>→ Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions</li> </ul>
	Employees needing to enter customer residence for servicing or emergency work <b>with suspected</b> COVID-19 individual(s) inside.	<ul style="list-style-type: none"> <li>→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol</li> <li>→ GAS employees refer to GAS COVID-19 Operations Job Aid – Follow Tier 2 guidance</li> </ul>	<ul style="list-style-type: none"> <li>→ Chemical splash goggles, face shield, or safety glasses</li> <li>→ Shoe covers</li> <li>→ Disposable gloves</li> <li>→ Voluntary use of N95 respirator<sup>2</sup> or dust mask<sup>2</sup> as a barrier</li> </ul>	<ul style="list-style-type: none"> <li>→ Use of face covering as a barrier</li> <li>→ Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions</li> </ul>
	Employees needing to enter customer residence for servicing or emergency work <b>with known</b> COVID-19 individual(s) inside.	<ul style="list-style-type: none"> <li>→ Refer to the Southern Company COVID-19 Customer Home Entry Protocol</li> <li>→ GAS employees refer to GAS COVID-19 Operations Job Aid – Follow Tier 3 guidance</li> </ul>	<ul style="list-style-type: none"> <li>→ Chemical splash goggles, face shield, or safety glasses</li> <li>→ Disposable coveralls or fire-resistant (FR) coveralls</li> <li>→ Shoe covers</li> <li>→ Disposable gloves</li> <li>→ Voluntary use of N95 respirator<sup>2</sup> or dust mask<sup>2</sup> as a barrier</li> </ul>	<ul style="list-style-type: none"> <li>→ Use of face covering as a barrier</li> <li>→ Postpone or reschedule work if possible</li> <li>→ Refer to job aid for details regarding risk determination, interacting with occupants, and safety precautions</li> </ul>

## Task-Based Risk Assessment (Continued)

Task Type	Specific Task	Additional Precautions	Personal Protective Equipment (PPE)	Comments
Entering customer facilities	Employees needing to work inside facilities (hospital, nursing home, etc.) with <b>known or suspected</b> COVID-19 individuals but conducting work activities in an area that does not require prolonged or close contact with individual(s).	<ul style="list-style-type: none"> <li>→ None in addition to standard precautions</li> <li>→ Consult with facility contact regarding site-specific requirements</li> </ul>	<ul style="list-style-type: none"> <li>→ Use standard precautions</li> <li>→ Consult with facility contact regarding any site-specific requirements</li> </ul>	→ None
Interacting with the public	Payment Center, Appliance Sales, Marketing, etc. interacting with customers	<ul style="list-style-type: none"> <li>→ Use standard precautions</li> <li>→ Minimize face-to-face contact (drive-through windows, sneeze guards, etc.)</li> </ul>	→ Voluntary use of non-sterile exam gloves	→ 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 onsite meetings.	→ Use standard precautions	→ Use standard precautions	<ul style="list-style-type: none"> <li>→ Evaluate essential meetings</li> <li>→ Conduct meetings via conference call or Teams as appropriate</li> <li>→ Adhere to company guidance regarding telecommuting</li> </ul>

<sup>1</sup>Requires medical evaluation, fit testing, and respiratory protection training.

<sup>2</sup>Filtering 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.
- If you are NOT fully vaccinated, have you travelled internationally within the last 5 days?
  - Per CDC guidance, individuals who have been fully vaccinated may report to work. ALL individuals must contact the COVID-19 hotline and be tested 3-5 days after travel. CDC Guidelines: Travel During COVID-19
- Are you currently infected with COVID-19?
- Have you had any close contact with anyone who has, within the last 5 days, been suspected of having or diagnosed with COVID-19 and:
  - Are you unvaccinated and/or has it been longer than 90 days since a positive COVID-19 test (without a current vaccine)?
  - Has it been greater than 5 months since the primary series of the Moderna and Pfizer vaccines, or 2 months since the J&J vaccine, without a booster?

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.

