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March 27, 2020

Mr. Lee Palmer  
Director, Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

**SUBJECT: Southern California Edison's Response to the California Public Utilities Commission (CPUC) Request to Provide Business Continuity and COVID-19 Response Plans**

Dear Mr. Palmer:

Southern California Edison (SCE) submits this letter and supporting documentation in response to Executive Director Stebbins' March 20 request for SCE's policies for responding to and continuing operations through the current spread of Coronavirus Disease 2019 (COVID-19). This includes policies relating to providing safe working environments for employees and business continuity plans for continuing all business and service delivery operations in the event of further community transmission.

The COVID-19 pandemic presents SCE (and other utilities) with the challenge of providing safe and reliable electric service to support our customers' needs, while addressing the potential for widespread absenteeism (employee and contractor) as a result of the pandemic. The following provides an overview of the steps that SCE has taken to respond to COVID-19 to ensure our continued ability to provide safe and reliable service to our customers and protect our employees, contractors, and the public while doing so.

SCE's foundation for emergency response is based upon the planning factors documented in its Storm Plan. SCE annually updates and submits its Storm Plan to the CPUC in compliance with General Order (GO) 166, Standards for Reliability and Safety During Emergencies and Disasters. These planning factors include the completion of all-hazards plans for coordinating responses to electrical disruptions and specific strategies for damage assessment, restoration and mutual aid. These plans are also aligned with Federal and local guidelines for emergency response through the

National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS). A copy of SCE's GO 166 submittal is available on the CPUC website.<sup>1</sup>

Under the umbrella of the all-hazards approach to emergency planning, SCE developed and implemented the SCE Pandemic Response Plan to address the planning and response needs that a public health emergency presents to maintaining business continuity and employee safety. The SCE Pandemic Response Plan was developed with the purpose of providing an overview of Edison-specific actions to prepare for and respond to a pandemic. This plan can be adapted to address any type of pandemic (flu, coronavirus, etc.). While some specifics may vary based on the virus type, the overall response structure and operations remain the same. This plan is intended to focus on the broad categories of Preparedness and Communication, Surveillance and Detection, Response and Containment, and Continuity of Operations. SCE's Operating Units (e.g., Customer Service, IT, Transmission & Distribution, Generation, Energy Procurement) have been identifying critical and essential positions and defining the responsibilities, resources, facilities, personnel, and actions required to ensure rapid and effective response to a corporate or department threat of a pandemic emergency and business continuity. The term "COOP" (Continuity of Operations Plan) used in this document refers to this critical function analysis. SCE provides a copy of the SCE Pandemic Response Plan and the COVID-19 Exposure Response Protocol to the CPUC as Attachment 1 to this letter.<sup>2</sup>

In concert with the SCE Pandemic Response Plan, which provides a company-wide approach to planning and response, the San Onofre Nuclear Generating Station (SONGS) has implemented a SONGS Pandemic Protocol. The overall goal of this protocol is to protect all workers at the SONGS site and thereby ensure regulatory compliance and continuity of key business functions, including ongoing work activities. The SONGS Pandemic Protocol has been shared with the Nuclear Regulatory Commission, and SONGS will be inspected against it. This protocol has also been benchmarked utilizing Nuclear Energy Institute (NEI) guidance and with other nuclear plants (e.g., the Exelon fleet). This protocol provides specific guidance, procedural steps and close management involvement to help control the spread of infectious disease to the SONGS site population, which is compartmentalized into three major groups: Non-Critical Staff, Supporting Critical Staff, and Critical Staff. SCE provides a copy of the San Onofre Decommissioning Pandemic Response Protocol to the CPUC as Attachment 2 to this letter.

As part of its COVID-19 response efforts, SCE has established and communicated policies to implement the Centers for Disease Control and Prevention (CDC) Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019. Consistent with CDC guidance, SCE established and implemented a telework policy for every employee that is able to work from home and social/physical distancing policies for employees needing to work on location to manage the COVID-19 response (e.g., COVID-19 Incident Management Team, electric crews and key supporting personnel). These policies are easily and immediately accessible on SCE's internal communications portal, which provides links to current information about COVID-19 (e.g., COVID-19 Hotline and email service, frequently asked questions, internal/external safety resources, prevention tips and temporary guidelines). The following is a list of temporary

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<sup>1</sup> SCE 2019 Annual Report of Compliance with GO 166:  
[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Safety/Electric\\_Safety\\_and\\_Reliability/Filings/2019%20SCE%20GO%20166.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Safety/Electric_Safety_and_Reliability/Filings/2019%20SCE%20GO%20166.pdf)

<sup>2</sup> SCE has redacted employee names from Attachment 1.

guidelines maintained on SCE's internal communications regarding COVID-19: Avoiding and Addressing Potential Exposure, Conference/Event Attendance, COVID-19 Related Leave Pay, Telework Ergonomics, Telework Guidance and Technology Help, Telework Guidelines, Telework Internet Stipend, Travel Guidelines and Visitor Guidelines. SCE provides a download of its current COVID-19 portal page and copies of its current, temporary guidelines in Attachment 3 to this letter as examples of SCE's implementation of CDC guidance.

With the unprecedented situation created by COVID-19 response, SCE and Edison International leaders are in frequent communication with employees to provide timely updates on the company's COVID-19-related activities, through e-mails and weekly livestream events for employees. The livestream events provide ample time for a question-and-answer session, as well as opportunities to identify items for future policy development.

Consistent with SCE's structured approach to emergency planning, the following activities flow from the SCE Pandemic Response Plan and COVID-19 Incident Management Team and directly respond to specific questions posed by Executive Director Stebbins' March 20 request:

- **Essential functions that can and cannot be performed remotely or transferred between locations**

As part of the planning process to address the potential impacts of COVID-19, SCE conducted an assessment of essential utility functions and determined which are able to be effectively performed remotely. Two-thirds of SCE's workforce is now teleworking.

SCE also evaluated which positions and job functions, out of necessity, must be performed on site. For the approximately one-third of SCE's workforce performing essential, on-site job functions, social distancing and hygiene best practices, as described by the CDC and local public health agencies, have been adopted, as well as more frequent cleaning and sanitizing. The following are the functions that SCE has determined cannot be performed remotely or transferred between locations:

- Transmission and Distribution functions, including Grid Control (Grid Control Center and Distribution Operations Centers), troublemen, linemen, vegetation management, Substation Construction and Maintenance (on-site repair and maintenance is only critical if there is an incident);
- Operational Services functions, including Corporate Real Estate (CRE/CBRE – site maintenance is more critical in the current pandemic), Transportation (Vehicle Maintenance, Air Operations), Supply Management (Material Management);
- Environmental Services (field inspections for Bio Cultural Resources – only critical in an incident);
- Information Technology (on-site desktop maintenance, network maintenance, infrastructure repair);
- Power Supply (Generation, Energy Procurement);
- Corporate Security (ESOC, guards); and
- Revenue Service Organization (RSO - opening mail and processing payments, can be shifted to vendor, can be suspended for 30 days).

- **How SCE responds when employees are unable to work at their assigned job sites**

To minimize the spread of COVID-19 and maximize employee safety, SCE has established Temporary Telework Guidelines and support resources that enable approximately two-thirds of its employees to work effectively from home. SCE has also adjusted existing leave policies to assist employees who do not perform functions that are essential to perform on site during this pandemic and who are unable to telework. Please refer to Attachment 3 to review these temporary guidelines.

- **How SCE responds to shelter-in-place orders**

Similar to the previous question, SCE has responded to shelter-in-place orders from the State of California and local jurisdictions by implementing Temporary Telework Guidelines for employees able to work from home and following social/physical distancing and other CDC guidelines for those employees who continue to work onsite.

SCE notes that the Department of Homeland Security issued its “Memorandum of Identification of Essential Critical Infrastructure Workers During the COVID-19 Response” on March 19, 2020.<sup>3</sup> This initial list of essential critical infrastructure workers is intended to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. The list is also intended to inform critical infrastructure decision-making to determine the sectors, sub-sectors, segments or critical functions that should continue normal operations, appropriately modified to account for CDC workforce and customer protection guidance. SCE has a number of workers performing essential functions on the list, who conduct a range of operations and services that are essential to continued critical infrastructure viability, including staffing operations centers, maintaining and repairing critical infrastructure, operating call centers, working construction and performing management functions, among others. As previously noted, SCE has implemented its Temporary Telework Guidelines for all workers who can work from remote locations. For employees who are unable to work remotely and are critical to utility operations, SCE has implemented CDC recommendations to safeguard its workers.

- **How continuity planning differs for a pandemic versus other events such as earthquakes or wildfires**

Wildfires are temporary situations generally marked by short timeframes with little or no implication to existing staffing. Earthquakes are typically longer-duration events that can involve damage to the electrical system and the inability to secure employee and mutual assistance resources depending on the extent of damage. Pandemic planning focuses on an event of unknown origin or duration that could potentially impact every employee depending on the severity of the public health emergency. There also may be impacts to the electrical system if maintenance and repair activities are limited, due to employee/contractor illness

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<sup>3</sup> The Department of Homeland Security Memorandum of Identification of Essential Critical Infrastructure Workers During the COVID-19 Response:  
[https://www.cisa.gov/sites/default/files/publications/CISA\\_Guidance\\_on\\_the\\_Essential\\_Critical\\_Infrast\\_ructure\\_Workforce\\_508C\\_0.pdf](https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrast_ructure_Workforce_508C_0.pdf).



and/or negative public sentiment about necessary and critical electrical outages during a pandemic.

- **Status regarding activation of SCE's business continuity plan in response to COVID-19**

SCE has activated all applicable Operating Unit business continuity plans enterprise-wide.

In her March 20 letter, Executive Director Stebbins also requested information about internal and external communications related to potential operational and service impacts that may occur as a result of SCE's COVID-19 response. As previously discussed, SCE has established an internal communications portal, which contains information regarding COVID-19 (e.g., CDC guidelines and SCE's updated policies). Leaders are regularly communicating with employees through emails, virtual townhalls, and livestream events to inform the workforce of key changes to SCE business practices and hear from employees. In addition to internal communications, SCE has also communicated directly with its customers and updated its public-facing websites with relevant information.

The following sections directly respond to questions regarding employee and customer communications:

- Edison International and SCE executives conducted COVID-19 livestream events with employees at 7:00 a.m. and 11:00 a.m. on March 17 and March 24. The next executive livestream events are scheduled for the same times on March 31. Follow up emails are sent to employees and contain links to recordings of the livestream events on SCE's internal portal for employees who wish to review the material.
- In addition to the livestream events, SCE sent 15 communications to its workforce to provide information regarding CDC hygiene recommendations, changing and temporary work guidelines, invitations to the livestream events, and links to the COVID-19 internal communications portal, which contains frequently asked questions. Like the livestream events, the COVID-19 workforce communications are listed on SCE's internal communications portal with links to the communications. Please see Attachment 4 for SCE's internal communications relating to COVID-19.
- SCE is communicating with the public through multiple channels, including a dedicated COVID-19 webpage on SCE.com<sup>4</sup> and Edison.com,<sup>5</sup> emails to customers, a video message from Edison International's President and Chief Executive Officer (CEO) Pedro Pizarro, targeted paid and organic posts on social media, stories on SCE's storytelling website called Energized, news releases, responses to media inquiries, and responses to customer calls received by our Customer Contact Center. The company is educating customers about suspending service disconnections and providing bill pay support, the prioritization of essential outages to address public safety and wildfire risk, scam safety alerts, continuity of service during the crisis, along with informing customers about the measures the company is

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<sup>4</sup> <https://www.sce.com/safety/coronavirus>

<sup>5</sup> <https://www.edison.com/home/covid-19-safety.html>

taking to ensure that our field and on-site workers are practicing physical distancing and other CDC guidance. Many of the external communications are provided in multiple languages. Please see Attachment 5 for SCE's external communications relating to COVID-19.

Executive Director Stebbins' letter also requests information regarding additional topics. SCE addresses each of these below:

- **Has SCE implemented the CDC's interim guidance?**

As previously described, SCE has implemented the CDC's interim guidance. Please see Attachment 3 for examples of this implementation.

- **What effects might the spread of COVID-19 have on your call center?**

SCE has implemented Temporary Telework Guidelines for all workers who are able to work remotely. These guidelines also apply to SCE's call center workers. The majority of call center employees are working remotely, with the exception of five employees who do not have suitable home environments for call center operations and are allowed to work onsite, following CDC safety and prevention guidelines in the workplace. SCE expects minimal impacts to call center operations as employees are available remotely to serve customers. However, future increased absenteeism due to COVID-19 illness may impact SCE service levels and response times. SCE is creating contingency plans to address potential staffing shortages at SCE and its vendor.

- **What effects might the spread of COVID-19 have on your credit and collections processes?**

Credit and Collections employees are participating in SCE's Temporary Telework Program. Most of the employees are working remotely with the exception of two employees, who are assisting with physical mail duties. Employees in the office are adhering to social distancing and other CDC precautionary measures. Employees can effectively execute most credit and collection core work responsibilities remotely, in a safe and efficient manner. If COVID-19 spreads, SCE likely will see impacts to employee attendance for personal and family reasons, potentially impacting productivity and performance. This may result in our inability to collect on SCE's outstanding revenue in a timely manner. SCE is creating a contingency plan to address potential staffing shortages.

- **Have you taken any actions or are you planning any actions for customers impacted by COVID-19, such as suspending disconnections or implementing bill payment plans?**

On March 13, 2020, SCE announced that it had temporarily suspended disconnections and implemented flexible payment plans upon request for all customers. These measures will remain in place until further notice.

On March 19, 2020, SCE filed Advice 230-G and 4174-E to implement emergency customer protections for customers experiencing a financial crisis due to the COVID-19 pandemic,

which include modifications to its Rule 9 (Rendering and Payment of Bills) and Rule 11 (Discontinuance of Service). SCE is specifically seeking to suspend disconnections for customers affected by COVID-19, waive deposit requirements and late fees, implement flexible payment plan options and freeze all California Alternative Rates for Energy eligibility reviews.

SCE is working with the CPUC to address near-term residential bill impacts associated with the COVID-19 emergency.

SCE is working with the CPUC and Energy Savings Assistance (ESA) Program Prime Contractors to address workforce challenges associated with the COVID-19 emergency. In response to the March 23, 2020 letter issued by Executive Director Stebbins, SCE offered a 30-day advance payment option to ESA Prime Contractors on March 24, 2020. SCE is working to expedite all pending invoices received by ESA prime contractors and is exploring the feasibility of temporarily modifying its current payment terms (including fee waivers if applicable) to help the ESA prime contractors' cash flow concerns.

- **How will you communicate to the public about COVID-19 and your operations?**

As previously noted, SCE is communicating with the public through multiple channels, including a dedicated COVID-19 webpage on SCE.com and Edison.com, emails to customers with a video message from Edison International's President and CEO Pedro Pizarro, targeted paid and organic posts on social media, stories on SCE's storytelling website called Energized, news releases, responses to media inquiries and to calls received by our Customer Contact Center. We're sharing messages about suspending service disconnections and bill pay support, the prioritization of essential outages to address public safety and wildfire risk, scam safety alerts, continuity of service during the crisis, along with informing customers about the measures the company is taking to ensure that our field and on-site workers are practicing physical distancing and other CDC guidance, including calling customers instead of making in-person greetings.

Additionally, SCE notes for the CPUC that it owns and operates a fiber optic communications network within its service territory. The primary purpose of this network is internal communications and electric system monitoring and automation. SCE also operates a commercial telecommunications service over this network pursuant to its Certificate of Public Convenience and Necessity (CPCN) granted in Decision (D.) 98-12-083. To make productive use of available capacity on the network, SCE licenses or leases available capacity to telecommunications companies and information services providers operating within SCE's service territory when third party use of the capacity will not interfere with delivering safe and reliable electric or telecommunications services. As part of SCE's commercial telecommunication services, SCE also provides limited broadband to businesses only. SCE does not provide broadband service to residential customers. In light of the questions asked of broadband providers, SCE addresses the additional specific questions in Executive Director Stebbins' letter:

- **Web addresses to any public commitments or pledges announced or made (including to the Federal Communications Commission)**

SCE has not made any public commitments or pledges with respect to its fiber leases or telecommunication services.

- **Most appropriate all-hours phone and email contact(s) for the CPUC's use**

The CPUC should contact Laura Genao at 415-929-5515 and [Laura.Genao@sce.com](mailto:Laura.Genao@sce.com).

- **The best public contact(s) for the CPUC to include on a public COVID-19 website.**

SCE Network Operations Center at 800-655-8844.

SCE appreciates the opportunity to provide the CPUC with an overview of the actions it is taking and methods it is using to communicate with its customers and workers during the COVID-19 emergency. These are unprecedented times and SCE is prepared, with its emergency response structure, response plans, temporary guidelines and customer support efforts to continue its provision of safe, reliable and affordable service.

Sincerely,

*/Laura Genao/*

Laura Genao  
Managing Director, State Regulatory Affairs  
Southern California Edison

[Attachments \(5\)](#)

ATTACHMENT 1  
Southern California Edison Pandemic Response Plan  
And  
The COVID-19 Exposure Response Protocol  
March 27, 2020



# Edison International and Southern California Edison<sup>1</sup>

## Pandemic Response Plan

Revised March 2020

Prepared by:  
Business Resiliency

Plan Technical Specialist:  
Business Resiliency Duty Manager (BRDM)

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<sup>1</sup> Plan is not inclusive of Edison Energy

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## INTRODUCTION

The Center for Disease Control (CDC) defines a pandemic as a “global disease outbreak.” A pandemic occurs when a new virus emerges, begins to cause serious illness, and spreads from person-to-person throughout the world. Pandemics spread across the world over the course of months, and this spread can occur in multiple waves over time. Effects of a pandemic are widespread and include both medical and non-medical impacts.

The World Health Organization (WHO) is the directing and coordinating authority for health within the United Nations system and is responsible for providing leadership on global health matters, providing technical support to countries and monitoring and assessing health trends. The WHO leads the global response and tracking of any pandemic event. In the United States, the Centers for Disease Control and Prevention (CDC) and the US Department of Health and Human Services (HHS) lead the federal strategy and response, and state and local public health agencies implement education, mitigation, and response plans. Internally, Edison monitors the progress of the virus and updates contingency and communications plans in anticipation of large-scale, person-to-person transmission that could impact critical business operations.

Continuity of critical infrastructure and services — including electricity — is recognized by public health planners as essential to preventing widespread social and economic disruption in the event of a pandemic.

The following broad issues are of particular interest to Edison:

- **Safety of Personnel**  
The safety of employees is of utmost importance and prevention, detection, and surveillance actions are crucial in keeping the workforce safe
- **Continuity of critical operations**  
The potential loss of staff — including technical professionals and individuals with scarce knowledge — underscores the need to identify critical functions and operations
- **Impact on customers and adapting to load shifts**  
It may be impossible to maintain normal levels of reliability and outage response under conditions of extreme staff shortage, particularly if additional emergencies — wildfire, earthquake, cyber event or storm — were to occur during the peak waves of a pandemic
- **Financial impact**  
Potential areas of incremental cost and losses to the company include:
  - Cost of extending additional sick leave benefits to employees who fall ill
  - Lost productivity
  - Costs to mitigate spread of illness among employees
  - Increased competition for goods and services; surcharges for priority access
  - Lost revenue from customers
  - Decline in regional economic health
  - Capital market dislocations resulting in increases in the cost of debt and equity capital
- **Regulatory compliance**  
No regulatory agency mandates related to pandemic planning have surfaced. Edison has taken a proactive stance with regard to pandemic preparedness.



