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Truist is committed to taking appropriate precautionary measures to protect teammates, partners, clients, and communities. All Supplier workers have a personal responsibility to be familiar with the CDC guidelines included in this document and to strictly adhere to the described behaviors. Suppliers are responsible for ensuring every worker servicing or reporting to a Truist workplace has been trained on these protocols. Truist Engagement Managers are responsible for monitoring compliance by workers while in a Truist workplace and reporting concerns to the supplier. The protocols outlined in this guidance are not optional.

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## CDC Guidance - Protecting Yourself & Others

Workers are expected to rigorously follow the Centers for Disease Control (CDC) COVID-19 [guidance](#) on how to protect yourself and others from getting sick, which includes:

1. Wash your hands often.
2. Avoid close contact.
3. Stay home if you are sick.
4. Cover coughs and sneezes.
5. Cover your mouth and nose with a cloth face cover when around others.
6. Clean and disinfect desks and equipment frequently.

## Worker Daily Wellness Checks

To promote a healthy workplace, Truist is requesting Suppliers conduct daily wellness checks with their workers prior to the worker accessing a Truist workplace. This wellness check, at minimum, requires the worker (or Supplier) to perform a temperature check and confirm temperature is below 100.4, and must address the following two scenarios. If the worker responds “yes” to either scenario, the Supplier must ensure the worker does not report to a Truist workplace.

1. Has the worker had close contact (within 6 feet for at least 10 minutes) in the last 14 days with someone with COVID-19, or has any health department been in contact with the worker and advised the worker to quarantine?
2. Since having last accessed a Truist workplace, has the worker had any of the following symptoms: fever, chills, shortness of breath or difficulty breathing, new cough, or new loss of taste or smell?

## Positive COVID-19 Cases

In the event a worker is confirmed positive with COVID-19, the worker must follow their employer’s protocol. It is requested that suppliers provide the following information to their Truist engagement or service manager, who will inform Truist Human Resources so Truist may facilitate contact tracing and reduce the spread of the virus. The worker’s name is not to be shared unless the worker has provided their employer consent to do so.

1. Date on which the worker was confirmed tested positive
2. List of Truist locations where the worker visited in the last 14 days, including:

- a. last date at the location
  - b. amount of time spent at the location
  - c. nature of work performed (e.g. external service to building)
  - d. did the worker wear protective gear (PPE)
  - e. did the worker observe social distance protocols.
3. List of individuals who may have been in close contact with the worker at a Truist workplace.

Where local government orders require notification of COVID+ Truist Teammates to the Department of Health for potential contact tracing, Truist will comply with applicable legal orders and report to the health department and/or other government agencies the name, address, and phone number of any worker who may have come into close contact with a Truist teammate who has tested positive. Suppliers are equally expected to comply with all local government orders.

## **Expectations of Workers at Truist Workplaces**

Workers are expected to adhere to the below outlined expectations when present in Truist workplaces and when interacting with Truist teammates, clients, suppliers, and others.

### **Social Distancing**

- Maintain a distance of 6 feet from all persons whenever possible.
- There should be no hand-shaking or other non-essential physical contact among persons.
- Limit or eliminate air travel, do not participate in or host large group meetings, and use video conferencing rather than in-person meetings.
- Eliminate unnecessary sharing of personal items or work equipment among persons.
- Consider your personal choices outside of the workplace, including participating in large gatherings, extended time in public places, and personal travel.
- Truist Workplace Planners work with site leaders to implement measures supporting social distancing. Measures will vary by site and include zoning (typically in locations where there are 50 or more teammates), physical barriers, and signage indicating traffic patterns and distancing requirements.
- Temporary maximum allowed occupancy for any given area will be based on the number of teammates and workers who can be seated safely in observance of social distancing requirements.
- Truist will implement multiple tactics to assure teammates and workers can access the workplace as safely as reasonably possible.
- Building engineers will look to optimize elevator car movement between floors to reduce wait times where possible.
- Signage will be posted in and around elevator banks reminding teammates, workers, and other visitors of social distancing rules and increasing alternate pathways of travel to include available staircase access when possible.

### **Face Coverings and Gloves**

- Workers (both branch and non-branch) must wear face coverings notwithstanding the absence of local or state orders requiring the use of masks until further notice in Truist workplaces whenever 6 feet of social distance cannot be maintained.

- Face coverings must be worn in restrooms, elevators, hallways, when entering and exiting the building, etc.
- Face coverings may be lowered or removed in settings where the worker is certain a minimum distance of 6 feet of social distancing space can be maintained (e.g., workstation or desk).
- In order to comply with this protocol, all workers must have a face covering/mask available to them at all times while in a Truist workplace.
- Suppliers are responsible for ensuring their workers have the appropriate face covering/mask. Truist reserves the right to ask a worker to leave the workplace until a face covering/mask can be secured.
- Truist has adopted the CDC guidance that recommends against the wearing of gloves as a COVID-19 preventative measure (with the exception of health care settings). Local government requirements related to wearing gloves supersedes Truist's recommendation.

### **Cleaning**

- CDC recommended enhanced cleaning will be performed where an occupant or visitor to a Truist workplace is known to have tested positive for COVID-19. Cleaning protocols are in place consistent with expert guidance.
- During such enhanced cleaning, applicable areas of the Truist building will be inaccessible for a specific period consistent with CDC guidance. All Supplier workers are expected to comply with any announced closures and work from an alternate location of the Supplier's choosing.
- Although all Truist locations are professionally cleaned regularly, reminders and best practices are provided in the CDC guidance listed above (#6).
- Truist will continue to monitor [CDC guidance](#) and will respond accordingly.