### **Results and Actions**

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

- **Contact your supervisor and the COVID-19 Hotline 1-877-811-4219.**
- **Contact your medical provider.**

### **People are considered fully vaccinated:**

- 2 weeks (14 days) after your dose of an accepted single-dose vaccine
- 2 weeks (14 days) after your second dose of an accepted 2-dose series
- 2 weeks (14 days) after you received the full series of an accepted COVID-19 vaccine (not placebo) in a clinical trial
- 2 weeks (14 days) after you received 2 doses of any "mix-and-match" combination of accepted COVID-19 vaccines administered at least 17 days apart\*

***If you don't meet these requirements, you are NOT considered fully vaccinated. Keep taking all precautions until you are fully vaccinated.***

**To contact the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.**

*\*Please contact the COVID-19 Hotline regarding questions about COVID-19 related 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.?<sup>\*</sup>

→ Are you treating a cough that is unusual for you with prescription or over-the-counter cough suppressants, such as Robitussin, Delsym, etc.?<sup>\*</sup>

### **Results and Actions**

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

→ **Contact your supervisor and the COVID-19 Hotline.**

→ **Return home.**

→ **Contact your medical provider.**

**To contact the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.**

*<sup>\*</sup>Please contact the COVID-19 Hotline regarding questions about COVID-19 related medications.*

## Online Health Screening Forms (Mobi)

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### **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 except PowerSecure. 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 the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.**

## Employee Assistance Resources

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**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 and to report COVID-19 related exposure, symptoms, or test results. The hotline will be available 24 hours per day, 7 days per week. 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 and to report COVID-19 related exposure, symptoms, or test results.
- 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 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.

### LifeSource

The LifeSource website, administered by New Directions, 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 a company medical plan, Credence BCBS or VIVA, 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](http://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 or downloading the MDLIVE app.

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

# Work Practices



## Confidentiality of Health Information

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**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, including vaccination status, 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

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**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 the COVID-19 Hotline, determines that the individual has come in contact with the COVID-19 virus.

Individuals must be cleared by the COVID-19 Hotline 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 the COVID-19 Hotline.

### **Return to company property**

An individual who has been absent from company property and has had contact with COVID-19, has symptoms of COVID-19 or a diagnosis of COVID-19, must be cleared by the COVID-19 Hotline before they return to work. Clearance by personal physician or public health official is desired.

## Travel Guidelines

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**Ensure safety and health of employees while travelling on essential business.**

### **Essential travelers are required to:**

- Adhere to state and local guidance, as well as CDC guidance including social distancing, good hygiene practices (i.e. wash hands often, etc) and mask/face covering responsibilities.
- When evaluating travel plans, obtain management approval.
- 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).
- Avoid all nonessential international business travel (VP approval is required). CDC recommends delaying international travel until you are fully vaccinated. Click [\*here\*](#) for additional CDC travel information. Additionally, you should review Company requirements associated with international travel by visiting [\*Company International Travel Website\*](#).
- Comply with travel vendors policies/procedures (airlines, car, hotel, etc.) that do not pose a health risk.
- Be aware of cleanliness protocols of travel vendors and actively exercise personal best practices.

**Air Travel** – Check if airline requires any health information, testing, or other documents.

**Public Transportation** – Mask/face coverings are required in U.S.

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

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

## Resources for Effectively Working from Home

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**Review resources to help employees work more effectively from home.**

### **Technology Organization**

- [\*PC Updates while Working Remotely\*](#)
- [\*Tips for Using TEAMS for Business\*](#)
- [\*Password Resets\*](#) – options to reset a password without calling the Technology Service Desk
- [\*Collaborate Your Workplace\*](#)
- [\*TechSource\*](#)

### **Accounts Payable**

- [\*Business Expense Policy\*](#)

### **Other**

[\*Remote Work Policy\*](#) for your Company

## Essential Office Supplies During Teleworking

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### 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 suppliers Office Depot or Amazon 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 as 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 Office Depot 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. This step is not required when using Amazon. For Office Depot customer service or website support, contact the company's dedicated representative Judy Eaton [Judy.Eaton@officedepot.com](mailto:Judy.Eaton@officedepot.com) or 678-283-5814.

For Amazon Business Customer Service call 888 -281-3847.

Please refer to the company's business expense and time reporting policy regarding purchasing essential office supplies while teleworking.



## Manager Resources for Leading During COVID-19

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### **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.

#### **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.

## Maintaining an Inclusive Workplace While Telecommuting



### Ensure an inclusive environment while teleworking.

It is critical to maintain an inclusive work environment so that we can continue to build trust and support each other while teleworking.

**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.
- **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)

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- **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 Adapting to Change

Across the system, [resources](#) have been compiled to help you support your wellbeing and help you build resilience while adapting to our changing environment and workplaces. These resources focus on how you can eat well, keep moving, find balance, build new skills and thrive amidst change.