## PURPOSE

The SCE Pandemic Response Plan was developed with the purpose of providing an overview of Edison-specific actions to prepare for and respond to a pandemic. This plan can be adapted to address any type of pandemic (flu, coronavirus, etc.), and while some specifics may vary based on the virus type, the overall response structure and operations remain the same. This plan is intended to focus on the broad categories listed below:

- Preparedness and Communication
- Surveillance and Detection
- Response and Containment
- Continuity of Operations

This plan complements *Emergency Response and Business Continuity Plans* of SCE's individual Operating Units (e.g., Customer Service, IT, Transmission & Distribution). The Operating Units have been identifying critical and essential positions and defining the responsibilities, resources, facilities, personnel, and actions required to ensure rapid and effective response to a corporate or department threat of a pandemic emergency and continuity of the business. The term COOP (Continuity of Operations Plan) used in this document refers to this critical function analysis.

Business Resiliency has formed a cross-functional team to develop an enterprise-wide Pandemic Response Plan. The interdisciplinary team includes:

- Business Resiliency
- Corporate Communications
- Corporate Health and Safety
- Corporate Payroll
- Corporate Real Estate
- Corporate Security
- Human Resources and Benefits
- Information Technology
- Legal
- Supply Chain Management
- Workers' Compensation

The focus of the Pandemic Planning Team is to examine issues that transcend all functional organizations and to propose policies, procedures, communications and other activities that a public health emergency would require. In addition, the planning team addresses critical business function processes and continuity through proper alignment of Business Continuity Plans which assume prolonged high rates of absence or loss of key personnel or decision makers.

The following chart illustrates the program elements associated with each of the listed organizational units:

Contributing Organization	Program Element
Business Resiliency	<ul style="list-style-type: none"> <li>Plan Development/Update</li> <li>Coordination with Emergency Management and Public Health partners</li> <li>Business Continuity Planning</li> </ul>
Corp. Communications	<ul style="list-style-type: none"> <li>Communication Strategy</li> <li>Implementation Plan</li> </ul>
Corporate Payroll	<ul style="list-style-type: none"> <li>Time Coding</li> <li>Payroll Adjustments</li> </ul>
Corporate Real Estate/Environmental	<ul style="list-style-type: none"> <li>Facilities Protection</li> </ul>
Corporate Security	<ul style="list-style-type: none"> <li>Travel Restrictions, Protections</li> </ul>
Enterprise Risk Management	<ul style="list-style-type: none"> <li>Risk Considerations</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>Infection Control</li> <li>Surveillance</li> <li>Medical Intervention</li> </ul>
Human Resources & Benefits	<ul style="list-style-type: none"> <li>Human Resources Policies (Labor, Time/Leave, etc.)</li> <li>Benefit Policies</li> <li>Employee Assistance Program</li> </ul>
IT	<ul style="list-style-type: none"> <li>Preparations for Telecommuting</li> </ul>
Legal	<ul style="list-style-type: none"> <li>Legal Counsel</li> </ul>
Supply Chain Management	<ul style="list-style-type: none"> <li>Logistics and Supply</li> <li>Vendor Management</li> </ul>
Worker's Compensation	<ul style="list-style-type: none"> <li>Worker's compensation considerations if any employees come to work and infect other employees</li> </ul>

Elements of the plan include:

- Corporate and departmental business continuity issues related to loss of staff, limited workforce availability, scarce or unique knowledge, prioritization of work and special operating procedures
- Temporary adjustments to human resources policies and protocols related to absence, flexible time, and sick leave benefits
- Sequential education and internal communication with employees to promote healthy behaviors, quell rumors, implement contingency plans, and maintain morale
- External liaison with emergency management and public health authorities
- Vaccination, personal protective equipment, and related supplies
- Safety, air handling, and housekeeping issues related to maintaining a safe and accessible workplace
- Issues evolving from the serious illness or deaths of multiple employees, including death benefits, family liaison, and mental health support for co-workers and closure of personnel records

- External communications with Public Safety Partners, critical infrastructure, customers and the media

## PLAN OBJECTIVES

- Protect the physical and mental health of employees and their families
- Manage critical work and customer service despite potentially high losses of productivity and unavailability of external resources and support services
- Provide for knowledge transfer and succession in the event of prolonged absence or death among Edison employees
- Protect the company and shareholders from liability and financial loss associated with pandemic events among the workforce or alleged to result from exposure to company employees

## SCOPE

This plan is intended for internal Edison operations and provides information to guide the activities of critical personnel related to pandemic response. The following is a list of responsibilities that are in the scope of this response plan:

- Human resources policies and procedures relative to employee absence, disability, compensation, privacy, or benefits
- Issues evolving from the potential death of multiple employees within a short period of time, including death benefits, family liaison, mental health support for co-workers, closure of personnel records and other HR protocols
- Corporate medical policies regarding employee medical advisories, case management, quarantine, inoculations, surveillance, or criteria for employees' return to work following travel or personal or family illness
- Needs assessment, design and deployment plans for special corporate resources: screening facilities, quarantine areas, selectively restricting access to facilities or provide information on available vaccine resources in coordination with Public Health Officials
- Safety, air handling and housekeeping issues related to maintaining a safe and accessible workplace
- Internal communications and rumor control issues, internal and external notifications, and corporate reputation
- Liaison with Governor's Office of Emergency Services, public health agencies, and other emergency authorities, including mandatory case reporting, if directed by authorities
- Mental and physical health information and compassionate support for employees and their families
- Corporate and departmental business continuity issues related to workforce availability, scarce or unique knowledge, succession, and access to work locations
- Support to business units and departments to address staffing and critical function issues raised by this scenario
- External crisis communications regarding the impact of the influenza on the company, our people, the impact of the influenza on our service delivery capabilities

The following list includes responsibilities that are not in the scope of this response plan:

- Surveillance, quarantine, treatment, laboratory services, delivery of medications or handling of human remains — all issues that are within the purview of the public sector medical health agencies, the health care industry, health insurance companies, or coroner's offices
- Compliance with yet unknown directives or inquiries from Departments of Health or industry regulatory agencies regarding the impact of the event on employees, on company business continuity, or reliability of the grid

- Estimates of dollar loss associated with potential outbreak of non-seasonal influenza within the Edison workforce
- Estimates of dollar loss associated with service interruptions caused or exacerbated by staffing shortages
- Grid Operations and Customer Services support to major and essential customers in medical and laboratory fields which will be evaluated by the IMT structure as warranted

## SITUATION AND ASSUMPTIONS

### SITUATION

Edison's human resources are a unique asset, comprised of highly trained personnel, typically of long tenure with the company, and performing critical technical, scientific and/or professional tasks. Most Edison personnel are located in high-population facilities.

Even as high density creates risk in such large locations, there is also risk in the isolation and low population of the low density, rural locations, where it would be next to impossible to backfill critical functions if pandemic were to emerge in these small communities.

Finally, there are categories of field personnel with public interface, who stand the risk of being exposed to the virus in the course of their daily occupations. These include field service representatives, meter readers, planners, and public affairs representatives.

### ASSUMPTIONS

Based on the National Strategy for Pandemic Influenza, the California Office of Emergency Services (CalOES) Statewide Con Ops for Pandemic Influenza (2009), and input from Edison's cross-functional pandemic response planning team, the following assumptions are made for planning purposes:

- Susceptibility to the pandemic virus will be universal and will likely affect everyone in California
- Efficient and sustained person-to-person transmission signals an imminent pandemic
- Infected individuals present with mild to severe respiratory illness symptoms such as fever, cough and shortness of breath
- Person-to-person transmission occurs with close contact (approximately 6 feet) and is thought to occur via respiratory droplets produced when an infected person sneezes or coughs
- Some persons will become infected but not develop clinically significant symptoms – asymptomatic or minimally symptomatic individuals can transmit infection and develop immunity to subsequent infection
- Rates of severe illness, hospitalization and deaths will depend on the virulence of the pandemic virus strain involved – while specific risk groups cannot be pre-determined with certainty, they are likely to include infants, elderly, pregnant women, and individuals with chronic medical conditions or compromised immune systems
- Rate of absenteeism will depend on the severity of the pandemic and will consist of individuals who are ill as well as individuals caring for sick family members
- It could take several months or longer to develop a specific vaccine for a pandemic virus and once created, there would likely be a shortage for an unforeseeable amount of time
- Multiple waves of illness are likely to occur and although the length of each wave cannot be pre-determined, they typically last approximately 2-3 months
- Planning for continuity of operations is an essential component of pandemic planning and the development of a cross-functional team to participate in the pandemic response planning effort will help ensure the timeliness and accuracy of communication before, during and after the pandemic

## ROLES AND RESPONSIBILITIES

Along with Edison's internal roles and responsibilities, federal, state, and local agencies have specific responsibilities related to pandemic preparedness, prevention, detection, and response. The broad level responsibilities of each group are shown below:

### *FEDERAL AGENCY RESPONSIBILITIES<sup>2</sup>*

- Vaccine research and development
- Coordinating national and international surveillance
- Assessing and potentially enhancing vaccine and antiviral capacity and coordinating private-sector procurement
- Devising a suitable liability program for vaccine manufacturers and persons administering the vaccine
- Developing a national clearinghouse for vaccine availability information, vaccine distribution and redistribution
- Establishing criteria for prioritizing distribution of vaccinations and anti-viral medications
- Developing a national Vaccine Adverse Events Reporting system to identify negative consequences from vaccines (VAERS)
- Developing a national information database and clearinghouse on the Internet
- Developing "generic" guidelines and "information templates" that can be modified and/or adapted as needed at the state and local levels, including:
  - Guidelines for triage and treatment of influenza patients in outpatient, inpatient, and non-traditional medical care settings
  - Guidelines for state and local governments for development and implementation of mass vaccination programs
  - Guidelines for distribution and use of antiviral agents
  - Fact sheets on influenza, influenza vaccine and antiviral medications
- Pursuing mechanisms by which influenza vaccine can be made more rapidly available and in larger quantities prior to and during the next pandemic
- Issuing travel alerts and advisories to geographical areas where the novel strain of influenza has emerged

### *STATE AGENCY RESPONSIBILITIES*

- Surveillance for pandemic influenza
- Emergency response and public information, including weekly distribution of CDC Brief, by fax or e-mail, to health officers, communicable disease controllers, laboratory directors and to a limited number of private physicians
- Vaccine and pharmaceutical delivery, including establishing criteria for priority distribution of scarce vaccines

### *LOCAL AGENCY RESPONSIBILITIES*

- Support state surveillance activities at the case level
- Public information

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<sup>2</sup> National Strategy for Influenza Pandemic: Implementation Plan

- Oversee delivery and administration of vaccines
- Maintain civil order

#### *EDISON RESPONSIBILITIES*

- Establish a Pandemic Planning Team with broad expertise to meet program objectives and prepare a comprehensive pandemic response program that ensures continuity of operations, particularly the safe, reliable delivery of electric service
- Provide ongoing employee education and information aimed at preventing occurrence and spread of influenza among the population
- As much as possible, provide a clean and safe workplace
- Establish policies to minimize employees' exposure to illness (telecommute, virtual meetings, social distancing, staying home whenever ill)
- Maintain liaison with emergency and public health authorities and comply with their guidelines and directives
- Ensure that third party services supporting employees can handle surge
- 

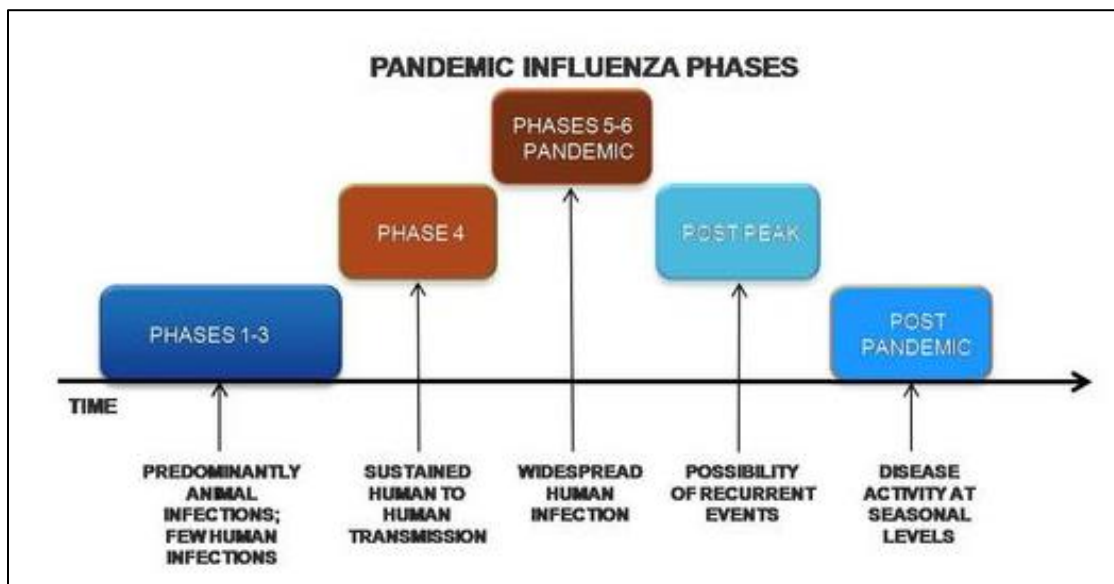
#### *EDISON EMPLOYEE RESPONSIBILITIES*

- Understand the nature and symptoms of virus
- Closely monitor personal health and health of family members, and immediately report any flu-like symptoms to a medical professional
- Follow directions of personal physician, if symptoms of illness arise
- Report any relevant pandemic diagnosis of employee, family member or close personal contacts to Corporate Health & Safety Department or other protocol as determined, to protect the health of coworkers
- Make necessary alternative plans for childcare if schools are closed
- Follow directions of public health authorities with respect to quarantine
- Follow directions of management and supervisors with respect to reporting to or staying away from work
- As much as possible, stay away from large, close crowds such as sports stadiums, amusement parks, airports, ports-of-entry for people and cargo from affected locations, hospitals, and any persons showing signs of illness
- Maintain scrupulous personal hygiene, especially washing hands frequently, covering coughs and sneezes, and disinfecting personal area and equipment
- Use best judgment and reasoning to avoid believing or repeating rumors or falling victim to panic

## CONCEPT OF OPERATIONS

SCE will accelerate its preparedness, response, and recovery activities based on official World Health Organization (WHO), Centers for Disease Control & Prevention (CDC) and Local Public Health Agency assessments of pandemic progression. All use a set of pandemic phases or stages that help provide a framework for describing the stages of a pandemic.

The WHO uses a six-phased approach for easy incorporation of new recommendations and approaches into existing preparedness and response plans. The grouping and descriptions of pandemic phases make them easier to understand, more precise, and based upon observable phenomena. Phases 1-3 correlate with preparedness, including capacity development and response planning activities, while Phases 4-6 clearly signal the need for response and mitigation efforts. A more detailed overview of SCE actions associated with each stage are included later in this section, and specific tasks associated with each phase can be found in the Pandemic Response Execution Checklist in Appendix A.



The U.S. Federal Government created U.S.-specific response stages that are complementary to the WHO pandemic phases. These response stages focus on the existence and spread of a disease to North America and ultimately within the borders of the United States.<sup>3</sup>

U.S. GOVERNMENT RESPONSE STAGES	
0	New domestic animal outbreak in at-risk country
1	Suspected human outbreak overseas
2	Confirmed human outbreak overseas
3	Widespread human outbreaks in multiple locations overseas
4	First human case in North America
5	Spread throughout United States
6	Recovery and preparation for subsequent waves

<sup>3</sup> State of California Concept of Operations for Pandemic Influenza

SCE utilizes the following phased approach as the foundation for emergency response and incident management, and pandemic incidents will follow the same concept of operations:

## Emergency Management Phases

Pre-Incident			Response			Recovery
1A	1B	1C	2A	2B	2C	3
Normal Operation	Increased Likelihood	Credible Threat	Activation	Initial Response	Sustained Response	Long-term Recovery

### Phase 1A: Normal Operations

Outlines the mitigation and preparedness programs regularly practiced throughout the organization. Phase 1A is ongoing and informed by risk assessment and identified mitigation needs.

### Phase 1B: Increased Likelihood

Outlines the indicators and actions taken leading up to a potential event, with a focus on gathering initial situational awareness, and ends once the threat has been alleviated or the threat is deemed credible.

### Phase 1C: Credible Threat

Outlines the indicator actions taken immediately before an event, with a focus on activating personnel and gathering initial situational awareness and ends once an Incident Management Team (IMT) has been activated or the threat has been alleviated.

### Phase 2A: Activation

Outlines the actions taken during the beginning an event, with a focus on activating personnel and gathering initial situational awareness and ends once Incident Command establishes operational control over the incident.

### Phase 2B: Initial Response

Details the actions of the IMT in the early response operation, focusing on situational awareness and establishing a regular response cycle allowing all teams to coordinate effectively.

### Phase 2C: Sustained Response

Outlines the continuing activities of the IMT once operational control, a regular operational cycle and situational awareness have been established.

### Phase 3: Recovery

Outlines the activities of key personnel following the end of an event. This includes analysis of an affected area to determine the potential for hazards, identifying indicators to inform mitigation and preemptive measures, and developing a schedule for continued monitoring for post-incident hazards.



The following chart demonstrates the alignment between the WHO pandemic phases and the U.S. federal government response stages<sup>4</sup>, and Edison's emergency response phases. Specific Edison preparedness and response actions can be found in the Pandemic Response Execution Checklist in Appendix A:

WHO PHASES		U.S. GOVERNMENT RESPONSE STAGES		EDISON EMERGENCY RESPONSE PHASES
INTER-PANDEMIC PERIOD (PREVENTION/PREPAREDNESS STAGE)				
1	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused a human infection may be present in animals. If present in animals, the risk of human disease is considered to be low.	0	New domestic animal outbreak in at-risk country	PHASE 1A
2	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza subtype poses a substantial risk of human disease.			
PANDEMIC ALERT PERIOD (ALERT STAGE)				
3	Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact	0	New domestic animal outbreak in at-risk country	PHASE 1A
		1	Suspected human outbreak overseas	PHASE 1A
4	Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.	2	Confirmed human outbreak overseas	PHASE 1B
5	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).			
PANDEMIC PERIOD (RESPONSE/RECOVERY STAGE)				
6	Pandemic phase: increased and sustained transmission in general population.	3	Widespread human outbreaks in multiple locations overseas	PHASE 1C
		4	First human case in North America	PHASE 1C
		5	Spread throughout United States	PHASES 2A-2C
		6	Recovery and preparation for subsequent waves	PHASE 3

<sup>4</sup> The National Strategy for Pandemic Influenza Implementation Plan

## TRIGGERS

SCE will accelerate our preparedness, response, and recovery activities based on the WHO's assessments of the pandemic's progress. The following provides a high-level overview of SCE's objectives and actions based on pandemic phase, and specific tasks associated with each phase can be found in Appendix A (Pandemic Response Execution Checklist).

