

AT&T

COVID-19

Customer Contact Strategy - Business

Field Operations - Business
AT&T Field Operations
March 2020

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Please make sure you routinely check the links below for updates.

[Employee Resources & Recommendations](#)

[How can I help support preventative measures?](#)

- Check the CDC website regularly for updates.
- Keep your devices clean.
- Spray a non-abrasive or alcohol-based disinfectant directly on a paper towel and wipe down your device while it is powered down and unplugged.
- Share things like photos through text messages instead of passing your phone around.
- Since devices can collect germs, avoid putting your device on public surfaces and try to use a Bluetooth device or a hands-free headset to minimize the device's exposure to your face.
- Be aware of mild to severe respiratory illness with symptoms of fever, cough and shortness of breath. Call a medical care provider right away, if needed.

[How can I help prevent the spread of COVID-19?](#)

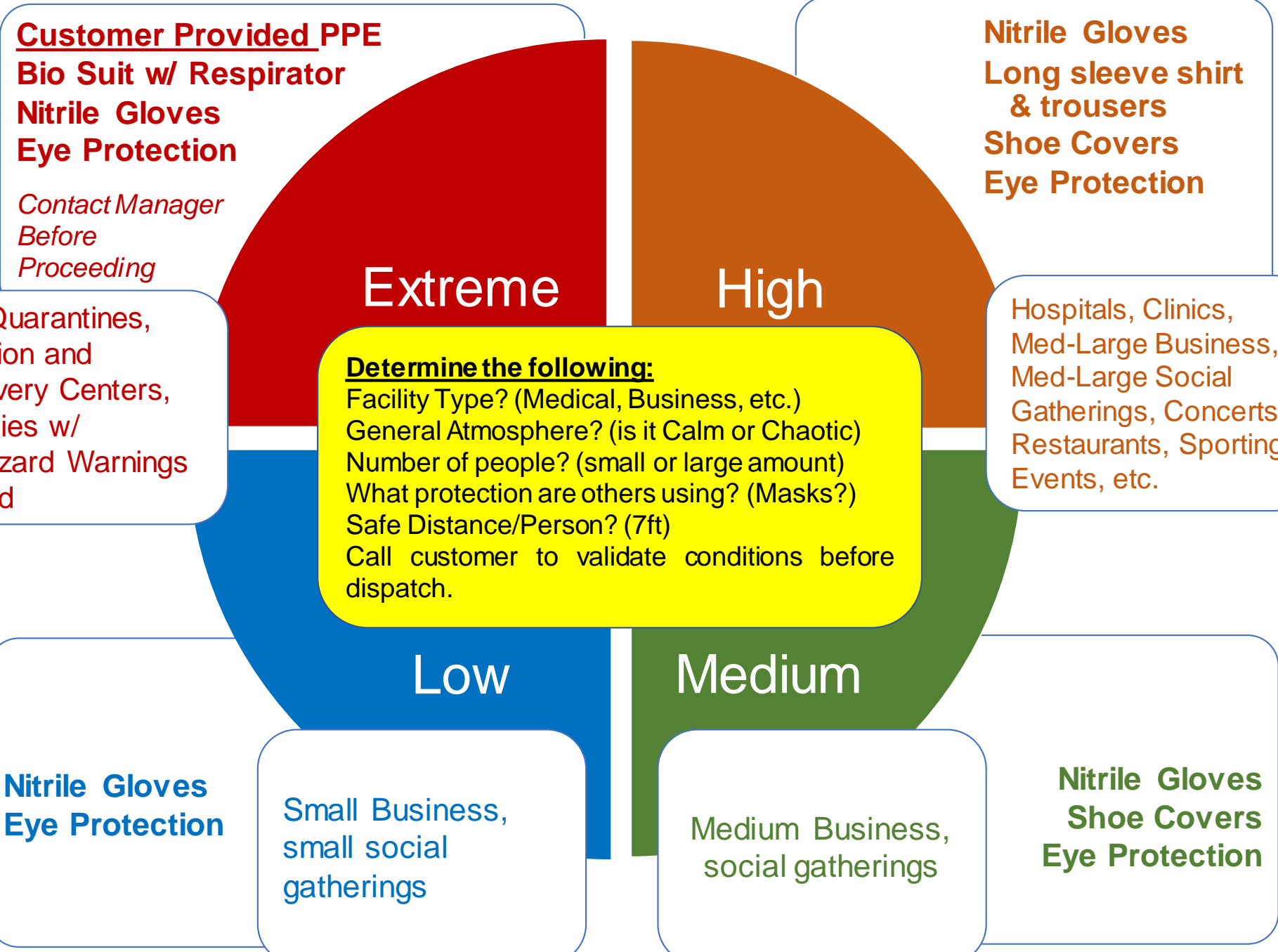
All employees are encouraged to practice every day preventative actions which can be effective at helping prevent the spread of not only the coronavirus, but also the flu and colds. The CDC has a comprehensive list of actions you can take every day to keep the spread of any virus at bay, such as:

- Wash your hands often and thoroughly – be sure to count to 20.
- Avoid touching your eyes, nose and mouth.
- Disinfect your work-space daily with normal disinfectants. Remember your phone, headset and computer accessories.
- Also, take care of yourself by eating well, staying hydrated and resting.
- Lastly, please help dispel rumors, which could cause unnecessary alarm.

Additional Resources

- Additional information is available on the [CDC](#) or the [World Health Organization](#) websites.
- Visit our [Travel Safety & Security](#) website for the latest advisories (Intranet page, not mobile accessible).

Risk Assessment For PPE



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