### 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 1-877-312-5927 or go to [www.ndbh.com/southerncompany](http://www.ndbh.com/southerncompany).
- Emotional Wellbeing Toolkits – information and resources to support your emotional wellbeing. Visit [www.socowellbeing.com](http://www.socowellbeing.com) and enter the password “wellbeing”.
- Total Brain – improves mental health and brain performance through brain-based self-awareness and training. 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 and to report COVID-19 related exposure, symptoms, test results and return-to-work clearance. Available 24/7.
- [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](http://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. Hinge Health is available at no cost to all employees enrolled in a company-sponsored health plan. Click on the Hinge Health Icon on mySource 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, screenings, 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](http://www.socorewards.com), or 1-855-444-1255. For additional wellbeing resources, contact your wellness representative at your operating company.

# Facilities and Building Protocols



## Cleaning and Disinfecting

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

All facilities follow cleaning and disinfecting practices 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.

### **Daily Enhanced Cleaning – Maintaining the Facility**

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

Employees are encouraged to keep their workspace clean. Refer to Employee's Part in Maintaining Safety section of the Playbook for additional information.

### **Routine Cleaning and Disinfecting**

The virus that causes COVID-19 can land on surfaces. It's possible for people to become infected if they touch those surfaces and then touch their nose, mouth, or eyes. According to the CDC, in most situations, the risk of infection from touching a surface is low. This guide will provide information on available disinfectants, cleaning common touchpoints, and sanitizing protocols. Refer to the [\*Cleaning and Disinfecting Guide\*](#) for more details.

According to the CDC, when no people with confirmed or suspected COVID-19 are known to have been in a space, cleaning once a day is usually enough to sufficiently remove virus that may be on surfaces and help maintain a healthy facility.

**Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19.**

- **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- **Disinfecting** refers to using chemical to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

### **Common Touchpoints to Clean**

- Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- Tools, equipment controls, hard surfaces
- In the cab of vehicles, clean door handles, seat belts clips, steering wheel, control knobs
- In fitness centers, sanitize common touchpoints and exercise equipment (employees clean after each use)

## Cleaning and Disinfecting (Continued)

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### Facility and Vehicle Cleaning Protocols

- The guidance for facility cleaning and disinfection after individuals are suspected/confirmed to have COVID-19 is outlined below.
  - If less than 24 hours have passed since the person who is sick or diagnosed with COVID-19 has been in the space, clean and disinfect the space.
  - If more than 24 hours have passed since the person who is sick or diagnosed with COVID-19 has been in the space, cleaning is enough. You may choose to also disinfect depending on certain conditions or everyday practices required by your facility.
  - If more than 3 days have passed since the person who is sick or diagnosed with COVID-19 has been in the space, no additional cleaning (beyond regular cleaning practices) is needed.

### How to Clean and Disinfect

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfecting hard surfaces, use products listed in the table provided in the disinfectant section of this guide. Follow manufacturer's instructions for application, amount of time to product should stay on surface before wiping away, and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
  - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely. Refer to the Cleaning and Disinfecting Guide for more details.
  - Otherwise, use products with the EPA-approved emerging viral pathogens that are suitable for porous surfaces.

## Building Access and Screening Protocols

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**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 through the Mobi app (<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 the COVID-19 Hotline if referred for testing.
  - The employee should contact their medical provider.

→ Employees are expected to abide by all workplace protocols and workplace prevention measures noted in the COVID-19

→ Working Safely Playbook, including social distancing and applicable *face covering* guidance.

→ Follow all posted signage instructions (as applicable).

→ Follow social distancing measures.

Note: In addition to CDC and OSHA guidance, 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.



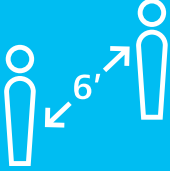
## Social Distancing



**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.

Recommend practicing social distancing when indoors in areas of substantial or high community transmission.

	Maintain six feet of social distance	Wash your hands or use hand sanitizer before and after using shared equipment or touching common surfaces	Follow all COVID-19 related signage
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It is upon all of us to respect one another regarding social distancing. We will continue to monitor and update social distancing guidance as federal authorities (CDC, OSHA) update their guidance.