The following chart provides an overview of surveillance milestones and the associated SCE high-level objectives:

Surveillance Milestone	SCE High-Level Objectives
Declaration of global health emergency by WHO	Review existing plans, policies, and procedures related to pandemic response
Declaration of public health emergency by Federal, State, or local authorities	Minimize chances of outbreak among Edison employees
First confirmed case within Edison service territory Increasing number of confirmed cases within Edison service territory	Activate Pandemic Response Plan Minimize chances of outbreak among Edison employees Coordinate with local public health agencies
One confirmed case of infection among Edison employees or contractors	Monitor cases Support infected worker and their family Protect all employees, contractors, visitors, and customers Protect operations Coordinate with local public health agencies
Confirmed cases of infection among multiple Edison employees or contractors	Activate Business Continuity Plans (workforce shortage, supply chain contingency plans, facility management, etc.) Monitor cases Protect all employees, contractors, visitors, and customers Support infected workers and their families Protect operations Coordinate with local public health agencies
Verification of one or more employee or contractor <b>deaths</b> attributable to pandemic-related infection	Comfort and support family of deceased Comfort and protect co-workers of deceased Protect operations Coordinate with local public health agencies Protect company from liability and losses
Elapsed time of _____ from last new case among Edison employees Deactivation of plan	Provide ongoing support of victims and co-workers Resume normal operations

- **Inter-Pandemic Phase (WHO Phase 1-3, U.S. Response Stage 0-1, SCE Response Phase 1A)**
  - Conduct annual Pandemic Tabletop Exercise
  - Update Pandemic Response Plan and OU-specific Business Continuity Plans
- **Pandemic Alert Period (WHO Phase 4-5, U.S. Response Stage 2, SCE Response Phase 1B)**
  - Review and revise strategic communication plan and engagement strategy
  - Evaluate specifics related to outbreak and discuss existing policies, procedures, and other activities relevant to current situation
    - Determine if existing policies and procedures are adequate or if they need to be adapted to fit the scenario
    - If updates are necessary, they should be made in this phase
- **Pandemic Period (WHO Phase 6, U.S. Response Stage 3-4, SCE Response Phase 1C)**

- Convene Pandemic Response Planning Team
    - *Business Resiliency*
    - *Corporate Communications*
    - *Corporate Health and Safety*
    - *Corporate Payroll*
    - *Corporate Real Estate*
    - *Corporate Security*
    - *Human Resources and Labor Relations*
    - *Information Technology*
    - *Legal*
    - *Supply Chain Management*
    - *Worker's Compensation*
  - Address continuity of critical functions and processes considering high rates of absence or loss of key personnel
  - Initiate strategic communication plan and engagement strategy which may include any of the following:
    - *Manager/Supervisor communications*
    - *Training Workshops*
    - *Employee emails*
    - *Information posted on safety screens and employee portal*
    - *Workplace postings with health and safety reminders*
    - *Informational mailings to households*
    - *Communications to vendors*
  - Assemble appropriate cache of resources: supplies, equipment, personal protective equipment (PPE), and personnel
  - Implement preparedness and protection plans
  - Ramp up employee communications and education
  - Firewall employees who travel to and from source zones
- **Pandemic Period (WHO Phase 6, U.S. Response Stage 5, SCE Response Phase 2A-2C)**
    - Activate IMT (Pandemic Response Planning Team transitions to IMT)
    - Implement screenings at building entrances as needed
    - Implement incident-specific HR policies
    - Coordinate with local public health officials
  - **Pandemic Period (WHO Phase 6, U.S. Response Stage 6, SCE Response Phase 3)**
    - After Action Review of pandemic response to identify lessons learned and areas that need further development
    - Update plans, policies, procedures, and communications in preparation for subsequent waves

## CONTINUITY OF CRITICAL OPERATIONS

Edison must ensure the capability exists to continue critical operations and core functions in the event of any potential operational interruption, including a pandemic. Each Operating Unit has a Business Continuity Plan, which details the actions to be taken in the event that normal business operations are interrupted for any reason. As a part of pandemic preparedness, Edison's Business Continuity Plans have been reviewed to consider pandemic-specific impacts to the organization and develop strategies to mitigate and respond to those impacts.

One of the most likely potential impacts during a pandemic event is the loss of personnel. Edison's usual response to loss of personnel is to take the following actions:

- Suspend non-critical processes
- Shift work to contractors/MSP – Corporate Security; Customer Contact Center (CCC); IT; Power Supply; Revenue Services Organization (RSO); Transmission, Distribution, Substation Construction and Maintenance
  - IT has most of their Managed Service Provider (MSP) resources outside of California (India, Michigan)
  - CCC MSP is located in Texas
  - Majority of remaining contract/MSP staff is local
- Call in backup personnel – Finance, HR

Additionally, Business Continuity Plans also include contingency plans for facility loss. Edison's usual response to loss of facility (quarantine) is to stay home; however, the following table represents continuity plans that do not allow for employees to shift critical work to home:

<b>Transmission and Distribution</b>
Grid Control (Grid Control Center, Distribution Operations Centers)
Transmission
Distribution (Troublemakers, Linemen, Vegetation Management)
Substation Construction & Maintenance (On-site repair/maintenance – only critical if there is an incident)
<b>Operational Services</b>
Corporate Real Estate (CRE/CBRE – site maintenance – more critical in this scenario)
Transportation (Vehicle maintenance, Air Operations)
Supply Management (Material management)
Environmental Services (Field inspections for Bio Cultural Resources – only critical in an incident)
<b>Information Technology</b> (On-site desktop maintenance, network maintenance, infrastructure repair)
<b>Power Supply</b> (Generation facilities and Energy Procurement & Management)
<b>Corporate Security</b> (ESOC, guards)
<b>Revenue Service Organization (RSO)</b> (Opening mail and processing payments – can be shifted to vendor – can be suspended for 30 days)

## APPENDICES

### APPENDIX A - PANDEMIC RESPONSE EXECUTION CHECKLISTS

#### PHASE 1A – NORMAL OPERATIONS

Pandemic Response Execution Checklist: Phase 1A – Normal Operations	
<i>*Aligns with WHO Pandemic Phases 1-3 and U.S. Government Response Stage 0-1</i>	
<b>Trigger:</b> Declaration of global health emergency by World Health Organization (WHO)	
Role	Responsibility
<b>Business Resiliency</b>	<input type="checkbox"/> Update and maintain pandemic plan
<b>Corporate Communications</b>	<input type="checkbox"/> Design strategic communications and engagement plan specific to pre-pandemic response <input type="checkbox"/> Update and maintain all Corporate Communications policies and procedures related to pandemic response
<b>Corporate Health &amp; Safety</b>	<input type="checkbox"/> Update and maintain all Edison Safety policies and procedures related to pandemic response
<b>Corporate Payroll</b>	<input type="checkbox"/> Work with HR to update and maintain Corporate Payroll policies specific to pandemic response
<b>Corporate Real Estate (CRE)</b>	<input type="checkbox"/> Update and maintain all CRE policies and procedures related to pandemic response
<b>Corporate Security</b>	<input type="checkbox"/> Update and maintain all Corporate Security policies and procedures related to pandemic response
<b>Human Resources &amp; Benefits</b>	<input type="checkbox"/> Update and maintain HR policies specific to pandemic response <input type="checkbox"/> Coordinate and communicate with represented employees
<b>Information Technology</b>	<input type="checkbox"/> Update and maintain all Information Technology policies and procedures related to alternate work location
<b>Legal</b>	<input type="checkbox"/> No action required
<b>Supply Chain Management</b>	<input type="checkbox"/> Update and maintain all Supply Chain Management policies and procedures related to pandemic response and material management
<b>All OUs</b>	<input type="checkbox"/> Normal operations taking place

## PHASE 1B – INCREASED LIKELIHOOD

Pandemic Response Execution Checklist: Phase 1B – Increased Likelihood	
<i>*Aligns with WHO Pandemic Phases 4-5 and U.S. Government Response Stage 2</i>	
<b>Trigger:</b> Declaration of public health emergency by Federal, State, or local authorities	
Role	Responsibility
<b>Business Resiliency</b>	<input type="checkbox"/> Assist organizational units with reviewing and updating their business continuity plan for pandemic specific considerations
<b>Corporate Communications</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Review and revise engagement strategy and strategic communications plan
<b>Corporate Health &amp; Safety</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies to protect employees and operations during a pandemic event <input type="checkbox"/> Review infectious disease protocols and any others that apply to a pandemic event
<b>Corporate Payroll</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Work with HR on the creation/revision of pandemic-specific policies related to pay
<b>Corporate Real Estate (CRE)</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies to facility operations during a pandemic
<b>Corporate Security</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies to support security operations during a pandemic event
<b>Human Resources &amp; Benefits</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies to support employees and operations during a pandemic event – these may include: <ul style="list-style-type: none"> <li><input type="checkbox"/> Leave of absence policies</li> <li><input type="checkbox"/> Pay for sequestered personnel</li> <li><input type="checkbox"/> Pay for employees staying home upon corporate direction</li> <li><input type="checkbox"/> Flexibility with respect to HIPPA and other privacy policies</li> <li><input type="checkbox"/> Assistance to families of flu-disabled or deceased employees</li> <li><input type="checkbox"/> Policies and procedures for capturing absence data and communicating it to H&amp;S for case management</li> </ul> <input type="checkbox"/> Procedures for additional supplemental employees or use of retirees to backfill critical positions
<b>Information Technology</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies to provide IT support to employees during a pandemic event (work from home considerations, etc.)
<b>Legal</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify any legal considerations that may exist during pandemic event
<b>Supply Chain Management</b>	<input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify the need to create any additional policies specific to supply management, suppliers, communication with vendors, etc.
<b>All OUs</b>	<input type="checkbox"/> Review business continuity plans for pandemic specific considerations

## PHASE 1C – CREDIBLE THREAT

**Pandemic Response Execution Checklist: Phase 1C – Credible Threat**

*\*Aligns with WHO Pandemic Phase 6 and U.S. Government Response Stages 3-4*

**Trigger:**

First confirmed case within Edison service territory

Or

Increasing number of confirmed cases within Edison service territory

<b>Role</b>	<b>Responsibility</b>
<b>Business Resiliency</b>	<input type="checkbox"/> Monitor the evolving situation via CDC website and local government agency and public health situation reports <input type="checkbox"/> Assist organizational units with reviewing and updating their business continuity plan for pandemic specific considerations <input type="checkbox"/> Convene Pandemic Response Planning Team and lead coordination conference call with key internal stakeholders to provide situational awareness and identify next steps: <ul style="list-style-type: none"> <li>○ Business Resiliency</li> <li>○ Corporate Security</li> <li>○ Health and Safety</li> <li>○ Corporate Real Estate</li> <li>○ Human Resources and Labor Relations</li> <li>○ Corporate Communications</li> <li>○ Legal</li> <li>○ Information Technology</li> <li>○ Supply Chain Management</li> <li>○ Corporate Payroll</li> <li>○ Worker's Compensation</li> </ul> <input type="checkbox"/> Activate IMT if needed
<b>Corporate Communications</b>	<input type="checkbox"/> Participate in situational awareness coordination calls <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Initiate strategic communications and engagement plan as needed for both internal and external needs in a pandemic situation <input type="checkbox"/> Communicate to employees on how to stay safe and whom to contact for information <input type="checkbox"/> Communicate to managers on what they need to know and actions they need to take <input type="checkbox"/> Prepare FAQs for both managers and employees <input type="checkbox"/> Consider need for communication to contractor population <input type="checkbox"/> Prepare reactive statement
<b>Corporate Health &amp; Safety</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Relay information from Corporate Medical Officer regarding the situation <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Review Corporate Health & Safety policies, procedures, and protocols and adjust as needed (ex., Infectious Disease Protocols) <input type="checkbox"/> Work with Corporate Communications to develop messaging related prevention, protection, detection, and surveillance <input type="checkbox"/> Recommend to employees that have traveled to and/or from source zones to self-quarantine (with concurrence from Corporate Medical Officer) <input type="checkbox"/> Discuss provision of personal protective equipment (PPE) and coordinate with Supply Chain Management <input type="checkbox"/> Provide training and appropriate PPE to field personnel in contact with the public

Pandemic Response Execution Checklist: Phase 1C – Credible Threat	
<i>*Aligns with WHO Pandemic Phase 6 and U.S. Government Response Stages 3-4</i>	
<b>Trigger:</b> First confirmed case within Edison service territory Or Increasing number of confirmed cases within Edison service territory	
Role	Responsibility
<b>Corporate Payroll</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed
<b>Corporate Real Estate (CRE)</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Develop contingency plans for essential vendors (examples below): <ul style="list-style-type: none"> <li>○ Fire alarm systems</li> <li>○ Fire suppression systems</li> <li>○ Janitorial services</li> <li>○ Gardening services</li> <li>○ Elevator services</li> </ul>
<b>Corporate Security</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Identify employee travel arrangements and develop tracking mechanism for capturing travel information Work with Corporate Communications to develop messaging related to travel
<b>Human Resources &amp; Benefits</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations <input type="checkbox"/> Identify labor considerations (ex. absenteeism, benefits, alternative assignments or extended work hours)
<b>Information Technology</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Review Information Technology policies and procedures and adjust as needed <input type="checkbox"/> Monitor the progression of the pandemic and develop/update contingency plans for potential MSP impacts
<b>Legal</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Review relevant policies and procedures and adjust as needed <input type="checkbox"/> Identify any potential legal considerations
<b>Supply Chain Management</b>	<input type="checkbox"/> Participate in situational awareness coordination call <input type="checkbox"/> Review business continuity plan for pandemic specific considerations and update as needed <input type="checkbox"/> Monitor the progression of the pandemic and develop/update contingency plans for potential supply chain impacts (ex., material availability, vendor impacts, etc.) <input type="checkbox"/> Coordinate need for personal protective equipment (PPE) with Corporate Health & Safety
<b>All OUs</b>	<input type="checkbox"/> Review business continuity plan for pandemic-specific considerations and update as needed <input type="checkbox"/> Review relevant policies and procedures and adjust as needed <input type="checkbox"/> Encourage open communication and direct employees to resources and information



PHASE 2A-2C – ACTIVATION/INITIAL RESPONSE/SUSTAINED RESPONSE

Pandemic Response Execution Checklist: Phases 2A-2C – Activation/Initial Response/Sustained Response	
<i>*Aligns with WHO Pandemic Phase 6 and U.S. Government Response Stage 5</i>	
<b>Triggers:</b> Confirmed case of infection among Edison employees or contractors; or Confirmed cases of infection among multiple Edison employees or contractors, or Verification of one or more employee or contractor <b>deaths</b> attributable to pandemic-related infection; or Rapidly anticipated or actual community transmission	
Role	Responsibility
<b>Business Resiliency</b>	<input type="checkbox"/> Determine if CMC activation is necessary (if so, what tier), and develop plan to keep CMC informed of the situation <input type="checkbox"/> Assist organizational units with activating their business continuity plan <input type="checkbox"/> Establish protocol to keep business organizations current with the incident <input type="checkbox"/> Document all decisions and actions taken throughout the incident <input type="checkbox"/> Maintain contact with external public health and emergency management agencies
<b>Corporate Communications</b>	<input type="checkbox"/> Assist with drafting employee messaging to include topics such as status, symptoms, recommendations and reassurance <input type="checkbox"/> Revise/update FAQ document to reflect progress, new questions and information <input type="checkbox"/> Design Portal content and prepare for launch <input type="checkbox"/> Consider establishing email address for employee questions – NOTE: Corp Comm’s suggestion would be to continue to ask employees to reach out to either [REDACTED] through the Injury Assistance Program [REDACTED] [REDACTED] Also, may want to consider the employee information center for HR-related questions. <ul style="list-style-type: none"> <li>Assign appropriate personnel from HR or Industrial Hygiene to monitor email correspondence for themes and report themes as necessary</li> </ul> <input type="checkbox"/> Increase employee communications to maintain morale, encourage healthy behaviors, quell rumors, and promote effective work in spite of widespread absenteeism
<b>Corporate Health &amp; Safety</b>	<input type="checkbox"/> Work with BRDM to establish communication cadence with Corporate Medical Officer for regular situation updates <input type="checkbox"/> Work with Corporate Security and CRE to identify need for individual screening at building entrances <input type="checkbox"/> Advise CRE of appropriate measures for enhanced housekeeping, disinfection, and other infection control measures. <input type="checkbox"/> Advise employees whose families exhibit flu-like symptoms to stay at home <input type="checkbox"/> Work with Corporate Medical Officer to identify available vaccinations and implement vaccine program <input type="checkbox"/> Work with Managers and Supervisors to identify employees who have been exposed to the virus and recommend self-quarantine to those employees <input type="checkbox"/> Discourage use of public transportation for the duration of the high-risk period <input type="checkbox"/> If employee tests positive, report the case to public health agencies as required for surveillance purposes and follow their directions related to quarantines <input type="checkbox"/> Monitor positive cases to determine severity and likelihood of transmission to others <input type="checkbox"/> Continue monitoring cases as they arise, track and report patterns
<b>Corporate Payroll</b>	<input type="checkbox"/> Work with HR on the implementation of pay policy changes <input type="checkbox"/> Identify special absence category for pandemic-related absences, either for the employee or an immediate family member <input type="checkbox"/> NOTE: Use this information for internal surveillance of disease transmission

Pandemic Response Execution Checklist: Phases 2A-2C – Activation/Initial Response/Sustained Response	
<i>*Aligns with WHO Pandemic Phase 6 and U.S. Government Response Stage 5</i>	
<b>Triggers:</b> Confirmed case of infection among Edison employees or contractors; or Confirmed cases of infection among multiple Edison employees or contractors, or Verification of one or more employee or contractor <b>deaths</b> attributable to pandemic-related infection; or Rapidly anticipated or actual community transmission	
Role	Responsibility
<b>Corporate Real Estate (CRE)</b>	<input type="checkbox"/> Implement plans as directed by Corporate Health and Safety <ul style="list-style-type: none"> <li><input type="checkbox"/> Handwashing signage</li> <li><input type="checkbox"/> Sanitizing gel dispensers</li> <li><input type="checkbox"/> Wastepaper receptacles</li> <li><input type="checkbox"/> Traffic management signage inside facilities</li> </ul> <input type="checkbox"/> Comply with requests from Edison Safety for modification to facilities as necessary to ensure a safe workplace. Such requests may relate to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Traffic flow into and out of facilities</li> <li><input type="checkbox"/> Isolation or sequestration areas for critical employees and functions (such as Grid Control Center, GMCs, etc.)</li> <li><input type="checkbox"/> Cafeterias, lunchrooms, and vending areas</li> <li><input type="checkbox"/> Trash removal services</li> <li><input type="checkbox"/> Shredding services</li> <li><input type="checkbox"/> Plumbing services</li> </ul> <input type="checkbox"/> Cafeteria and vending services
<b>Corporate Security</b>	<input type="checkbox"/> Work with Edison Safety and CRE to identify need for screening at building entrances <input type="checkbox"/> Provide access and visitor management based on severity and likelihood of transmission to others
<b>Human Resources &amp; Benefits</b>	<input type="checkbox"/> Instruct employees absent with flu-like symptoms to stay home (length to be determined by infectious agent) <input type="checkbox"/> Declare onset of special HR policies and procedures applicable to the situation <input type="checkbox"/> Document HR policies for duration of public health emergency (examples below): <ul style="list-style-type: none"> <li><input type="checkbox"/> Leave of absence policies</li> <li><input type="checkbox"/> Pay for sequestered personnel</li> <li><input type="checkbox"/> Pay for employees staying home upon corporate direction</li> <li><input type="checkbox"/> Flexibility with respect to HIPPA and other privacy policies</li> <li><input type="checkbox"/> Assistance to families of flu-disabled or deceased employees</li> <li><input type="checkbox"/> Policies and procedures for capturing absence data and communicating it to H&amp;S for case management</li> <li><input type="checkbox"/> Procedures for additional supplemental employees or use of retirees to backfill critical positions</li> </ul> <input type="checkbox"/> Document surge capacity of key vendors: <ul style="list-style-type: none"> <li><input type="checkbox"/> Sedgwick</li> <li><input type="checkbox"/> EAP</li> <li><input type="checkbox"/> Commuter Services</li> </ul> <input type="checkbox"/> Consider implementation of compassion program in support of all employees <input type="checkbox"/> Consider implementation of direct employee and family mental health support through EAP or other services as available
<b>Information Technology</b>	<input type="checkbox"/> Identify resource needs to accommodate telecommuting and alternate work location assignment <input type="checkbox"/> Identify IT vendor impacts and implement contingency plans
<b>Legal</b>	<input type="checkbox"/> Determine potential liability to SCE <input type="checkbox"/> Coordinate with HR in the event of a serious employee illness or death