### **Individual Work Spaces**

- Eliminate clutter from all surfaces in work spaces to facilitate the janitorial staff's cleaning tasks.
- A worker should not leave personal items at a Truist workplace.
- It is not unusual to limit the spaces in workplaces where teammates and workers may have food and/or beverages. During the pandemic, workers may be asked to eat at their workspace in order to support social distancing, particularly since face coverings cannot be worn while eating.

### **Conference Rooms**

- The use of conference rooms may be limited or completely restricted in certain locations based on floor configurations or other variables.
- Workers may use conference rooms as long as the minimum standards outlined here can be met.
- Alternatives to in-person meeting participation should be made available to all teammates and workers not yet comfortable in a conference room setting. No teammate or worker should be compelled to participate in person.
- Workers are accountable for observing established 6-foot social distancing protocols while entering, exiting, and using the conference room space. This may be achieved by removing the number of seats in the space, or ensuring that not all seats are filled.
- Workers are responsible for wiping all surfaces upon entry and exit. This includes items like conference phones, markers, erasers, and whiteboard surfaces. Disinfecting wipes or spray and paper towels will be available for this purpose.
- Consider limiting meeting duration.
- Conference rooms not large enough to comply with established social distancing requirements (typically an occupancy of 4 or less) will be assigned to specific teams and should be used by no more than one person per day.

## **Focus Rooms**

- Focus rooms, even those designed to accommodate more than one person, are to be occupied by only one person at any one time.
- Focus rooms should be used by no more than one person per day. Steps must be taken to communicate who has authorization to use the room on any given day. Floors shared by multiple teams may choose to designate which teams can use which focus rooms among their team members.

## **Break Rooms, Common Areas, and Restrooms**

- The use of break rooms and other common areas may be limited or completely restricted in certain locations based on floor configurations or other variables.
- Where these spaces are available, teammates and workers will be held accountable for maintaining 6-foot social distancing protocols and wearing face coverings while in break rooms, common areas, and restrooms.
- Workers are responsible for wiping all surfaces touched before and after each use. Where possible, workers should use 'touchless' tools to operate any vending machines, microwaves, etc.
- Workers should limit the duration of time spent in this and all other common areas.
- In certain locations, engagement managers may choose to stagger break times to promote social distancing.
- Workers must wash their hands with soap and water for at least 20 seconds after leaving a common area.
- Engagement managers should not allow any group gatherings in break rooms or other common areas. There should be no food sharing.
- Truist will post day porters in high occupancy buildings who will wipe down restroom surfaces frequently. In addition, standard CDC compliance signage will be posted in and near restrooms.

## **Cafeterias and Food Courts**

- The use of cafeterias and food courts located within Truist workplaces may be limited or completely restricted in certain locations based on floor configurations or other variables. Decisions about opening these workplaces will also be dependent on local jurisdiction restrictions, supplier compliance, and third party ownership of those workplaces.
- Truist reserves the right to curtail some offerings (such as self-serve food bars) to protect the safety of workers.
- Workers are accountable for observing established 6-foot social distancing protocols, including when using provided seating.

## **Open/Free Address, Shared Work Stations and Shared Equipment**

- Certain workplaces contain work spaces not permanently assigned to individuals. These are known as "hotel", "open", or "free address" spaces. Workstations in these areas can be used during the pandemic, but only when assigned to specific teams. No individual workstation should be used by more than one person per day (given the typical overnight cleaning protocols in place for such spaces).
- Workers may continue to use shared equipment such as printers, copiers, and Bloomberg terminals and are accountable for observing established 6-foot social distancing protocols, wiping all surfaces touched before and after each use. Workers are encouraged to use a 'touchless' tool to operate the equipment.

## **Building Access and Entrance/Exit/Movement within Building**

- In certain locations, workers may be asked to use a specific entry or exit way. Adhere to this guidance.

- Workers should limit their movement in the workplace to essential locations only, such as assigned work station, rest rooms, and/or break room area.
- Workers may not travel to another floor within the building unless essential duties require it.
- In certain locations, floors may be divided into zones, marked with tape or other indicators. Workers assigned to work in a particular zone must adhere to this guidance and may not enter another zone.
- Providers of essential services will coordinate visits with Truist service or engagement manager, wear proper PPE while on-site, and comply with Truist standards for social distancing and prevention measures.
- Non-essential workers and/or visitors will be prohibited from visiting Truist locations.
- Mail and supplies will continue to be received at central locations and distributed throughout the Truist network.
- Workers will use badges, keys, and door codes for personal entry only, and not allow others to 'piggy-back' on their credentials.
- Non-vendor providers of services (such as catering companies) will not be permitted in Truist locations and must be met by a teammate or worker at a designated entrance.

### **Building Health**

- Truist will incorporate CDC guidance into an enhanced building safety checklist allowing for proper inspection of our workplace before re-entry.
- This checklist will assure operability of key building mechanical systems and cleanliness of space not recently used.
- During our inspections, our building partners will focus efforts specifically on heating, cooling and ventilation systems to assure they are properly maintained and provide the highest level of indoor air quality consistent with the American Society of Heating, Refrigerating, and Air Conditioning Engineers (ASHRAE) guidelines.

### **Adherence to Alternative Work Assignment**

- Workers directed to work from an alternative supplier location or from home do not have the option of using a Truist workplace until the supplier is directed by the Truist engagement manager.

### **Changes to Guidance and Protocol**

As the CDC and healthcare industry advance their understanding of the virus, CDC guidance, government orders, and Truist protocols are subject to change. Suppliers are responsible for monitoring CDC guidance and government orders to ensure their workers are best informed to reduce the spread of COVID-19. As Truist updates these protocols, change memorandums will be issued, including an updated version of these protocols. Suppliers are responsible for ensuring every worker servicing or reporting to a Truist workplace has been trained on changes and provided the most current version of these protocols.