**Signage: social distancing educational signage may be posted in the following building locations:**

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

<b>Entry/Exit</b>	<ul style="list-style-type: none"><li>→ Employees are expected to abide by all workplace protocols and workplace prevention measures noted in the Playbook, including <u>social distancing</u> and applicable <u>face covering</u> guidance</li><li>→ Maintain six feet from other employees when entering buildings</li><li>→ Minimize the use of hands when opening doors or pushing buttons</li></ul>
<b>Common Areas</b>	<ul style="list-style-type: none"><li>→ Employees are expected to abide by all workplace protocols and workplace prevention measures noted in the Playbook, including <u>social distancing</u> and applicable <u>face covering</u> guidance</li><li>→ Employees should follow social distance guidance when meeting or gathering in a location and monitor CDC community transmission rates when planning gatherings.</li><li>→ Facilities will determine when cafeterias open and specific protocols. Follow social distancing guidance while eating.</li><li>→ In-person meetings should provide opportunities for social distancing where possible.</li></ul>

## Social Distancing (continued)

<b>Common Areas</b>	<ul style="list-style-type: none"><li>→ Do not congregate in work rooms, copier rooms or other areas where people socialize</li><li>→ Use a clean tissue or other barrier to touch surfaces like copier buttons, doorknobs and elevator buttons. Discard after use.</li><li>→ Wash hands following use of coffee machines, microwaves and refrigerators in common break areas. Follow posted hygiene instructions.</li><li>→ Consistent with safety, fire safety code and security, doors can be propped open to minimize touchpoints</li><li>→ Magazines, pens and other items that could be touched by multiple people should be removed</li></ul>
<b>Workspace</b>	<ul style="list-style-type: none"><li>→ If sharing office equipment, clean and sanitize between use</li><li>→ Avoid touching surfaces touched by others and wipe down items that must be shared and clean and sanitize prior to and after use</li><li>→ Institute a clean desk policy</li><li>→ Place trash receptacles so that they are easily accessible by the janitorial staff</li></ul>

## COVID-19 Protective Supplies and Materials



### **Review plan to stock supplies and materials (masks, hand sanitizer, gloves, etc.)**

Southern Company is working to ensure we have adequate supplies\* and materials to support employees who are performing critical operations on-site and adequate supplies for employees in our facilities.

### **Supplies and Materials Stock Procedure**

- SCM maintains adequate inventory of these supplies and materials to support our critical on-site personnel or off system contractors in the event of a major storm.
- Stocking locations across the system have been provided the assigned Maximo Items Numbers for applicable materials and supplies for re-order from the regional distribution warehouses.

### **Supplies and Materials Mobi Ordering Procedure**

- SCM is prepared to issue supplies and materials utilizing the MOBI app, to sites that do not have a standard process for issuance of supplies and materials to staff.
  - Note: Mobi app pandemic supplies are to be delivered to Southern Company facilities only (no home deliveries).

\*SCM will maintain the following items: mask (disposable/dust mask), mask (cloth), mask (N95) disposable nitrile gloves, hand sanitizer, disinfectant products and paper towels.

- Dispose of wipes, gloves, disposable face coverings or other cleaning items directly into trash cans. Do not leave cleaning materials or used disposable face coverings on counters or other surfaces.

# Training and Resources



## Frequently Asked Questions

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**Review FAQs to ensure you are well-informed about COVID-19, our guidelines and protocols, and our plans to transition through the pandemic.**

### **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.

Effective January 1, 2022 all COVID-19 related absences will be coded using employee personal time off balances.

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

### **What are the company's travel restrictions?**

Travelers should make themselves aware of any travel restrictions or limitations before their planned departure, including mandated quarantines upon arrival. Additional travel resources are available on the [SoCo Travel Services coronavirus webpage](#) and the [CDC Travel webpage](#).

## Frequently Asked Questions (Continued)

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### **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)

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### Concerns about reporting back/not reporting back to work

**What if I have a high-risk medical condition and need to request an accommodation? Who do I call?**

Please contact your company Disability/Medical Health Management department.

**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.

**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.

## Frequently Asked Questions (Continued)

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

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

Employees should practice social distancing from others when meeting or gathering in a location in areas of substantial or high *community transmission*, wash your hands or use hand sanitizer before and after using shared equipment or touching common surfaces, 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.

#### **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 through the pandemic 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:

- Get the vaccine.
- 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 the COVID-19 Hotline if referred for testing.

## Frequently Asked Questions (Continued)

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

Please contact your immediate supervisor and the COVID-19 Hotline 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 the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.