Pandemic Response Execution Checklist: Phases 2A-2C – Activation/Initial Response/Sustained Response

*\*Aligns with WHO Pandemic Phase 6 and U.S. Government Response Stage 5*

**Triggers:**

Confirmed case of infection among Edison employees or contractors; or  
Confirmed cases of infection among multiple Edison employees or contractors, or  
Verification of one or more employee or contractor **deaths** attributable to pandemic-related infection; or  
Rapidly anticipated or actual community transmission

Role	Responsibility
<b>Supply Chain Management</b>	<input type="checkbox"/> Identify resource needs and mechanism for obtaining those resources <input type="checkbox"/> Address supply chain related issues and any disruption of materials or services with 3 <sup>rd</sup> party vendors resulting from pandemic <input type="checkbox"/> Authorize and direct staff of Supply Management: <ul style="list-style-type: none"> <li>• To identify critical and key vendors</li> <li>• To query critical vendors as to their Business Continuity and Disaster (pandemic) preparedness</li> <li>• To adjust inventory or logistics practices, to respond to business needs, as required or directed by IMT</li> <li>• To evaluate role of MEMS (materials mutual assistance program) in light of pandemic threat, as required</li> </ul>
<b>All OUs</b>	<input type="checkbox"/> Direct employees to messaging and information released by Corporate Communications regarding the pandemic <input type="checkbox"/> Encourage employee self-reporting <input type="checkbox"/> Encourage Skype meetings, use of e-mail and conference calls whenever possible to maximize social/physical distancing <input type="checkbox"/> As much as possible, limit employee participation in conferences, large meetings and events, and travel to and through affected areas <input type="checkbox"/> If employee tests positive for the virus, identify and monitor the work group that the infected employee has been in contact with within the last 10 days <ul style="list-style-type: none"> <li>○ Isolate those employees from contact with other employees as advised by Corporate Health &amp; Safety (physician)</li> </ul> <input type="checkbox"/> Consider activation of business continuity plans

PHASE 3 – RECOVERY

Pandemic Response Execution Checklist: Phase 3 – Recovery	
<i>*Aligns with WHO Pandemic Response Phase 6 and U.S. Government Response Stage 6</i>	
<b>Trigger:</b> Elapsed time of 14 days from last new case among Edison employees	
Role	Responsibility
<b>Business Resiliency</b>	<input type="checkbox"/> Lead After Action Review process and document action items and lessons learned <input type="checkbox"/> Review Pandemic Response Plan and determine if adjustments need to be made to plan, execution checklists, protocols, and/or processes
<b>Corporate Communications</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Communicate activities for return to work as usual <input type="checkbox"/> Communicate to managers on what they need to know and actions they need to take <input type="checkbox"/> Update Portal content <input type="checkbox"/> Evaluate Corporate Communications-specific response to pandemic event and identify lessons learned and areas for improvement <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Corporate Health &amp; Safety</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Review H&S policies/procedures to determine if any adjustments need to be made based on lessons learned during pandemic event <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Corporate Payroll</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Work with HR on necessary policy/procedure updates
<b>Corporate Real Estate (CRE)</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Document impact of event on company's operations related to facilities <input type="checkbox"/> Evaluate CRE-specific response to pandemic event and identify lessons learned and areas for improvement <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Corporate Security</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Evaluate security-specific response to pandemic event and identify lessons learned and areas for improvement <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Human Resources &amp; Benefits</b>	<input type="checkbox"/> Declare conclusion of special HR policies and procedures applicable to the situation <input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Document impact of event on company's operations relative to personnel <input type="checkbox"/> Review HR policies to determine if any adjustments need to be made based on lessons learned during pandemic event <input type="checkbox"/> Evaluate HR-specific response to pandemic event and identify lessons learned and areas for improvement <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists

Pandemic Response Execution Checklist: Phase 3 – Recovery	
<i>*Aligns with WHO Pandemic Response Phase 6 and U.S. Government Response Stage 6</i>	
<b>Trigger:</b> Elapsed time of 14 days from last new case among Edison employees	
Role	Responsibility
<b>Information Technology</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Evaluate IT infrastructure and capabilities and determine if any improvements are necessary to support large contingencies of employees working from home <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Legal</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Document impact of the event on the company related to legal matters and liability <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>Supply Chain Management</b>	<input type="checkbox"/> Participate in After Action Review Process <input type="checkbox"/> Document impact of the event on company's operations related to supply chain <input type="checkbox"/> Review Supply Management policies/procedures to determine if any adjustments need to be made based on lessons learned during pandemic event <input type="checkbox"/> Work with Business Resiliency to incorporate necessary changes into Pandemic Response Plan and associated execution checklists
<b>All OUs</b>	<input type="checkbox"/> Adjust work and organizations according to post-event workforce status – backfill positions and retrain as necessary

APPENDIX B - ENGAGEMENT STRATEGY AND COMMUNICATIONS PLAN



Coronavirus Communications and Engagement Strategy

Updates as of March 2020

<p><b>Situation</b></p>	<p>This plan covers strategy and tactics for pre-pandemic and pandemic situations, with recommendations based on current pre-pandemic status and situational planning for pandemic status covering the three phases of <b>Pre-incident</b>, <b>Response</b>, and <b>Recovery</b>. Situation:</p> <ul style="list-style-type: none"> <li>• In Dec. 2019 the World Health Organization (WHO) China Country Office learned of people in Wuhan, China coming down with pneumonia due to an unknown cause</li> <li>• The cause was identified as a highly contagious coronavirus called COVID-19</li> <li>• In the months that followed, COVID-19 reached global spread growing into an unprecedented global pandemic</li> <li>• In response, the State of California has issued a "Stay at Home" executive order, Edison employees who can telework have been doing so since March 16 and Edison has active guidelines in place to help employees and communities minimize risk exposure</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Help protect the health and safety of our workers, customers and the public through effective communications and information about protective and preventative measures</li> <li>• Help minimize the impact of a pandemic on business operations allowing us to safeguard the safety and reliability of the system</li> <li>• Provide information and guidance to leaders on actions to take to prevent/minimize risks</li> <li>• Effectively support the response and recovery efforts through strategic communications to help ensure awareness and actions for efficient response and recovery efforts</li> </ul>
<p><b>Strategies</b></p>	<ul style="list-style-type: none"> <li>• Communicate timely, accurate and consistent information to workers and to external stakeholders based on key milestones in the "CDC Pandemic Phases for the U.S." lifecycle</li> <li>• Ensure the information is released at appropriate intervals and doesn't create a panic or false sense of security <ul style="list-style-type: none"> <li>◦ As situation becomes more critical, the volume and cadence of communications may increase</li> </ul> </li> <li>• Communicate to targeted groups of employees and stakeholders to deliver the right information to the right stakeholders</li> <li>• Align communications with operational and emergency response mitigation plans</li> <li>• Use available communication channels, as appropriate and necessary, to deliver messages and reach employees and other stakeholders</li> <li>• Point employees to trusted information published by authoritative expert sources, such as CDC, US State Department and Department of Homeland Security</li> </ul>

<p><b>Tactics</b></p>	<ul style="list-style-type: none"> <li>• Leverage company's medical advisor [REDACTED] inform messaging</li> <li>• Educate employees through the following potential channels, based on the trajectory of the virus and CDC pandemic phases: mail, email, digital screens, portal media window, manager talking points, videos, tailboards, business/employee resource groups (BRGs/ERGs), Wellness Ambassadors, Yammer, Watch Office, Everbridge, Take Note (publication for managers), livestreams and webinars</li> <li>• Identify and create communication tools needed for each specific CDC pandemic phase <ul style="list-style-type: none"> <li>○ Message framework</li> <li>○ FAQ</li> <li>○ Language for portal banners</li> <li>○ Coronavirus Safety portal page to house content</li> <li>○ Potential communication templates</li> <li>○ Supervisor calls and posters for the field</li> </ul> </li> <li>○ Determine situations and identify the external stakeholders that might require external communications, e.g., media, investors, customers, legislators/regulators <ul style="list-style-type: none"> <li>○ Create needed content such as: <ul style="list-style-type: none"> <li>▪ Reactive statements</li> <li>▪ Talking points</li> <li>▪ Q&amp;A</li> </ul> </li> </ul> </li> <li>○ Identify workstreams that would require communications and at what point in the pandemic phases they would be required</li> <li>○ Leverage EEI resources if/as needed</li> </ul>
<p><b>Timeline</b></p> <p><b>PRE - INCIDENT</b></p>	<ol style="list-style-type: none"> <li>1. <b>All-employee message:</b> Following confirmation of US (and/or CA) cases, communicate to all employees an acknowledgment of virus risk, Edison status, and preventative tips to reduce risk for self and loved ones. Note: all-employee email sent 1/30 (followed US case confirmations on or about 1/26).</li> <li>2. <b>Manager/Supervisor message:</b> Following initial all-employee communication, provide managers/supervisors with guidelines and actions to take (as approved by HR/Law). Note: Email sent to all leaders on 2/7 with steps to take if they have employees who have virus symptoms and/or relatives who have traveled to high risk countries.</li> <li>3. <b>Reinforce all-employee message:</b> Post relevant information to digital screens and Portal Media Window.</li> <li>4. <b>Contractor communication:</b> Outreach to contractors sharing steps we are taking and confirming that they are also taking preventative steps to keep employees safe and healthy (approval from supply mgmt. and law)</li> <li>5. <b>Develop FAQ:</b> Based on questions being received by HR, Industrial Hygiene, BR, other groups. Post on Portal. Begin development of reactive set for use when/if needed.</li> <li>6. <b>Stand up Portal page:</b> Develop Portal page as repository for emails, updates, FAQ's and CDC info. Can be hardened in event of pandemic or confirmed employee cases.</li> <li>7. <b>All-employee email cadence:</b> Consistent email for reassurance (every other week).</li> <li>8. <b>Develop reactive statement draft:</b> have approved draft framework ready for use.</li> <li>9. <b>Identify spokesperson:</b> identify/train credible and trusted spokesperson</li> </ol>

<b>Timeline RESPONSE</b>	<b>ACTIVATION TRIGGER:</b> Employee case(s) confirmed (include threshold numbers of cases that trigger the activation phase)
<b>EXTERNAL Activation:</b>	<p><b>Media:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update reactive media statement</li> <li><input type="checkbox"/> Spokesperson meeting with messages and Q&amp;A</li> </ul> <p><b>Investor Relations</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Engage IR for financial community, media inquiries and shareholder comms</li> </ul> <p><b>Reg/Leg</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Engage Regulatory Affairs and Public Affairs for communications to regulators and local/state/federal government</li> </ul>
<b>EXTERNAL Initial Response:</b>	<p><b>Media:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to update/grow Q&amp;A based on situation</li> <li><input type="checkbox"/> Monitor social media</li> </ul> <p><b>Customers</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Engage Customer Service (marketing, contact center, etc.) for customer comms:             <ol style="list-style-type: none"> <li>1. Reassurance that ability to deliver power/service or reliability is *not* impacted; or</li> <li>2. Steps to take/tips in case ability to deliver power/service or reliability is impacted</li> </ol> </li> </ul>
<b>EXTERNAL Sustained Response:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continue ongoing reactive communications as necessary</li> <li><input type="checkbox"/> Based on the progress of the pandemic consider tailored conference calls/webinars for media, investors, legislators/regulators</li> </ul>
<b>INTERNAL Activation:</b>	<p><b>Day 1</b> = employee case(s) confirmed</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Day 1:</b> Email/text communication to immediate group/employees with close contact to employee/employees diagnosed with the virus to self-quarantine</li> <li><input type="checkbox"/> <b>Day 1:</b> Begin collecting details and guidelines from HR for follow-up communications</li> <li><input type="checkbox"/> <b>Day 1:</b> Determine who will be voice(s) during each phase</li> </ul> <p>For hard-to-reach employees, use any communication touchpoints available in HR files (home phone/address, personal email address, etc.) and/or <b>Everbridge text</b></p>
<b>INTERNAL Initial Response:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Day 2:</b> All-employee email communicating the diagnosis and providing employees with instructions of actions to take</li> <li><input type="checkbox"/> <b>Day 3:</b> Leader email with actions, guidelines and requirements</li> <li><input type="checkbox"/> <b>Day 4:</b> Update Portal page with FAQs and use as repository for all messages/collateral being developed/distributed</li> <li><input type="checkbox"/> <b>Day 5:</b> Livestreams – leverage Corporate Medical Officer and senior. leaders for Q&amp;A</li> </ul> <p><b>WEEK 2+ (Ongoing)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continue to hold livestream(s) and distribute video(s) echoing guidelines</li> <li><input type="checkbox"/> Continue regular email distribution with updates</li> </ul>



- ☐ Update Portal page
- ☐ Post updates on digital screens
- ☐ Send postcard to employee homes with important information
- ☐ Consider webinars
- ☐ Monitor and respond to Yammer
- ☐ Create content for Edison/SCE social channels
- ☐ Continue social media monitoring

## MESSAGES

### Messages:

Tone: Empathetic, factual, reassuring, serious, clear calls to action

Consider appropriate tone and spokespeople for each phase. May need to adjust as the situation becomes more serious.

### Diversity and Inclusion:

- Consider approach to prevent possible discrimination against infected employees

### HR Guidance to Employees and Leaders:

- Leave of absence policies
- Pay for sequestered personnel
- Pay for employees staying home upon corporate direction
- Flexibility with respect to HIPPA and other privacy policies
- Assistance to families of flu-disabled or deceased employees
- Policies and procedures for capturing absence data and communicating it to H&S for case management
- Procedures for additional supplemental employees or use of retirees to backfill critical positions
- Identify labor considerations (e.g., absenteeism, benefits, alternative assignments or extended work hours)
- Consider implementation of direct employee and family mental health support through the company' Employee Assistance Program (EAP) or other services available
- Work with HR on the implementation of pay policy changes
- Identify special absence category for pandemic-related absences, either for the employee or an immediate family member

### Facilities:

- Comply with requests from Corporate Medical for modification to facilities as necessary to ensure a safe workplace. Such requests may relate to:
- Traffic flow into and out of facilities
- Isolation or sequestration areas for critical employees and functions (such as Grid Control Center, GMCs, etc.)
- Cafeterias, lunchrooms, and vending areas

### Training/Awareness:

	<ul style="list-style-type: none"> <li>○ Discuss provision of personal protective equipment (PPE)</li> <li>○ Provide training and appropriate PPE to field personnel in contact with the public</li> </ul> <p><b>Preventative Requirements:</b></p> <ul style="list-style-type: none"> <li>○ Advise employees whose families exhibit flu-like symptoms to stay at home</li> <li>○ Identify available vaccinations and implement vaccine program</li> <li>○ Place quarantine on any employees or visitors who have traveled to at-risk localities</li> <li>○ Discourage use of public transportation for the duration of the high-risk period</li> <li>○ As much as possible, limit employee participation in conferences, large meetings and events, and travel to and through affected areas</li> <li>○ If employee tests positive for the virus, identify and monitor the work group that the infected employee has been in contact with within the last 10 days</li> <li>○ Isolate those employees from contact with other employees as advised by Safety (physician)</li> </ul>
<b>Timeline</b> <b>RECOVERY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Consider new voice (maybe HR)</li> <li><input type="checkbox"/> Distribute information for leaders and employees on return to work via email and Portal</li> <li><input type="checkbox"/> Hold webinars for leaders</li> <li><input type="checkbox"/> Schedule livestreams/town halls</li> <li><input type="checkbox"/> Sr. leader wrap-up communication (thank you and next steps for return to normal)</li> <li><input type="checkbox"/> De-brief: Collect lessons-learned (from comms team and employee/leader audiences)</li> </ul>
<b>Stakeholders</b>	<p>Employees</p> <ul style="list-style-type: none"> <li>• Office</li> <li>• Field</li> <li>• Leaders</li> </ul> <p>External stakeholders <b>could</b> include (dependent on pandemic cycle):</p> <ul style="list-style-type: none"> <li>• Contractors</li> <li>• Contingent workers (HR)</li> <li>• Local/state/federal governments, health/regulatory agencies, etc. – (Public Affairs/Regulatory Affairs/BR/Safety)</li> <li>• Investors</li> <li>• Customers</li> </ul>
<b>Authoritative expert sources</b>	<ul style="list-style-type: none"> <li>• <a href="#">Centers for Disease Control and Prevention</a></li> <li>• <a href="#">Department of Homeland Security</a></li> <li>• <a href="#">World Health Organization</a></li> </ul>

- 
- [U.S. Department of State](#)
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## Coronavirus Communications and Engagement Strategy Appendix:

### Description of the Six Pandemic Intervals

#### Interval Description

**1. [Investigation](#) of cases of novel influenza A virus infection in humans**

When [novel influenza A viruses are identified in people](#), public health actions focus on targeted monitoring and investigation. This can trigger a risk assessment of that virus with the [Influenza Risk Assessment Tool \(IRAT\)](#), which is used to evaluate if the virus has the potential to cause a pandemic.

**2. [Recognition](#) of increased potential for ongoing transmission of a novel influenza A virus**

When increasing numbers of human cases of novel influenza illness are identified and the virus has the potential to spread from person-to-person, public health actions focus on control of the outbreak, including treatment of sick persons.

**3. [Initiation](#) of a pandemic wave**

A pandemic occurs when people are easily infected with a novel influenza A virus that can spread in a sustained manner from person-to-person.

**4. [Acceleration](#) of a pandemic wave**

The acceleration (or "speeding up") is the upward epidemiological curve as the new virus infects susceptible people. Public health actions at this time may focus on the use of appropriate [non-pharmaceutical interventions](#) in the community (e.g. [school and child-care facility closures](#), [social distancing](#)), as well the use of medications (e.g. [antivirals](#)) and vaccines, if available. These actions combined can reduce the spread of the disease and prevent illness or death.

**5. [Deceleration](#) of a pandemic wave**

The deceleration (or "slowing down") happens when pandemic influenza cases consistently decrease in the United States. Public health actions include continued vaccination, monitoring of pandemic influenza A virus circulation and illness, and reducing the use of non-pharmaceutical interventions in the community (e.g. [school closures](#)).

**6. [Preparation](#) for future pandemic waves**

When pandemic influenza has subsided, public health actions include continued monitoring of pandemic influenza A virus activity and preparing for potential additional waves of infection. It is possible that a 2<sup>nd</sup> pandemic wave could have higher severity than the initial wave. An influenza pandemic is declared ended when enough data shows that the influenza virus, worldwide, is similar to a [seasonal influenza](#) virus in how it spreads and the severity of the illness it can cause.

APPENDIX C - SCE PANDEMIC PLANNING TEAM (2020)

Contributing Organization	Planning Team Members	
Executive Sponsor		
Business Resiliency		
Corporate Communications		
Corporate Health & Safety		
Corporate Payroll		
Corporate Real Estate/Environmental Services		
Corporate Security		
Enterprise Risk Management		
Human Resources & Labor Relations		
IT		
Legal		
Supply Chain Management		
T&D		
Worker's Compensation		

# COVID-19 Exposure Response Protocol

## COVID-19 Exposure Response Protocol

The following COVID-19 response protocol was developed to provide a structured, pre-determined set of actions that would be implemented in the event of a COVID-19 outbreak. The protocol outlines the actions to be taken when a worker meets a pre-defined set of criteria including but not limited to traveling through a CDC-defined high-risk area, close contact with someone experiencing COVID-19 symptoms, and being confirmed as having COVID-19.

Throughout preparedness and response operations, Edison will leverage federal, state, and local public health guidance to drive protocol development. Development of these protocols will be based on public health's identification of the most imminent risk, which in this case would be one or more employees or contractors in one or more Edison facilities. We will continue to develop protocols specific to significant loss of personnel (~20-40%) over the next several weeks.

