



April 6, 2020

TO: AT&T SE Local Presidents, Staff & Secretaries
CWA District 3

FROM: Nicholas Hawkins, Assistant to the Vice President. District 3

SUBJ: AT&T Southeast / BST – COVID 19 Technician Policy Changes

The District 3 Office and CWA's International Executive Board are committed to doing all that we can to protect the health and safety of our membership. Over the last few weeks we have consistently sent the message to AT&T that steps should be taken to temporarily eliminate the requirement for technicians, to enter customer's homes. As a result of our discussions at both the District and National level, AT&T has finally agreed to begin taking certain steps towards addressing this important issue. Today, we received the information listed below from AT&T Southeast Labor Relations. Please note – **"*The decision to enter or not enter a customer's home or business ultimately resides with you, the technician.*"**

During the past few weeks, we've received hundreds of emails from grateful customers who, because of you, have a lifeline from their homes and businesses to the world. When they describe you, they use words like "courteous," "professional," "lifesaving," and "hero." Our customers need us more than ever right now – and they are so appreciative. You serve on the front lines and your safety is always our #1 priority.

CONTINUE SAFETY BEST PRACTICES

Our work isn't over. They still need us. And they will need us for the foreseeable future, as our country continues to face a tremendous challenge. The key to keeping yourself and our customers safe is by following our established practices. Continue asking pre-screening questions before entering a customer's home or business, maintain appropriate social distancing and practice frequent handwashing.

If you are unsure of any processes, if you don't have the proper handwashing supplies, or if you believe that a situation is unsafe – please, speak up. The decision to enter or not enter a customer's home or business ultimately resides with you, the technician. Based upon observed concerns, technicians who believe that it is not safe to enter should contact their manager. Your manager is committed to supporting you.

UPDATED FACE COVERING GUIDANCE

As CDC guidance evolves, we'll follow it. Recently, they released new guidance on voluntary use of non-medical grade cloth face coverings in situations where social distancing is difficult to maintain. While this updated guidance does not require us to wear face coverings when working, you are welcome to wear your own. We're working with our partners to secure additional company-provided face coverings for our front-line teams. Please review the CDC's guidelines for the use and care of cloth face coverings. We also understand the CDC's guidance may prompt an increase in customer requests for technicians to wear a face covering. Let's live the CODE by caring for our customers and honoring their request. If you need help obtaining a face covering, please contact your manager.

The work that you do is more than important – it's essential. Our customers describe you as heroes for a reason. You bring them security and peace during a difficult time. We are committed to keeping you safe as you continue to show up for our communities and our country.

Should you have any questions or concerns regarding this issue, please feel free to contact me at the District 3 Office.

cc: Richard Honeycutt, Vice President, District 3
Billy O'Dell, Administrative Director to the Vice President
Angie Wells, Administrative Director to the Vice President
Robert Weaver, District 3 Legal Counsel

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