The company has instituted many actions and protocols to prevent the spread of the virus in the workplace and maintain the safety of our employees. Please review all of the safety and health protocols, cleaning protocols and work practices noted in this Playbook. Specific items the company has implemented include, but are not limited to:

- COVID-19 medical hotline for all employees to report and receive individualized medical guidance
- Contact tracing procedures
- Implementation of measures that limit the spread of the virus (social distance, face coverings, ventilation system enhancements, providing supplies and materials for good hygiene practices, routine cleaning and disinfection)
- Workplace accommodation process for individuals with high risk underlying medical conditions as outlined by CDC
- Creation and publishing our Playbook
- COVID-19 vaccine educational materials, guidance and assistance in securing the vaccine

The company has instituted many actions and protocols to prevent the spread of the virus in the workplace and maintain the safety of our employees. Employees seeking an accommodation due to a medical condition must contact their Supervisor and/or the company's Disability/Medical Health Services department to begin the process.



## Frequently Asked Questions (Continued)

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### 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 for a medical condition and engage in an interactive process to provide reasonable accommodations when possible.

- Consistent with existing policies and procedures, the company will assess requests for accommodations related to COVID-19 due to employee's medical condition and engage in an interactive process to provide reasonable accommodations when possible.
- An employee who experiences lingering health effects after contracting 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 meet current CDC criteria for a person who is at higher risk for serious illness from COVID-19 due to an existing medical condition may be entitled to certain accommodations to further limit or mitigate the potential for exposure at the workplace.
- The company will consider requests for accommodations related to a medical condition and engage in an interactive process to assess the need, feasibility, and availability of possible reasonable accommodations.
- Employees seeking an accommodation related to COVID-19 or any other medical reason are directed to contact their Company's Disability/Medical Health Management department to begin the process.

#### **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 the COVID-19 Hotline.
- 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 5 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.

## Frequently Asked Questions (Continued)

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### **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 5 days. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with the COVID-19 Hotline. Employee must be cleared by the COVID-19 Hotline 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.

## Frequently Asked Questions (Continued)

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### How do you determine if an employee should be quarantined?

**Under CDC guidelines and in consultation with Southern Company medical doctors, COVID-19 Hotline will 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)
- Employees vaccination status

If we determine that an employee is symptomatic and needs to be quarantined, COVID-19 Hotline will then conduct intake and provide instruction.

### 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 the COVID-19 Hotline.

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 the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.

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 the COVID-19 Hotline. 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 the COVID-19 Hotline as soon as possible. When you are teleworking, you are still working, just in another location. You will be asked to communicate with the COVID-19 Hotline pertaining to contact with co-workers, testing results, and status for work. Return to workplace only when cleared by the COVID-19 Hotline.

### 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)

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### ***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 may be asked to work from home, 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 the COVID-19 Hotline to assess any workplace considerations.

To contact the COVID-19 Hotline, please call 1-877-811-4219. GAS and PowerSecure employees should continue to contact their local HR representative.

## General Vaccine Questions

### ***If I'm fully vaccinated do I need to follow the various company safety protocols?***

The company continues to follow guidance from CDC and other Federal agencies like OSHA. Fully vaccinated employees should follow the applicable protocols outlined in this Playbook.

### ***Why must I call the COVID-19 hotline to report exposures, symptoms or positive test result if I'm fully vaccinated?***

Each situation is unique and requires individualized assessment to determine appropriate next steps. Our COVID-19 hotline is staffed by medical professionals who will evaluate each situation and provide appropriate guidance that aligns with our company protocols. Maintaining the health and safety of our employees is a core value, and engaging with the COVID-19 hotline will ensure proper facilitation of required action is taken for all employees.

## Frequently Asked Questions (Continued)

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### **Will I be required by Southern Company to take the COVID-19 vaccine?**

No. Southern Company supports the COVID-19 vaccine and believes that it plays an essential role in protecting the health of our employees and the communities we serve. Nonetheless, Southern Company understands that personal considerations go into an employee's decision whether to receive the vaccine.

### **Will COVID-19 booster shots be necessary?**

Everyone is still considered fully vaccinated two weeks after their second dose in a two-shot series, such as the Pfizer-BioNTech or Moderna vaccines, or two weeks after a single-dose vaccine, such as the J&J/Janssen vaccine.

Please view [\*CDC COVID-19 Vaccine Booster\*](#) for more information.

### **Why is the company not mandating vaccines for employees?**

The company supports the COVID-19 vaccine and believes that it plays an essential role in protecting the health of our employees and the communities we serve. However, Southern Company recognizes that personal and other considerations may go into an employee's decision and ability to receive the vaccine.

## Other frequently asked questions

### **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