## COVID-19 Response Execution Checklist

COVID-19 Response Execution Checklist	
<b>Trigger (SCENARIO):</b> One worker (employee/vendor/contractor/consultant) with confirmed virus and/or with symptoms consistent with the virus or has a co-habitant with confirmed virus and/or symptoms of the virus and has NOT reported to an Edison work location or One worker (employee/vendor/contractor/consultant) with confirmed virus and/or symptoms of the virus or has a co-habitant with confirmed virus and/or symptoms of the virus and has reported to one or more Edison work locations	
Role	Responsibility
Employee/Vendor/Contractor/Consultant	<input type="checkbox"/> Affected worker notifies manager/supervisor that s/he or another employee have symptoms consistent with COVID-19 (fever/cough/shortness of breath) or have tested positive for COVID-19 <ul style="list-style-type: none"> <li>○ If not at Edison facility, vendors/contractors/consultants should notify their manager/supervisor</li> <li>○ If at Edison facility, vendors/contractors/consultants should notify appropriate Edison manager/supervisor</li> </ul>
Manager/Supervisor	<input type="checkbox"/> Manager/supervisor follows <a href="#">Manager Guideline for Sick Employees Checklist</a> (Appendix A) <input type="checkbox"/> Consider cancelling any large event or gathering in the affected worker's location and/or with the affected employee's work group
Corporate Health & Safety	<input type="checkbox"/> When notification of affected worker is received, Edison Safety Strike Team Leader activates COVID-19 Response Strike Team
Business Resiliency	<input type="checkbox"/> Receive briefing on situation by COVID-19 Strike Team Leader, and consider activation of an IMT <ul style="list-style-type: none"> <li>○ If IMT is activated, COVID-19 Strike Team is incorporate into IMT organizational structure</li> </ul>
COVID-19 Strike Team Actions	
COVID-19 Response Strike Team	<input type="checkbox"/> COVID-19 Response Strike Team is comprised of members from Corporate Communications, Corporate Health & Safety, Corporate Real Estate, Corporate Security, Environmental Services, Human Resources, Liaison Officers, Medical Support (contracted physician), and Public Health Professionals <input type="checkbox"/> The COVID-19 Strike Team utilizes a set of pre-determined response protocols (Appendix B) that are specific to a varying degree of potential scenarios and have been aligned with public health guidance through our contracted public health professional

## COVID-19 Response Execution Checklist

### Trigger (SCENARIO):

One worker (employee/vendor/contractor/consultant) with confirmed virus and/or with symptoms consistent with the virus or has a co-habitant with confirmed virus and/or symptoms of the virus and has NOT reported to an Edison work location or

One worker (employee/vendor/contractor/consultant) with confirmed virus and/or symptoms of the virus or has a co-habitant with confirmed virus and/or symptoms of the virus and has reported to one or more Edison work locations

Role	Responsibility
<b>Other Actions</b>	
<b>Legal</b>	<input type="checkbox"/> Determine potential liability to SCE <input type="checkbox"/> Coordinate with HR in the event of a serious employee illness or death
<b>All OUs</b>	<input type="checkbox"/> Direct employees to messaging and information released by Corporate Communications regarding COVID-19 <input type="checkbox"/> Encourage employee self-reporting <input type="checkbox"/> Encourage Skype meetings, use of e-mail and conference calls whenever possible to maximize social/physical distancing <input type="checkbox"/> As much as possible, limit employee participation in conferences, large meetings and events <input type="checkbox"/> Consider activation of business continuity plans

## Appendix A: Manager Guidelines for Sick Employees

### Manager Guidelines for Sick Employees

**Section 1:** Please follow this checklist and complete required fields if you are notified that an employee is sick with generalized illness or if an employee shows up to work sick.

- ☐ If you are notified by phone that the employee is sick, advise the employee to stay home. Also, encourage them to contact their medical provider ahead of visiting their health care facility. Healthcare personnel will advise them on steps they need to take to seek medical care and if needed, get tested.
- ☐ If the employee reports to work not feeling well or displaying symptoms of an illness, send the employee home.
- ☐ Encourage the employee to focus on her/his recovery.
- ☐ If the employee can temporarily telecommute and the job could be performed remotely, advise him/her to work from home if well enough to do so.
- ☐ If the employee is unable to report to work because of a quarantine, determine if your employee can work from home. If the employee is unable to work remotely, ask the employee to code his/her time to 0608 Med/Dental Company Required with leave reason BN (By State and Local Necessity).
- ☐ If the employee is sick and unable to report to work, follow your department's call in process for the first three days. Ask the employee to use his/her annual sick time codes: 0630, 0604, 0600, or 0601(if applicable)
- ☐ If the employee is sick and unable to report to work after having been off work for three consecutive scheduled workdays, follow the normal Sedgwick process. Use 0630, 0604, 0600, or 0601(if applicable) during the waiting period. On the eighth day of absence, Sedgwick will open a short-term disability claim. If the employee has exhausted his/her annual sick leave benefits, ask the employee to use 0728 WP Vacation, 0729 WP Floating Holiday or 0613 WP Unpaid Leave – Disp. during his/her waiting period.
- ☐ Encourage the employee to focus on her/his recovery.
- ☐ If the employee is represented, please refer to the applicable collective bargaining agreement or contact a union representative.

**Section 2:** Please follow this checklist and complete required fields when you are notified that an employee/co-habitant/close contact is sick with COVID-19 or symptoms consistent with COVID-19 (for example, the Centers for Disease Control and Prevention's (CDC) Guidelines list the symptoms for COVID-19 as temperature above 100.4, coughing, shortness of breath, etc.).

#### Employee

- ☐ If you are notified by phone that the employee/co-habitant/close contact is sick with COVID-19 or symptoms consistent with COVID-19, advise the employee to stay home.
- ☐ Notify [REDACTED] immediately.
- ☐ If the employee is sick or has symptoms consistent with COVID-19, follow your department's call in process for the first three days. Ask the employee to use his/her annual sick time codes: 0630, 0604, 0600, or 0601(if applicable)
- ☐ If the employee is sick and unable to report to work after having been off work for three consecutive scheduled workdays, follow the normal Sedgwick process. Use 0630, 0604, 0600, or 0601(if applicable) during the waiting period. On the eighth day of absence, Sedgwick will open a short-term disability claim. If the employee has exhausted his/her annual sick leave benefits, ask employee to use 0728 WP Vacation, 0729 WP Floating Holiday or 0613 WP Unpaid Leave – Disp. during his/her waiting period.
- ☐ Encourage the employee to contact or see his/her physician.

#### Co-habitant

- ☐ If the employee's co-habitant/close contact is sick with COVID-19 or symptoms consistent with COVID-19, determine if your employee can work from home. If the employee is unable to work remotely, ask the employee to code his/her time to 0608 Med/Dental Company Required with leave reason BN (By State and Local Necessity).
- ☐ Encourage the employee to contact or see his/her physician.
- ☐ If the employee is represented, please refer to the applicable collective bargaining agreement or contact a union representative.

Ask the following questions (in a caring, considerate manner) and document responses:

- ☐ How long have you been experiencing symptoms?
- ☐ Where were you working when you first exhibited symptoms?
- ☐ Did you have symptoms while at an Edison facility? If so, when and where?
- ☐ Have you or any close personal contacts traveled in the last month? If so, when and where?
- ☐ Have you been to any Edison work locations in the last 14 days? If so, what facilities? What areas within the facilities? What dates?



## Appendix B: COVID-19 Strike Team Response Matrix

### COVID-19 Response Strike Team Roster

Role	COVID-19 Response Strike Team 1	COVID-19 Response Strike Team 2
Lead		
Lead – Backup		
Communications (Internal)		
Communications (Internal) – Backup		
Corporate Security		
Corporate Security – Backup		
CRE		
CRE Service Provider		
Environmental Services		
Environmental Services – Backup		
Human Resources		
Human Resources – Backup		
Industrial Health/Safety (SS&BR)		
Industrial Health/Safety (SS&BR)-Backup		
Medical Support/Guidance		
Medical Support/Guidance – Backup		
Public Health Professional		
Public Health Professional – Backup		
Public Liaison (External/Public Health/Agency)		
Public Liaison (External/Public Health/Agency) – Backup		

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #1</b>	Employee traveled domestically (outside of the service territory)	<p>IH Task Force will obtain information on employee by using employee travel questionnaire form</p> <p>IH Task Force to review questionnaire to determine if quarantine is needed</p>	Maintain enhanced cleaning schedules	No action required	<p>Intelligence/fact gathering</p> <p>Monitor situation</p>	N/A	N/A
<b>Response # 2</b>	Employee traveled internationally to a CDC Risk Level 2, or 3 area	<p>IH Task Force will obtain information on employee by using employee travel questionnaire form.</p> <p>IH Task Force to review questionnaire to determine if quarantine is needed</p>	Maintain enhanced cleaning schedules	No action required	<p>Intelligence/fact gathering</p> <p>Monitor situation</p>	Work with employee's leadership to consider informing coworkers	N/A
<b>Response #3</b>	Employee came in close contact with someone exhibiting symptoms but has not been told by a health professional that they have COVID-19	<p>IH Task force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee.</p> <p>Determination of self-quarantine will be made after consultation with corporate medical doctor</p>	Maintain enhanced cleaning schedules	No action needed	<p>Intelligence/fact gathering</p> <p>Monitor situation</p>	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>Work with employee's leadership to inform coworkers</p> <p>Determine need for OU and/or companywide communication</p>	Reactive messaging as needed with city/county, state, federal and regulatory officials

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #4</b>	SCE employee did come in close contact with an individual who was told by a health professional that they have or may have COVID-19	<p>IH Task force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee</p> <p>IH Task Force to facilitate response and depending on information gathered, treat the situation as if the suspected case is a confirmed case for purposes of sending home potentially infected employees (evacuations, communication, etc.) as outlined in Guidelines for Suspected Employee Flow Chart</p>	Maintain enhanced cleaning schedules	No action needed	<p>Intelligence/fact gathering</p> <p>Monitor situation</p>	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>PIO-Corp Comm to work with employee's leadership to inform employee's coworkers</p> <p>Determine need for OU and/or companywide communication</p>	Reactive messaging as needed with city/county, state, federal and regulatory officials

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #5</b>	SCE employee came in close contact with an individual who is not exhibiting COVID-19 symptoms, but this individual was in close contact with someone who has been told by a health professional that they have or may have COVID-19?	<p>IH Task force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee</p> <p>IH Task Force to facilitate response and depending on information gathered, treat the situation as if the suspected case is a confirmed case for purposes of sending home potentially infected employees. (evacuations, communication, etc.) as outlined in Employee Exposure Flow Diagram</p>	Maintain enhanced cleaning schedules	No action needed	<p>Intelligence/fact gathering</p> <p>Monitor situation</p>	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>PIO-Corp Comm to work with employee's leadership to inform employee's coworkers</p> <p>Determine need for OU and/or companywide communication</p>	Reactive messaging as needed with city/county, state, federal and regulatory officials

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #6</b>	SCE Employee came in close contact with an individual who is exhibiting COVID-19 symptoms, and that individual was in close contact with someone who has been told by a health professional that they have or may have COVID-19?	<p>IH Task force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee.</p> <p>IH Task Force to facilitate response and depending on information gathered, treat the situation as if the suspected case is a confirmed case for purposes of sending home potentially infected employees. (evacuations, communication, etc.) as outlined in Employee Exposure Flow Diagram.</p>	Maintain enhanced cleaning schedules	No action needed	Intelligence/fact gathering Monitor situation	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>PIO-Corp Comm to work with employee's leadership to inform employee's coworkers</p> <p>Determine need for OU and/or companywide communication</p>	Reactive messaging as needed with city/county, state, federal and regulatory officials

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #7</b>	Employee is exhibiting symptoms similar to COVID-19, but has not been told by a health professional that they have or may have COVID-19	<p>IH Task force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee</p> <p>IH Task Force to facilitate response send home all employees who worked closely with that employee for a 14-day period of time to ensure the infection does not spread (evacuations, communication, etc.) as outlined in Guidelines for Suspected Employee Flow Chart</p>	Maintain enhanced cleaning schedules	Monitor situation	<p>Intelligence/fact gathering</p> <p>Monitor situation Secure locations upon direction of Strike Team leader</p> <p>Establish and implement security plan to include appropriate post orders for assigned security personnel. Maintain security process of site perimeter and access points to prevent unauthorized entry into impacted area(s) of facilities</p>	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>Monitor situation</p>	Reactive messaging as needed with city/county, state, federal and regulatory officials

	Scenario Examples / Trigger Points	Employee Care and Response	Corporate Real Estate (CRE)	Environmental Services Department (ESD)	Corporate Security	Internal/External Communications	Public Health / Agency Outreach Response
<b>Response #8</b>	SCE employee has been told by a health professional that they have or may have (or Confirmed) COVID-19.	<p>IH Task Force to obtain information on employee including travel history and other related information using the Survey Form for Potentially Exposed Employee</p> <p>IC to determine to facilitate response to send home all employees who worked closely with that employee for a 14-day period of time to ensure the infection does not spread (evacuations, communication, etc.) as outlined in Guidelines for Employee Confirmed Flow Chart.</p>	<p>Restricted from performing janitorial services in impacted areas</p> <p>Assist ESD with facility coordination</p>	Dispatch qualified vendor and manage coordinated response effort to decontaminate impacted areas	<p>Intelligence/fact gathering</p> <p>Monitor situation</p> <p>Secure locations upon direction of Strike Team leader</p> <p>Establish and implement security plan to include appropriate post orders for assigned security personnel. Maintain security process of site perimeter and access points to prevent unauthorized entry into impacted area(s) of facilities</p>	<p>PIO-Corp Comm to develop reactive messaging for CMC approval</p> <p>Coordinate with LNO to send Everbridge message to impacted employees to safely evacuate. Follow guidance of manager/sup</p> <p>Communicate with managers/sups. on next steps for impacted employees (make work arrangement, provide available COVID-19 resources, use Guidelines for Sick Employees, etc.)</p>	<p>Initiate proactive external communications with appropriate city/county agency(s), CPUC staff, and local/state/federal government officials as determined by IC. Ensure Public Affairs input into plan</p> <p>Provide information on SCE's overall COVID-19 response. Include message about maintaining SCE's critical operational service levels</p>

ATTACHMENT 2  
San Onofre Decommissioning Pandemic Response Protocol  
March 27, 2020



## San Onofre Decommissioning Pandemic Response Protocol

### PURPOSE

The purpose of this protocol is to protect all SONGS workers by providing guidance to help control the spread of infectious disease within the SONGS workforce. This enables protecting safety, regulatory compliance, and the continuity of business.

This document is based on best practices for nuclear power facilities throughout the country, and has been focused to the SONGS situation, a plant in decommissioning and performing a fuel storage campaign. This protocol applies to those working at San Onofre, without regard to their employers. Certain commercial aspects necessary for this protocol to be enacted are not discussed here, but will be the result of follow-on activities.

### WHOM TO PROTECT

The SONGS site population can be compartmentalized into three major groups;\* **“Non-Critical Staff”**, **“Supporting Critical Staff”**, and **“Critical Staff”**.

The overall goal is to protect all workers at the SONGS site and thereby ensure continuity of all work. Given pandemic effects on the site population, at certain trigger points, herein called “Stages” it will be necessary to focus on the “Critical Staffing” that provide essential services to SONGS.

The **“Critical Staff”** group can be further divided into two distinct sub-groups:

- The Safety and Regulatory Compliance sub-group; consisting of those ensuring the safety and security of used nuclear fuel. These are individuals that perform certain essential functions in Safety, Security, Operations, Radiation Protection, and the Emergency Response Organization.
- The Continuity of Business sub-group; consisting of those performing certain functions associated with spent fuel transfer to dry storage, and activities associated with Decontamination and Demolition (D&D).

It is implied and expressed within this Protocol that ultimately we must protect the Safety and Regulatory Compliance subgroup, and that the protection of these workers may mean that Continuity of Business subgroup work may be inhibited, up to and including cessation of continuity of business work until control of the pandemic is achieved.

*\* Identification of exactly who comprises each of these three staffing designations is not discussed herein, and is left as an important exercise captured in the Stage 0 (Planning) of this Protocol. This protocol will, however, discuss when these workers should be identified by name and how these workers can be protected.*

APPROVED BY: APPROVAL OBTAINED ELECTRONICALLY      DATE: March 26, 2020  
Doug Bauder  
Chief Nuclear Officer and VP Decommissioning

### INFORMATION USE

## San Onofre Decommissioning Pandemic Response Protocol

### TRIGGER POINTS

The following pandemic response stages will be used as trigger points for escalating actions to protect workers:

#### Pandemic Response Stages:

- ☐ **Stage 0**—Planning, Awareness, and Maintenance
- ☐ **Stage 1**— Suspected Human Outbreak Overseas / Confirmed Human Outbreak Overseas
- ☐ **Stage 2**— Widespread Human Outbreaks Overseas
- ☐ **Stage 3**— First Cases in North America
- ☐ **Stage 4**— Many Cases developing in North America / Some Cases within Southern California
- ☐ **Stage 5**— Widespread Cases Throughout the United States, or Widespread Cases Within Southern California, or Confirmed Case(s) at SONGS
- ☐ **Stage 6**— Recovery and Preparation for Subsequent Pandemic Waves

The response to each of these trigger points will be discussed below.

The CNO will ultimately decide when to enter the next subsequent stage, and determine if and when conditional actions (i.e. “Consider performing.....”) will be implemented.

#### **Stage 0 - Planning, Awareness, and Protocol plan Maintenance (there is no known health risk):**

1. Pandemic Plan development as expansion of existing corporate business continuity planning process (true up this protocol to any changes)
2. Testing of plan:
  - a. Perform a walkthrough of this protocol with site leaders (including contractors) once per year
  - b. Perform a drill with relevant participants once per year to ensure readiness to enact this protocol
  - c. Verify IT infrastructure and bandwidth can support large numbers of at-home workers. Ensure data and applications are available for work-at-home access.
3. Identify, by title and / or group names “Critical Staff”, “Supporting Critical Staff”, and “Non-Critical Staff”.
4. Identify consumable requirements (e.g. disinfectant materials, N95 respirators, digital forehead thermometers, etc.) and location-specific logistics.
5. Content review/update once per year

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 1 – Suspected Human Outbreak Overseas / Confirmed Human Outbreak Overseas:

1. Immediately review this Protocol content and update to match the threat at hand. For example, update the Protocol to match the known pandemic characteristics such as outward symptoms, communicable mechanisms, quarantine times, effective methods to sanitize, etc.
2. Extensive communication activities to employees, their family members, and critical contractors
3. Inventory consumables; prepare purchase orders to support up to eight weeks without deliveries to meet safety, compliance, and business community concerns. This also includes pandemic control materials (hand sanitizers, masks, etc.)
4. Consideration of immediate purchase for long lead time items, and items which may run short due to the location of the outbreak
5. Perform “Health Screener” training, qualification, and walkthroughs. “Health Screeners” are those personnel that may perform such functions such as greet on-coming workers and guide them through the protocol process; facilitate a brief health check (such as taking forehead temperatures); and direct or perform asking some questions (such as any travel in affected pandemic areas). Screening should be done prior to a worker entering the OCA fence / turnstiles to the extent practical.
  - a. Populate answers to the following questions into Attachment 2 – Health Screen for all workers reporting to site (each shift):
    - i. Determine how and/or where Health Screens will be staged
    - ii. Determine who will be Health Screeners, the total number needed, and their hours of engagement
    - iii. Because Health Screeners will not be 24/7 at all site entry locations, determine how to handle “between shift” worker entry’s (e.g. report to north security gate officer)
    - iv. Based on the Pandemic at hand, determine appropriate screening measures such as body temperature limit and relevant questions to screen potentially affected workers
  - b. Ensure sufficient screening devices, if applicable, such as scanning thermometers are available for the anticipated number of Health Screeners and locations
6. Review and identify “Critical Staff”, “Supporting Critical Staff”, and “Non-Critical Staff” by company, and by title or work description.
7. Review staffing levels of “Critical Staff” and increase the fully qualified ranks where possible, e.g. perform proficiency watches, and other training. This is being done at this time due to the duration such training may take.

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 2 - Widespread Human Outbreaks Overseas:

1. All non-essential\* business air travel\*\* suspended (seminars, personal development, etc.)
2. All employees begin self-screening (e.g. body temperature) and reporting of results daily to supervisor. (This is not to convey personal information, just to say, "Yes, I checked, and I am healthy".)
3. Purchase consumables to support eight weeks without deliveries
4. Fully enable remote (IT) support staffing capabilities (but not necessarily activate at this time)
5. Set up PPE distribution location and logistics (N95 respirators, hand sanitizers)
6. Review "Health Screener" readiness; people, training, equipment, Screener PPE. Do not activate yet.
7. Facilities staff begin twice daily wipe down of handrails and door handles along commonly used routes across the site (in the OCA and PA) and in common areas (meeting rooms) and kitchen surfaces (countertops, ovens, coffeemakers, etc.).
8. Facilities staff begins four times daily wipe downs of Central Processing Facility vestibule area where new workers gather. Other CPF areas are wiped down twice daily.

#### *\*Examples of nonessential business travel include:*

- *Attending an informational meeting, conference or symposium.*
- *Attending an activity that could be conducted via teleconference (e.g., Skype).*
- *Any activity that is for personal development (e.g., training for professional certification) and not critical to company function.*

#### *\*Examples of essential business travel include:*

- *Any event that is critical to company function or would have a significant negative impact to the company if we did not attend. This includes meetings with key stakeholders (e.g., senior government officials or investors).*
- *Performing important work at customer work locations that cannot be conducted remotely. Delays in performing this work would impact system reliability or critical care customers.*
- *Attending legal proceedings or any in-person meeting required by a regulatory agency where teleconference is not available.*

*\*\* Air travel is specified, however, this suspension extends to any travel method that puts you in close proximity to strangers.*

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 3 - First Cases in North America:

NOTE: Stage 3 –Stage 5 could be very rapid (*potentially within 2 days*)\*

1. All business travel (that puts you in close proximity to strangers, e.g. air, train, ride-share) is suspended.
2. Recommend all workers suspend all personal travel (in close proximity to strangers), and recommend that they inform their supervisor of any personal travel plans.
3. All non-essential gatherings and meetings cancelled. Use virtual meetings where needed. For essential meetings, determine who must be at the meeting and ask others to not attend. Use large conference rooms to spread out workers (nominal 6 ft).
  - a. Do not share physical things amongst the participants, such as meeting handouts, signup sheets (assign someone to take attendance), or pens / pencils. This avoids people handling the same objects.
4. Everyone shall institute these common sense personal prevention measures immediately:
  - a. Replace handshakes with a verbal greeting.
  - b. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
  - c. Avoid touching your eyes, nose and mouth with unwashed hands.
  - d. Cover your mouth if you sneeze or cough.
  - e. Avoid or limit your time in crowded areas (airports, conference venues, shopping areas, etc.).
  - f. Practice social distance, which means that you maintain a 6 foot distance from others as much as possible.
  - g. If you have any signs of symptoms, then it is suggested that you do not report to your work facility, but instead consult a medical professional. Contact your manager or supervisor.
5. Implement these Pandemic infection site controls:
  - a. <sup>1)</sup> Site access Health Screening stations set-up and operational – all workers reporting to site each day will be screened (or will self-screen) outside the OCA fence / turnstiles prior to entering. Refer to Attachment 2 for the Health Screening Process and Questionnaire.
  - b. Social distancing (6 feet) required between individuals (including meetings) to the greatest extent achievable. Exceptions should be reviewed to determine if alternate work methods can be deployed to achieve the 6 foot distance.

<sup>1)</sup> Health Screener logistics to be developed and deployed as appropriate

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 3 - First Cases in North America (continued):

- c. Consult OSHA document Reference 3) "Guidance on preparing Workplaces for Covid-19" to determine the need to use PPE
    - i. Due to self-screening, SONGS workers fall into the Low Exposure Risk (Caution) category; *"Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers."*
    - ii. PPE recommendation for Low Exposure Risk; *"Additional PPE is not recommended for workers in the lower exposure risk group. Workers should continue to use the PPE, if any, that they would ordinarily use for other job tasks."*
    - iii. Review any unique or unusual job functions to determine if PPE is required.
  - d. Twice a shift workers shall wipe down their workstations (keyboard, mouse, phone, work surfaces) with disinfectant .
  - e. Removal and discontinuance of "feeding stations" such as common areas where food and jars of snacks are provided for general consumption. This avoids many people handling the same jar lids, serving utensils, etc.
6. "Critical Staff" takes extra steps;
- a. All meetings and turnovers are to be conducted with 6 feet distance between workers, especially on-coming and off-going shift workers. This will provide segregation of the shift workers and prevent spread across from shift to shift, to the extent possible.
  - b. After taking your shift (or on the same shift when moving from one work area to another), immediately disinfect your work area prior to starting work or touching anything in the work area.
  - c. For Operations, Security, ERO, and RP, on each work day, to the extent practical, record on a diary / ledger who on site you came into close contact with and note if health preventative measures were, or were not, able to be fully exercised (e.g. a diary entry could be: "Unable to maintain 6 ft standoff because I helped Sam fix his computer.")
  - d. To the extent possible, separate workers so that 6 ft distance is maintained. Make accommodations so workers don't have to be in the same room with each other, if they can still get their job done.
7. Adjust personnel work schedules to support critical staffing plan assignments and rotation.
8. Site Access Control begins the use of Attachment 1 to screen incoming new workers.

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 4 – Many cases developing in North America / Cases within Orange or San Diego County

NOTE: Stage 4 –Stage 5 (could be very rapid or even immediate)

1. Consider having the “Non-Critical Staff” group work from home, or their work may be suspended. This leaves “Critical Workers” and “Supporting Critical Workers” remaining on site.
2. Strong recommendation to suspend all travel, including all personal travel for SONGS workers and members of immediate household for the duration of the Pandemic. Travelling may require you to self-quarantine for 14 days and not come to SONGS site. If you, or members of your household do travel, then:
  - a. Prior to traveling, if possible, fill out Attachment 4, “Travel Questionnaire for all SONGS workers and their household members” and turn into your supervisor for review by SONGS medical / leadership
  - b. After travelling, complete a new Attachment 4, “Travel Questionnaire for all SONGS workers and their household members”. This may be done over the phone by calling your supervisor, or by email. Turn Attachment 4 into your supervisor for review by SONGS medical / leadership
  - c. If you travel, or members of your immediate household travel, then do not report to SONGS site until OK’ed following notification by your supervisor upon recommendation by SONGS medical / leadership
3. Perform Attachment 5, “Pandemic Work Authorization Form” to ensure site work can be performed within the bounds of this protocol to protect workers. Re-perform Attachment 5 as needed when new work is planned, or work methods change such that adherence to this protocol must be verified.
4. Quickly establish minimum crew sizes for Critical Staff. Create multiple Critical Staff crews as reasonable possible. Additionally, finalize actions to increase the ranks of the Critical Staff to being fully qualified (a supporting action from Stage1). This provides resiliency, for example, should one crew require quarantine.
5. Tours and public meetings represent a challenge due to the fact that a population of people outside SONGS may come into contact critical staffing. To control this perform the following:
  - a. Discontinue Site tours with the general public.
  - b. Off-site meetings with the community shall be discontinued. Virtual meetings to the extent practical may be used instead.
  - c. For congressional and regulatory tours, work with stakeholders to either postpone, or if not possible, limit exposure of SONGS staff to outside persons. Critical Staffing (Security, Operations, spent fuel transfer to dry storage personnel, and critical path D&D workers) and associated work areas shall be prevented from coming in contacting outside tour groups.
6. Monitor staffing, consumables, and infrastructure for consistency with planning assumptions.

## San Onofre Decommissioning Pandemic Response Protocol

7. <sup>1)</sup> Site access health screening commences. All incoming site workers screened at the OCA gate / turnstiles at the start of each shift, prior to entering. Refer to Attachment 2 for the Health Screening Process and Questionnaire.
8. Shift turnovers for Critical Staff will be done virtually (by telephone, Skype, etc.) to the extent possible. No sharing of meeting materials (e.g. for meeting handouts use digital versions passed between shifts), and all common materials (weapons, tools, controls, supplies) will be sanitized by on-coming crews.

<sup>1)</sup> Health Screener logistics to be developed and deployed as appropriate



## San Onofre Decommissioning Pandemic Response Protocol

### Stage 5 – Widespread Cases Throughout the United States, or Widespread Cases Within Southern California, or Confirmed Case(s) at SONGS

1. If a worker at SONGS is diagnosed with the Pandemic infection, or a household member, or has come into close, unprotected, contact with someone who has been diagnosed with the pandemic infection, then immediately perform Attachment 3.
2. Consider having the “Supporting Critical Staff” group work from home, or their work may be suspended (this leaves only “Critical Staff” on site).
3. We must now protect, as a priority, the “Safety and Regulatory Compliance” sub-group within “Critical Staff”. This means that the “Continuity of Business” sub-group may need to take a back seat in order to provide effective pandemic control.

#### Consider performing one or more of the following:

- a. Consider sequestration\* of the Continuity of Business subgroup:
  - i. Consider sequestering\* the critical path D&D workers.
  - ii. Consider sequestering\* the Spent Fuel transfer to Dry Storage workers (including oversight).
- b. Consider sequestration\*, of the Safety and Regulatory Compliance personnel, such as Security and Operations
- c. Consider dismissal of the Business Continuity subgroup, i.e. discontinue D&D activities and / or discontinue the Spent Fuel transfer to Dry Storage work. This will have the positive effect of also decreasing some critical staffing associated with Safety and Regulatory Compliance sub-group (e.g. RP).
4. All shift turnovers for Critical Staff will continue to be done virtually. (By telephone, Skype, etc.). No sharing of meeting materials (meeting handouts, etc.), and common materials (weapons, tools, controls) will be sanitized both by the off-going and on-coming crews.
5. Anticipated pandemic “wave” lasting six to eight weeks.
6. Plan actions assume a CDC Pandemic Severity Index level of “Severe” (Category 4 or 5 Pandemic).

#### **\*Sequestering concept:**

*Crews could be sequestered at a location (on or off-site), in private rooms, with supplies, and meals brought in. They will drive themselves to and from the sequester area, and have limited contact with outsiders. Each crew must have their own sequestering area, geographically separated from any other crews, and will never be shared unless “hospital grade” disinfection occurs beforehand. No mixing with the public.*

## San Onofre Decommissioning Pandemic Response Protocol

### Stage 6 - Recovery

1. Create a structured and managed process to back out of implementation actions.
2. Inventory consumables and reorder as required.
3. Review staffing; look for opportunities to increase staffing levels in Critical Staffing (with screened, healthy workers).
4. Prepare for potential next wave of pandemic.

## San Onofre Decommissioning Pandemic Response Protocol

### REFERENCES:

- 1) Guidance of NEI 06-03, "NSCC Influenza Pandemic Threat Summary and Planning, Preparation, and Response Reference Guide," Revision 2
- 2) Exelon fleet response to pandemic Power Point presentation (Circa 2010)
- 3) OSHA document OSHA 3990-03 2020 "Guidance on Preparing Workplaces for COVID-19"

## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 1 – Incoming New Worker questionnaire- page 1 of 2

Southern California Edison (SCE) and San Onofre Nuclear Generating Station (SONGS) have recently upgraded the incoming worker screening processes to maintain nuclear safety and regulatory compliance by protecting the health of all workers at SONGS.

With the current state of the Coronavirus (COVID-19), SONGS has developed this questionnaire to gather information on the travel history of all personnel coming on-site to determine if monitoring protocols need to be increased. We want to ensure all of our staff are working in a clean and healthy environment. We thank you in advance for your cooperation in this matter.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Contract Company: \_\_\_\_\_

SONGS point of contact (POC): \_\_\_\_\_ Phone ext. \_\_\_\_\_

Date of arrival to site: \_\_\_\_\_

#### **For the protection of all SONGS workers, please answer the following questions truthfully.**

1. Have you, or a member of your household traveled outside of your home area or greater than 80 miles from this location in the last 14 days?

Yes \_\_\_\_\_ No \_\_\_\_\_

If “Yes”, please fill out Attachment 4 “Travel Questionnaire for all SONGS workers and their household members”.

2. Within the past 14 days did you have physical contact with, or help care for, someone diagnosed with, or suspected to have, Coronavirus (COVID-19)?

Yes \_\_\_\_\_ No \_\_\_\_\_

a. If Yes, when was the last contact (date) \_\_\_\_/\_\_\_\_/\_\_\_\_

b. If Yes, were you utilizing proper Personal Protective Equipment (PPE) and personal Hygiene practices: such as frequent hand washing, not touching of eyes or mouth without sanitizing hands, using a capable mask / respirator, maintaining adequate distances of 6 feet or more?

Yes \_\_\_\_\_ No \_\_\_\_\_

## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 1 – Incoming New Worker questionnaire- page 2 of 2

Name: \_\_\_\_\_

3. Do you have a fever, cough, or shortness of breath?

Yes \_\_\_\_\_ No \_\_\_\_\_

4. Do you have any reason to think you may have contracted the Corona Virus?

Yes \_\_\_\_\_ No \_\_\_\_\_

- **Please complete and return this form to access control. If you answered “Yes” to any of the questions above, you will be asked to not enter the SONGS site and will be referred to your supervisor or contracting company.**
  
- **If you are exhibiting flu-like symptoms, please remain home until symptoms subside, and you are fully recovered.**

## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 2 – Health Screen for all workers reporting to site (at the start of each shift) for COVID-19

#### PURPOSE

At this time SONGS will not be performing “Health Screening” (such as taking forehead temperatures), but is requesting that workers “Self-Screen” by answering some basic questions.

At first roll-out, it is planned to have “Greeters” positioned at various location outside the OCA fence entry points during high traffic times to remind workers to self- screen.

This “self-screen” will be done prior to a worker entering the OCA fence / turnstiles to protect all workers at SONGS.

**PROCESS:** SONGS workers will require to respond to a questionnaire prior to entering the OCA and take the prescribed action if they answer “yes” to any of the questions.

**QUESTIONNAIRE:** The following questions will be on a poster, on a handout, or posed by the Greeter. Each worker is requested to truthfully answer each question prior to entering the OCA turnstiles / gates. If a “yes” answer is answered, do not enter SONGS site, and call you Supervisor.

The incoming worker is to provide a yes / no answer to each question prior to entering.

1. **How do you Feel?** Do you have a fever, cough, flu-like symptoms, shortness of breath, or believe you may have the COVID-19 virus?
  - **If “Yes” - Site Access is Temporarily Denied.** Please contact your Supervisor and seek help from your doctor. Please do not report back to work until you doctor says you are well.
2. **Close Contact?** Within the past 14 days to your knowledge, did you have close contact with, or helped care for, someone diagnosed with, or suspected to have, Coronavirus (COVID-19) and was not protected at all times?
  - **If “Yes” - Site Access is Temporarily Denied.** Please contact your Supervisor, who will work with SONGS Medical and site leadership to determine when you can return to work.
3. **Any Domestic or Overseas Traveling?** Have you or any member of your household traveled (more than local-area private auto travel) in the last 14 days?
  - **If “Yes” - Site Access is Temporarily Denied.** Please contact your Supervisor, who will walk you through a questionnaire and keep you informed.

#### Statement –

- ✓ **If you answered Yes to any questions, do not enter SONGS site and please refer to your supervisor for further instructions.**
- ✓ **If you are exhibiting flu-like symptoms, or you think you have been exposed to the corona virus, please remain home until symptoms subside, you have been cleared of the virus, and you are fully recovered.**

## San Onofre Decommissioning Pandemic Response Protocol

**Attachment 3 –Response if a SONGS team individual or a household member is diagnosed with the Pandemic illness or the SONGS team member comes into close contact with an individual that is diagnosed with the pandemic illness:**

1. Supervisor informs individual to not report to work until cleared by a Health Care Provider.
2. If the affected individual is available for a phone interview, the supervisor determines whom they may have come into contact with. Consider both at work contact and contact resulting from getting to and from work (e.g. carpools).
3. Supervisor polls the relevant site staff and reviews who may have had contact with the affected individual.
4. Supervisor interviews each worker who came into contact with the individual, and determines:

### TYPE of CONTACT:

- a) Contact was consistent with all Prevention Measures\* and therefore there is a lower risk of transmission (a lower chance that the worker will also contract the illness).
  - b) Contact may have been consistent with all Prevention Measures\*, can't remember for sure, or unsure.
  - c) Contact was not consistent with all Prevention Measures.\*
5. Supervisor will review the results of the interviews with their Manager and determine if type of contact is a type b) "may have been consistent", or type c) "not consistent" with Prevention Measures.
    - If b) or c), then consider self-quarantine of the individual for the proper period to ensure they do not present a risk of infection to the rest of the crew.
  6. Those diagnosed with the pandemic infection must be cleared by a Health Care Provider prior to being allowed to return to site.

\* Prevention Measures refers to those discussed in this Protocol document. This list below is not inclusive, but rather a list of the common measures. Review this Protocol document to find all applicable preventative measures for the case at hand.

1. Replace handshakes with a verbal greeting.
2. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
3. Avoid touching your eyes, nose and mouth with unwashed hands.
4. Cover your mouth if you sneeze or cough.

## San Onofre Decommissioning Pandemic Response Protocol

### **Attachment 3 –Response**

5. Practice social distance, which means that you maintain a 6 foot distance from others as much as possible.
6. All meetings and turnovers are to be conducted with 6 feet distance between workers, especially on-coming and off-going shift workers. This will provide as segmentation of the shift workers and prevent spread across shifts to segment, to the extent possible.
7. After taking your shift (or on the same shift when moving from one work area to another), immediately disinfect your work area prior to starting work or touching anything in the work area.



## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 4

#### Travel Questionnaire for all SONGS workers and their household members

- To be reviewed with your supervisor prior to travel (if possible, preferred).
- Call your supervisor upon returning from Travel (by you and/or a household member), and prior to your returning to site and entering the OCA.
- Your Supervisor will fill out this form and submit it to site Leadership for review and disposition. **Note: You will not be permitted to enter the OCA until approved by site Leadership.**
- Leadership review will be conducted by the following: Holtec & Holtec Contractors: Jearl Strickland. SDS & SDS Contractors: Tom Kaiser or Tom Dieter. Operations: Jason Janke. Security: Ross Quam. All other SCE and SCE Contractors Vince Bilovsky or Lou Bosch.

1. Name: \_\_\_\_\_
2. Email address / Phone # : \_\_\_\_\_ / \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_
3. Are you currently assigned / allowed by your leadership to telework? Yes / No / NA
4. Do you plan on visiting any SCE locations (including SONGS) within 14 days after you return from travel? Yes / No / NA
5. Who is the traveler(s)? (circle all appropriate)  
  
Myself / Close contact (household member / spouse, etc.)
6. Dates of Travel? \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_
7. Expected Return to Work Date: \_\_\_\_/\_\_\_\_/\_\_\_\_
8. Travel Location (Include all cities/states/layovers). List all:

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## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 4

#### Travel Questionnaire for all SONGS workers and their household members

Name: \_\_\_\_\_

9. Method of Travel to get to destination (indicate all that apply)?

- \_\_\_\_\_ Air
- \_\_\_\_\_ Bus
- \_\_\_\_\_ Train
- \_\_\_\_\_ Ship
- \_\_\_\_\_ Personal Vehicle
- \_\_\_\_\_ Rideshare
- \_\_\_\_\_ Other, describe \_\_\_\_\_

10. Will your, or did your travels include a cruise? Yes / No

11. Method of travel while at destination (indicate all that apply)?

- \_\_\_\_\_ Mass Transit (bus, subway, rail)
- \_\_\_\_\_ Rideshare (Uber, Lyft)
- \_\_\_\_\_ Rental Vehicle
- \_\_\_\_\_ Personal Vehicle
- \_\_\_\_\_ Other, describe \_\_\_\_\_

12. Did you or will you attend a mass gathering of greater than 10 people, e.g. a concert? Yes / No  
a. Were you able to maintain 6 feet or greater from participants? Yes / No / NA

13. If travel has already occurred, did you or someone you had close contact with appear visibly ill?  
Yes / No (leave blank if travel hasn't occurred yet)

14. Did you or someone in close contact with you exhibit symptoms of illness while traveling or since returning from travel?  
Yes / No (leave blank if travel hasn't occurred yet)

15. Does your work environment at San Onofre allow you to effectively practice social distancing?  
(e.g., maintain 6 feet of distance between colleagues)  
Yes / No

## San Onofre Decommissioning Pandemic Response Protocol

Attachment 4

Travel Questionnaire for all SONGS workers and their household members

Name: \_\_\_\_\_

16. Please add any relevant comments or notes.

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17. Review by Leadership

DECISION:

- ☐ Allow site access
- ☐ Defer site access until (date) \_\_\_\_/\_\_\_\_/\_\_\_\_

DECISION **APPROVED BY:** \_\_\_\_\_

NOTES:

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## San Onofre Decommissioning Pandemic Response Protocol

Attachment 5 Pandemic Work Authorization Form

**TITLE:**

### **Executive Summary:**

**SONGS recommends approval to proceed with the scope of work based on:**

Risk Position:

### **Work Description/Scope:**

- Work description:
- Location: ☐ Off Property ☐ Owner Controlled Area (OCA) ☐ Protected Area (PA)  
☐ North Industrial Area (NIA)
- Approximate number of workers:

## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 5 Pandemic Work Authorization Form

**TITLE:**

### Risk Considerations and Mitigating Strategies:

#	Risk Considerations and Mitigating Strategies	Yes	No
1	Can this activity be performed in compliance with the SCE Pandemic Protocol? (if answer is "No", then the work scope is not approved to proceed)	<input type="checkbox"/>	<input type="checkbox"/>
2	Will the travel restrictions in the SCE Pandemic Protocol negatively impact the ability to safely perform the function?  If "Yes", the following is the Mitigating Strategy:	<input type="checkbox"/>	<input type="checkbox"/>
3	Will this activity require frequent close interaction with Security personnel?  If "Yes", the following is the Mitigating Strategy:	<input type="checkbox"/>	<input type="checkbox"/>
4	Will this activity require frequent close interaction with Station Ops personnel?  If "Yes", the following is the Mitigating Strategy:	<input type="checkbox"/>	<input type="checkbox"/>
5	Will this activity require frequent close interaction with other Station work groups? Is there a cumulative impact to station resources that will impact work group effectiveness?  If "Yes", the following is the Mitigating Strategy:	<input type="checkbox"/>	<input type="checkbox"/>

## San Onofre Decommissioning Pandemic Response Protocol

### Attachment 5 Pandemic Work Authorization Form

**TITLE:**

#	<i>Risk Considerations and Mitigating Strategies</i>	<i>Yes</i>	<i>No</i>
6	Are new workers to SONGS needed?	<input type="checkbox"/>	<input type="checkbox"/>
	If "Yes", the following is the Mitigating Strategy (include CPF impact):		
7	Is PA access needed? If so, what volume and how often?	<input type="checkbox"/>	<input type="checkbox"/>
	If "Yes", the following is the Mitigating Strategy:		
8	If the work requires being in close proximity to other workers, are techniques developed and communicated to maximize the use of social distancing for this work?	<input type="checkbox"/>	<input type="checkbox"/>
	If "Yes", the following is the Mitigating Strategy:		
9	If the work requires close coordination with Radiation Protection, Waste or other work groups and vendors, have the interfaces been planned to reflect the SCE Pandemic Protocol?	<input type="checkbox"/>	<input type="checkbox"/>
	If "Yes", the following is the Mitigating Strategy:		

## San Onofre Decommissioning Pandemic Response Protocol

Attachment 5 Pandemic Work Authorization Form

**TITLE:**

### **Contractor Approval:**

Contractor confirms that crew briefings/training on expectations and behaviors are completed prior to the start of the work.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

### **SCE Approval:**

Lou Bosch: \_\_\_\_\_ Date: \_\_\_\_\_

Vince Bilovsky: \_\_\_\_\_ Date: \_\_\_\_\_

Doug Bauder: \_\_\_\_\_ Date: \_\_\_\_\_

ATTACHMENT 3  
Southern California Edison COVID-19 Internal Portal Page and Temporary Guidelines  
March 27, 2020



SharePoint

SHARE

FOLLOW

EDISON  
INTERNATIONAL®

Company

My Work

Safety

Services

About Me

Org Units

My Staff

Supply Management

Work Management

Edison International Portal > Our Company > COVID-19: Our Response and You

System Alert

Visit the **COVID-19** Portal page for important information and updates about the coronavirus disease.

System Alert:

Check the FAQs daily on the **Working from Home** Portal page for the latest IT updates.

System Alert:

IT is working with Business Resiliency to prioritize bulk provisioning of VPN and remote access tokens. The access request catalogs for VPN and RSAs are no longer active. **Please do not call the IT Help Desk to request VPN remote access.**

# COVID-19: OUR RESPONSE AND YOU

EDISON  
INTERNATIONAL®

Energy for What's Ahead®

from  
ro  
President and Chief Executive Officer

Video Message from Pedro

4:25 | 1460 Views | Our Company

Impacts of the COVID-19 pandemic are growing rapidly and drastically changing the way we live, work and interact with one another. It can be scary and frustrating for many. There is nothing more important than your safety, and we're responding rapidly to protect your health and safety and that of the public, following the guidelines by the World Health Organization and the Centers for Disease Control and Prevention.

At this time, we do not have any known cases of COVID-19 among our employees.

This page will provide the latest updates and information to help navigate through the rapidly evolving COVID-19 situation. Please check back often.



[Manager Guidelines for Sick and Potentially Sick Employee >](#) Find it here

# LATEST UPDATES

## Daily

[FAQs](#) added frequently. Dates appear next to each question to help you navigate updates.

## March 23

COVID-19 Related Leave Pay [guidelines](#) were added.

# LIVESTREAMS

As the situation continues to unfold, we will be hosting weekly livestreams with company leadersh informed and connected.

### UPCOMING LIVESTREAMS

- Tuesday, March 31: 7 a.m. and 11 a.m. for 60 minutes
- Join the livestream [here](#) .
- Please disconnect from VPN before joining the livestream broadcast.
- If you have trouble viewing on your computer, try using a mobile device.



## Update Your Contact Information:

It is important that you [update](#) your personal and emergency contact information for Everbridge, our emergency response notification system. This will allow us to contact you via email, text and phone call over the phone should the COVID-19 situation escalate.

Click [here](#) for a job aid to help with your update.

## Working From Home Resources

[Learn more](#)

## CYBER AND SCAM ALERTS!

- Malware Infected COVID-19 Websites: Use extreme caution when searching for information on COVID-19 as hundreds of newly created websites include malware. Cybersecurity is actively blocking fake sites, but new sites are continuously popping up. Safe websites include: [John Hopkins website](#), [Centers for Disease Control and Prevention](#) and the [World Health Organization](#).
- Phishing emails and social media posts are selling phony products. Scammers appear to promote awareness and prevention tips, ask you to donate to victims, or offer advice on unproven treatments. Report suspicious emails through the Report Phishing button in Outlook.

## Prevention Tips

Help prevent the spread of respiratory viruses, including the flu and the coronavirus:

- Stay home when you are sick.
- Wash your hands often with soap & water for at least 20 seconds. If soap and water are not available, use hand sanitizers that contain at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Consider getting the flu shot.
- Clean and disinfect frequently touched objects and surfaces.

**To self-report potential high-risk exposure or travel, first contact your manager or supervisor and then contact Edison Safety at by completing the appropriate questionnaire: [Travel Questionnaire](#); [Exposure Questionnaire](#).**

## Temporary Guidelines

Please review and follow these new and enhanced temporary guidelines, which are effective immediately. Click the dropdowns below to view each


guideline.

- ☐ Travel Guidelines
- ☐ Avoiding and Addressing Potential Exposure
- ☐ Conference/Event Attendance
- ☐ Visitor Guidelines
- ☐ Telework Internet Stipend
- ☐ Telework Guidelines
- ☐ Telework Guidance and Technology Help
- ☐ Telework Ergonomics
- ☐ COVID-19 Related Leave Pay – Revised

## Frequently Asked Questions

- ☐ Benefits
- ☐ General Information
- ☐ Health and Wellness, Prevention
- ☐ Office Equipment Reimbursement
- ☐ Operations
- ☐ Short-term Disability
- ☐ Temporary COVID-19 Related Leave
- ☐ Telework

## COVID-19 Hotline

With increasing concerns over the continued local spread of the virus, we recognize that many of you have questions and concerns about travel policies, sick time, facility cleaning, and more. A hotline has been set up to help answer your questions. You can reach the hotline by calling **800-500-4723** . Representatives are available Monday – Friday, 7 a.m. -7 p.m.

When calling, press 3 to reach the COVID-19 Hotline. When prompted to identify as an SCE employee, immediately press 7. You may also contact the Employee information Center via-email at [Infocntr@sce.com](mailto:Infocntr@sce.com) with the subject line **COVID-19 Hotline**. Please be patient as we are expecting high call-volume and inquiries.

## Edison Safety Resources

- [COVID-19: Safety While Teleworking](#)
- [COVID-19: Safety While Interacting With Customer and Coworkers](#)
- [COVID-19: Office and Workspace Safety](#)
- [COVID-19: Hotel Stay Safety](#)

## Customer Updates

### SUSPENDING DISCONNECTS

SCE announced that it is suspending service disconnections for nonpayment and waiving late fees, effective immediately, for residential and business customers impacted by the COVID-19 emergency.

### CRITICAL POWER OUTAGES

We are prioritizing critical work necessary to protect our communities from the threat of wildfires and to make urgent repairs, even as we postpone less pressing upgrades. Postponing this critical work could inadvertently create larger and more dangerous risks. We do not take the decision to proceed with an outage lightly, and our teams are working to shorten the duration as much as possible. **We must go forward with work necessary to protect public safety including reducing wildfire risk.** We are postponing noncritical work that would cause a customer outage and evaluating each outage on a case-by-case basis.




### EDISON INTERNATIONAL COMMUNITY DONATIONS


To help Californians who are facing economic hardships because of stay-at-home restrictions, taking care of family members or school and business closures, Edison International will make \$1 million in donations to community-based organizations in its service area, starting with a donation of \$150,000 to the California Community Foundation's [COVID-19 LA County Response Fund](#) .

### COVID-19 RELIEF EFFORT EMPLOYEE FUNDRAISER

To support our most vulnerable communities, we've launched a fundraiser to provide employees an opportunity to come together and give their support to aid local nonprofits working to help those who have been greatly impacted by COVID-19. Learn more and donate [here](#) .



## Employee Resources

- **Optum EAP:** During difficult times, it's important that you take care of yourself and loved ones, and don't hesitate to ask for help. Support is available for you (or your household family members) by contacting **Optum EAP** and speaking to a specialist who can connect you to the resources you need – such as a counselor or clinician. Visit [liveandworkwell.com](#) (access code: Edison) or call **(800) 443-4474**  . Confidential services are available 24/7, at no cost to you. Click [here](#) for helpful Optum resources and articles.
- **WorkCare:** If you believe you have the coronavirus or have encountered someone who does, immediately contact your health care provider and inform your supervisor before returning to work. For further guidance or questions, in addition to speaking with your supervisor, you can contact WorkCare through the Injury Assistance Program at 888-449-7787  . or email Edison Safety at [IndustrialHygiene@sce.com](mailto:IndustrialHygiene@sce.com) .
- **Health Advocate:** Health Advocate can assist you with a wide variety of healthcare and insurance-related issues at no cost to you. Call 866-695-8622  or visit [www.healthadvocate.com/edison](http://www.healthadvocate.com/edison)

- **Teladoc** – Virtual access to quality care 24/7, at no cost to you (Available to non-represented and UWUA employees currently enrolled in an Edison medical plan). Teladoc physicians can diagnose, recommend treatment, and prescribe medication, when appropriate, for many medical issues, including but not limited to **symptoms associated with coronavirus disease**. You can set up your account by visiting [Teladoc.com](https://teladoc.com) , calling **(866) 695-8622**  or downloading the Teladoc app.

### Kaiser Members and Prescriptions from Teladoc

If you are a Kaiser member, please note that any prescriptions written by a Teladoc physician are only covered when filled at certain Kaiser Permanente 24-hour pharmacies. When picking up a prescription at one of these pharmacies, you will need to provide your name and Kaiser Medical Record Number (MRN).

- **Retirement Planning** – While everyone’s individual situation is unique, in times of market volatility it’s best to keep your long-term financial goals in mind. If you need help considering your investment options or re-visiting your financial goals, consider these resources:
  - **EY Navigate™** - Financial wellness service offered to non-represented employees at no cost. Access dedicated, credentialed financial planners online or by phone. Planners can assist with identifying goals, developing financial plans, and providing unbiased guidance. Visit [edison.eynavigate.com](https://edison.eynavigate.com) or call **(844) 522-2058** . Representatives are available Monday through Friday, from 6:00 a.m. to 5:00 p.m., Pacific time. Click [here](#) for more information about managing retirement planning during times of market volatility.
  - **Financial Engines** – 401(k) plan participants can get free personalized online advice to help determine asset allocation and investment selections. Professional Management service available for a fee to participants who want to delegate investing decisions to an advisor. Visit [eibenefits.com](https://eibenefits.com) , or call **(800) 601-5957** . Representatives are available Monday through Friday, from 6:00 a.m. to 6:00 p.m., Pacific time. Click [here](#) to visit the new Financial Engines Market Volatility Resource Center.

## COVID-19 Messages to Employees

03/25/2020

[COVID-19 Relief Fundraiser](#)

03/24/2020

[Livestream Thank You](#)

03/24/2020

[Please Join Our Livestreams Today at 7 a.m. and 11 a.m.](#)

03/23/2020

[A COVID-19 Update: Telework, California Executive Order and Employee Fundraising](#)

03/20/2020

[Please join our livestreams Tuesday, March 24](#)

03/19/2020

[COVID-19: Safer at Home Order, Employee Guidelines and Procedures Update](#)

03/18/2020

[Livestream Thank You](#)

03/16/2020

[COVID-19 Update: New Self-ID Criteria and Internet Subsidy](#)

03/16/2020

[Please join our livestreams tomorrow, March 17](#)

- 03/15/2020
- [COVID-19 Update: Travel, Exposure, Events, Visitors and School Closures](#)
- 03/13/2020
- [Important COVID-19 Update: Telework Effective Monday](#)
- 03/11/2020
- [An Update on our COVID-19 Response](#)
- 03/06/2020
- [New Business Travel Restrictions for Your Safety](#)
- 03/02/2020
- [Edison is Actively Monitoring COVID-19](#)
- 01/30/2020
- [Coronavirus: How to Stay Safe](#)

# Important External Resources

For up-to-date information, visit:

- [The US Centers for Disease Control and Prevention \(CDC\)](#)
- [The World Health Organization \(WHO\)](#) has information, documents and situation reports related to 2019 novel coronavirus.
- [The U.S. Department of State](#)
- Find videos about the coronavirus disease on [CDC’s YouTube Channel](#)
- [Department of Homeland Security](#)
- [California Dept. of Public Health](#)

IT Support	Safety	About Edison	About Me	Related Sites	Stay Connected
<a href="#">IT Help Chat</a>	<a href="#">Report an Incident</a>	<a href="#">Ethics Helpline</a>	<a href="#">View My Paycheck</a>	<a href="#">Energized by Edison</a>	<a href="#">Page an Employee/</a>
<a href="#">Digital Workplace</a>	<a href="#">Safety Culture Transformation</a>	<a href="#">CPUC Safety Hotline</a>	<a href="#">Turn On/Off Paperless Paycheck</a>	<a href="#">SCE.com</a>	<a href="#">Update My Information</a>
<a href="#">MyIT</a>	<a href="#">Ergonomic Tips</a>	<a href="#">Facility Locations</a>	<a href="#">Submit Timesheet</a>	<a href="#">Edison.com</a>	<a href="#">Launch SAP</a>
<a href="#">Manage Passwords</a>	<a href="#">SDS (3E)</a>	<a href="#">News</a>	<a href="#">Expense Reports</a>	<a href="#">EIX Benefits Connection</a>	
<a href="#">Technology Help Center</a>	<a href="#">Submit an Observation</a>	<a href="#">Our Policies</a>	<a href="#">Search Jobs</a>	<a href="#">SONGScommunity.com</a>	
<a href="#">IT &amp; Portal Feedback</a>	<a href="#">Safety Commitment</a>	<a href="#">Org Charts</a>	<a href="#">My Learning</a>	<a href="#">Daily News Clips</a>	
<a href="#">Cybersecurity</a>		<a href="#">Privacy Notice</a>	<a href="#">Changes at Work</a>	<a href="#">Giving/YourCause</a>	

## COVID-19 Related Leave

Effective Monday, March 23, if you cannot telework and need COVID-19 time off, as described below, you can receive up to 10 total days of company-paid time off (inclusive of the five days of company-paid time off for approved COVID-19 related leaves already announced).<sup>1</sup> If additional time is needed due to a COVID-19 illness or to take care of an ill family member due to COVID-19, you may elect to use any amount of your annual sick time balance before applying for Short-Term Disability or Paid Family Leave which pays 60% of your salary. You may use vacation/floating holiday/Extended Illness Bank to supplement pay to 100%. If your need is COVID-19 related, but not an illness, once you exhaust your annual sick time, the company will provide 60% pay (which then may be supplemented by vacation or floating holiday). Please see below for more details.

"COVID-19 Related Leave" is available for the following circumstances (when you cannot telework):

- Personal Illness, including circumstances where management sends you home because you are exhibiting signs of illness
- Care for an individual sick with COVID-19
- Quarantine: Including high risk (65 and older or underlying chronic health condition), high exposure or return from travel
- Child/Adult Care Issues: Including but not limited to school or elder-care closure or adult or child in-home care
- Stay-at-Home or Shelter-In-Place Order: Typically, an order provided by a governmental agency for people who have non-essential jobs

## Phase 1: Initial COVID-19 Paid Leave:

- Income Replacement: Without a doctor's note, you may elect up to 10 workdays/80 hours total of COVID-19 Related Leave.<sup>2</sup>

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<sup>1</sup> This is in addition to company-paid time for quarantines following prior or future approved business travel.

<sup>2</sup> If you are ill or taking care of an ill family member due to COVID-19, you may choose to move straight to Phase 2 benefits without exhausting Phase 1 benefits.



**Phase 2: After Exhausting the COVID-19 Paid Leave:**

- Income Replacement (when you cannot telework):
  - Personal Illness: You may elect to use any amount of your annual sick time balance before applying for Short Term Disability. If approved for Short Term Disability you will receive 60% of your salary for up to 53 weeks. You may supplement your pay up to 100% with your Extended Illness Bank balance, vacation or floating holidays if available to you (but not annual sick time). To open a claim for Short Term Disability, call Sedgwick CMS at (866) 925-6789.
  - Care for Sick Individual: You may use your annual sick time balance or apply for Paid Family Leave (generally at 60% of your salary subject to a cap for highly compensated employees) for up to six weeks. You may supplement your pay up to 100% with your Extended Illness Bank, vacation or floating holidays (but not annual sick time). To open a claim for Paid Family Leave, call Sedgwick CMS at (866) 925-6789.
  - Quarantine: You may use Short Term Disability, if medically certified. If not medically certified, you must exhaust your annual sick time balance to receive further Phase 3 benefits detailed below.
  - Child/Adult Care Issues: You must exhaust your annual sick time balance to receive further Phase 3 benefits detailed below.
  - Stay-at-Home or Shelter-In-Place Order: You must exhaust your annual sick time balance to receive further Phase 3 benefits detailed below.

**Phase 3: After Annual Sick Time Balance Is Exhausted:**

- Income Replacement (when you cannot telework) and you have exhausted (i) 10 days/80 hours of COVID-19 Paid Leave and (ii) all annual sick time and are not otherwise receiving Short-Term Disability or Paid Family Leave:
  - The company will temporarily provide you with 60% of your salary, which you can then supplement up to 100% with vacation or floating holidays.



## TEMPORARY

### COVID-19 Related Leave

COVID-19

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Note this policy is temporary and due to ongoing health-related concerns associated with the COVID-19 virus, which is a public health emergency. This temporary policy will be frequently reassessed. The company reserves the right to reassign you to an "essential" position or to reassign duties that would enable you to telework. This supersedes prior guidelines.

## Approach to Providing Office and Ergonomic Equipment for Remote Work

If you are teleworking and need basic equipment from your office (e.g., keyboard, mouse, cables, Skype headset), work with your supervisor before going to the office to obtain these items and follow recommended COVID-19 safety protocols (including physical distancing, handwashing, etc.) during your visit. Larger items such as monitors, chairs, docking station, sit stand desks, etc. are generally not permitted to be taken home, in part to help avoid injuries from lifting and carrying these heavy items. Any requests for exceptions should be directed to your manager and OU leader.

The [Ergonomics Reference Guide](#) located on the [Working From Home Portal page](#) provides guidance on simple things you can do to maintain a good work set up at home. These include safely raising laptop screens to appropriate eye level to eliminate neck strain, using a rolled-up towel for lumbar support and taking frequent ergonomic breaks and short walks to allow your body to recover from work.

To further assist your ability to telework in a safe and productive work location, SCE will reimburse you for purchases of office/ergonomic equipment, up to a total of \$250. Items available for reimbursement include computer monitors, portable laptop stands (to raise the level of laptop screens), keyboards and mice (if not available from their normal work locations), wrist pads, cables and accessories, Skype speakers and other office equipment. Employees can purchase these items from retailers and should request reimbursement for these items in their normal expense reports using the 435666 code. Leaders will review expenses to ensure they are appropriate and approve these requests. If employees feel they require more than \$250 for equipment purchases to safely telework, VP approval will be required. If you require a medical accommodation in order to work from home, you should work with your leader and Disability Management for items not covered under the \$250 reimbursement amount. IT support for these items will be through the manufacturer/retailer and not through SCE's IT department.

Any peripheral hardware requiring downloading of third-party software may present a cyber risk and may be blocked. If you feel you have a valid reason to use software that is being blocked, please contact the IT Service Desk at 51234 or (949) 587-5534.

Additionally, if you require consumable office supplies, such as paper, toner, notebooks, etc., you may submit these for reimbursement under our existing reimbursement policy.

These costs will not be part of the \$250 total for office/ergonomic equipment. That said, we each have an opportunity to leverage our technology tools to go paperless as much as possible, supporting our company's commitment to sustainability.

### Ergonomic Support Approach

- The Online Ergonomic Assessments (which are geared towards an office environment with standard ergonomic equipment) are on hold during this telework time period. Employees and leaders are expected to work together by utilizing available resources to work safely from home or at an Edison facility.
  - At home - Employees and leaders should utilize the Ergonomics Reference Guide located on the [Working from Home Portal page](#) to understand how to work safely from home.
  - At an Edison Facility - Employees and leaders working from an Edison Facility should reference the [Office Ergo Quick Reference Sheet](#) as a substitute to the ergonomic self-assessment and Tier 1 assessment.
- Leaders (Tier 1 support) should regularly check in with their employees on ergonomics. Leaders can review the Ergonomic Reference Guide with employees and request/review photos of their set up to adjust as needed.
- Tier 2 employees will be available if leaders need additional ergonomic support. Tier 2 employees will not perform in-person assessments but will be available via phone or Skype for general ergonomics questions.
- If all the above actions have been taken and Tier 3 ergonomic support is still needed, the leader should contact [OfficeSafety@sce.com](mailto:OfficeSafety@sce.com). An Office Safety Advisor can conduct a remote Tier 3 assessment with the employee.

The Office Safety Team will proactively work with the office safety employees, safety teams and organization to promote good ergonomics including:

- Offering remote ergonomic presentations to organizations and safety teams to promote ergonomics at home
- Conducting Tier 2 Skype Support Sessions covering the new ergonomic approach and ergonomic tips
- Develop additional resources/videos such as a leader's guide to ergonomics at home

# TEMPORARY Visitor Guidelines

COVID-19

## **GUIDELINES FOR HOSTING VISITORS AT EDISON FACILITIES**

To reduce the risk of exposure to COVID-19, a more restrictive visitor protocol is being implemented. If you are an employee who has job duties that require you to be physically on-site, effective immediately, **all in-person meetings with external visitors that are not business-critical must be conducted telephonically or virtually. If in-person meetings must occur, use these enhanced guidelines.**

**Examples of essential visitors or in-person business meetings include:**

- Any in-person interaction that is essential for the company to function or would have a significant negative impact to the company if we did not host it. This includes meetings with key stakeholders (e.g., senior government or emergency management officials).
- A meeting that cannot be conducted virtually and will significantly impact the business if it is not conducted (e.g., certain critical job interviews). Delays in performing this work would impact system reliability or critical care customers.
- Critical deliveries.
- Hosting any in-person meeting required by law, court order or a regulatory agency where postponement or teleconference is not available.

Please be aware that a COVID-19 advisory asking visitors to advise their host if they or someone they have been in close contact with is experiencing symptoms of COVID-19 will be posted at all visitor entry points. COVID-19 symptoms include fever, cough and shortness of breath.

**IF YOU ARE HOSTING A VISITOR, PLEASE REINFORCE THIS MESSAGE:  
NO VISITOR WILL BE ALLOWED ON-SITE IF THEY OR SOMEONE THEY HAVE  
BEEN IN CLOSE CONTACT WITH ARE COVID-19 SYMPTOMATIC.**

**When hosting visitors, use the following guidelines:**

Prior to their arrival, email your visitors the [visitor screening questionnaire](#) and have them send it back to you. Then forward the completed questionnaire to [Visitor.Clearance@sce.com](mailto:Visitor.Clearance@sce.com). The questionnaire captures visitor's information and asks several COVID-19 related questions.

**If your visitors answer yes to any of the questions, cancel or postpone your meeting. Consider what part of your interaction with the visitor could still be done telephonically/virtually.**

# TEMPORARY Visitor Guidelines

COVID-19

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**Once your visitors arrive on-site, follow these guidelines:**

- Confirm the responses to the visitor screening questionnaire remain accurate. If your visitors answer yes to any of the questions, they must leave the facility.
- Replace handshakes with a friendly elbow bump or verbal greeting.
- Practice social distancing, which means that you maintain a distance of 3 to 6 feet from others as much as possible.
- Limit your visitors to one location while on-site and limit your visitors' interactions with other employees to only employees who must attend the scheduled meeting. Escort your visitors at all times while practicing social distancing.
- Shared meals should be avoided. If your meeting requires catering, please request meals be delivered in individually packaged containers.
- As an Edison representative, you are responsible for your visitors. Please ensure that you and your visitors follow section 2.1.3 of the [Physical Security and Cybersecurity policy](#).

If you have any questions, please contact the EIC Hotline at 1-800-500-4723. Visit the COVID-19 [Portal page](#) (Company > Key Initiatives > Coronavirus) for updated information as it becomes available.



# TEMPORARY Home Internet - Subsidy for Teleworking Employees

COVID-19

## Home Internet - Subsidy for Teleworking Employees

In response to COVID-19-related teleworking guidelines, employees who are teleworking in accordance with the [Temporary Telework Guidelines](#) will receive a \$20 per month stipend toward their cable/internet costs. This stipend will be included in the second paycheck of the month for those listed as teleworking on the last day of the preceding month. For employees who were listed as teleworking on March 31, the \$20 stipend will be included in their April 17 paycheck.

The company may revisit this temporary stipend at any time. This stipend will remain in force only during the COVID-19 public health event. The company reserves the right to amend or revoke these changes at its discretion.

For questions, please contact the **COVID-19 Hotline at 800-500-4723**. Representatives are available **Monday through Friday, 7 a.m.-7 p.m.**

You can also email [infocntr@sce.com](mailto:infocntr@sce.com) with the subject line **COVID-19 Hotline**.

# TEMPORARY In-Person Event and Meeting Guidelines

COVID-19

## In-Person Event and Meeting Attendance Guidelines

We understand that attendance at in-person events (conferences, conventions, etc.) and meetings both on-site and offsite is important in building and maintaining professional relationships and supporting business initiatives; however, in an effort to reduce the risk of exposure to COVID-19, a more restrictive in-person event attendance protocol is being instituted. These actions align with measures taken by many corporations, other investor-owned utilities, and some governmental agencies.

### **Until further notice, the following in-person event and meeting policy will be in effect:**

All non-essential, in-person event attendance is prohibited until further notice. In-person event attendance exceptions for essential business operations must be reviewed and approved by your direct manager, your organization's Vice President followed by an approval by Safety, Security and Business Resiliency Vice President Andrew Martinez, who will make the final determination on attendance.

### **Examples of in-person business-essential events include:**

- Any event or meeting that is essential for the company to function or would have a significant negative impact to the company if we did not attend. This includes meetings with key stakeholders (e.g., senior government or emergency management officials)
- A meeting that cannot be conducted virtually and will significantly impact the business if it is not conducted
- Legal proceedings or any in-person meeting required by a regulatory agency where postponement or teleconference is not possible

**If you are attending an essential, in-person business-critical event or meeting, please ensure you follow precautionary measures to minimize your risk of exposure to COVID-19.**



**When attending in-person gatherings, please use these guidelines:**

- Replace handshakes with a friendly elbow bump or verbal greeting.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your mouth if you sneeze or cough.
- Avoid or limit your time in crowded areas (airports, conference venues, etc.).
- Practice social distancing of 3 to 6 feet.
- If you have symptoms of fever, cough, or shortness of breath, consult a medical professional, do not report to any work facility and contact your manager or supervisor.
- Older adults and people with chronic medical conditions may be at increased risk and should take additional precautionary actions such as avoiding travel.

If you have any questions, please contact ESOC at (626) 815-5611 or the Hotline at 800-500-4723 and the COVID-19 [Portal page](#) (Company > Key Initiatives > Coronavirus) for updated information as it becomes available.

## Employee Travel and Exposure Prevention Guidelines

To help prevent exposure to and spread of COVID-19, based on CDC and WHO guidelines and the recommendations of public health officials, the current Edison travel restrictions require that if an employee or immediate members of her/his household have traveled to, or through, a CDC Level 3 location, the employee must self-quarantine for a minimum of 14 days. For CDC Level 2 locations, following a travel risk assessment by Edison Safety, the employee may be asked to take risk reduction actions, such as working remotely for a minimum of 14 days or a self-quarantine for up to 14 days before reporting to an Edison facility. Given the global pandemic designation, that brings all locations, including the United States, up to at least a Level 2. New guidelines to prevent exposure to the virus are being implemented.

## Employee Business Travel

For your safety and security, all non-essential domestic and international business air travel will be prohibited until further notice. Travel exceptions for essential business operations should be first submitted to your immediate manager and will be reviewed and authorized by your Operating Unit's SVP or above.

**IMPORTANT:** Please send the details of the proposed trip (date, location, layovers etc.) and the reason why the travel is business essential, for approval by your Operating Unit SVP or above and send in writing to [TravelSecurity@sce.com](mailto:TravelSecurity@sce.com) for further consideration by Safety, Security and Business Resiliency Vice President Andrew Martinez. Employees authorized to travel for essential business needs may be required to take risk reduction actions, such as self-quarantine or work remotely for up to 14 days according to current CDC guidance before reporting to a work location.

Examples of nonessential business travel include:

- Attending an informational meeting, conference, or symposium.
- Attending any activity, regardless of audience size, that could be conducted via teleconference (e.g., Skype).
- Any activity that is for personal development (e.g., training for professional certification) and not critical to company function.

**Examples of essential business travel may include:**

- Any event that is critical to company function or would have a significant negative impact to the company if you did not attend. This includes meetings with key stakeholders (e.g., meetings with senior government or emergency management officials).
- Performing critical work on customer premises that cannot be conducted remotely; delays in performing this work would impact system reliability or critical care customers.
- Attending legal proceedings or any in-person meeting required by a regulatory agency where teleconference is not available.

**Personal Travel**

If employees or their household members travel internationally or to a high-risk domestic location known to have extensive community spread of COVID-19, the employee must fill out the [Travel Questionnaire](#) before traveling so Edison Safety can perform a risk assessment and provide additional guidance to avoid exposure and ensure that employees do not inadvertently introduce possible COVID-19 to coworkers upon returning to the workplace.

**High Risk Exposure**

If you believe you or a member of your immediate household have tested positive for COVID-19, are exhibiting symptoms of COVID-19 or have been exposed to a person exhibiting the symptoms of COVID-19, or to a person that developed the symptoms of COVID-19 within 14 days of your exposure to that person, or if you or any member of your immediate household traveled on a cruise, or through any international or high-risk domestic location, you must self-report these circumstances to Edison Safety which will decide as to whether any work-related safety precautions are required, such as telework, workplace accommodations that allow appropriate social distancing, and potential self-quarantine for up to 14 days.

For you and your family's safety, we strongly recommend that you and members of your immediate household avoid circumstances that heighten your risk of exposure

to COVID-19. This includes avoiding all public modes of travel, including by air, train, bus, boat, ferry, subway, taxi, or ride-share (e.g., Uber/Lyft) during the duration of the pandemic. Employees and their families should also avoid large group gatherings or events where you are likely to be within 3 to 6 feet of a person with unknown travel or exposure history, or close to a person exhibiting symptoms of fever, cough, or shortness of breath. This recommendation is made for the safety of you and your family, as well as to support the nationwide effort to reduce the spread of the virus, especially to those with underlying health risks.

## Reporting

To self-report potential high-risk exposure or travel, first contact your manager or supervisor and then contact Edison Safety at by completing the appropriate questionnaire: Travel Questionnaire; Exposure Questionnaire. Any quarantine period or other restrictions will be determined by Edison Safety using a risk-based guideline that takes the following criteria into consideration based on your activities or those of an immediate family member:

### Geography

- Any international travel
- Travel to Level 3 CDC location
- Travel by cruise ship
- Travel to a high-risk domestic location with significant community spread (as designated under the advice of a public health expert or entity)

### Exposures

- Attended a large gathering where social distancing of 3 to 6 feet was not observed
- Used public modes of transportation (e.g., air, train, bus, boat, ferry, subway, taxi, Uber/Lyft)
- Had close contact with a person who was exhibiting symptoms of COVID-19 (e.g., fever, cough, shortness of breath)
- Had close contact with a person who is diagnosed with a confirmed case of COVID-19 within 14 days of having had exposure to that person

- You or an immediate member of your household exhibit symptoms of COVID-19 or had close contact with someone exhibiting the symptoms of COVID-19

### Telework, Benefits, and Compensation

The following guidelines shall apply to employees who are required to self-quarantine after being assessed by Edison Safety:

- Employees who can telework during any recommended quarantine period must do so
- Employees who cannot telework, but who are assessed as low risk and permitted to return to work should practice the recommended hygiene protocols and observe social distancing recommendations while at work
- For employees who are asked to quarantine following approved business activities and are unable to telework, the company will provide a temporary benefit allowing such employees to use company paid time off for up to 14 days (payroll time code 0608 with leave reason BN)

### Guidance for Employees who Travel to Level 2 or Level 3 Areas:

**Level 3 ([CDC Level 3 Guidelines](#))**. Note: SCE's risk assessment may be more stringent than the CDC guidelines.

Stay home for 14 days from the time you left an area with widespread, ongoing community spread and practice social distancing.

#### **Take these steps to monitor your health and practice social distancing:**

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.

5. Keep your distance from others (about 6 feet).

**Level 2 (CDC Level 2 Guidelines).** Note: SCE's risk assessment may be more stringent than the CDC guidelines.

The CDC has declared a global pandemic, so all locations worldwide are currently at least Level 2.

Level 2, Sustained Community-Level Transmission—Special Precautions for High-Risk Travelers

1. Older adults and people of any age with serious chronic medical conditions are at increased risk for severe disease and should consider postponing nonessential travel.
2. Travelers should avoid contact with sick people and wash their hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol.
3. Travelers should monitor their health and limit interactions with others for 14 days after returning from travel.
4. Travelers that are sick with fever, cough, or have trouble breathing should stay home and call ahead before seeking medical care.

**Within the US (CDC Guidelines).** Note: SCE's risk assessment may be more stringent than the CDC guidelines.

### Things to consider before travel:

**1. Is COVID-19 spreading where you're going?**

If COVID-19 is spreading at your destination, but not where you live, you may be at higher risk of exposure if you travel there.

**2. Will you or your travel companion(s) be in close contact with others during your trip?**

Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded settings, particularly closed-in settings with little air circulation, if there are people in the crowd who are sick. This may include settings such as conferences, public events (e.g., concerts and sporting events), religious gatherings, public spaces (e.g., movie theaters and shopping malls), and public transportation (e.g., buses, subway, trains).

**3. Are you or your travel companion(s) at higher risk of severe illness if you get COVID-19?**

People at higher risk for severe disease are older adults and people of any age with serious chronic medical conditions (such as heart disease, lung disease, or diabetes). The CDC recommends that travelers at higher risk for COVID-19 complications avoid all cruise travel and nonessential air travel.

**4. Do you live with someone who is older or has a severe chronic health condition?**

If you get sick with COVID-19 upon your return from travel, your household contacts may be at risk of infection. Household contacts who are older adults or have severe chronic medical conditions are at higher risk for severe illness from COVID-19.

**5. Is COVID-19 spreading where you live?**

Consider the risk of passing COVID-19 to others during travel, particularly if you will be in close contact with people who are older adults or have a severe chronic health condition. These people are at higher risk of getting very sick. If your symptoms are mild or you don't have a fever, you may not realize you are infectious.

Depending on your unique circumstances, you may choose to delay or cancel your plans. If you decide to travel, be sure to practice precautions to prevent getting and spreading COVID-19 and other respiratory diseases during travel. For the most up to date COVID-19 travel information, visit [CDC COVID-19 Travel page](#).

### What to Do If You Get Sick (CDC Guidelines)

If you get sick with fever (100.4°F/38°C or higher), cough, or have trouble breathing:

1. Seek medical care. Call ahead before you go to a doctor's office or emergency room.
2. Tell your doctor about your recent travel and your symptoms.
3. Avoid contact with others.
4. If you need to seek medical care for other reasons, such as dialysis, call ahead to your doctor and tell them about your recent travel to an area with widespread or ongoing community spread of COVID-19.
5. If you or a member of your household feels sick with any of these symptoms, please self-report this to your manager or supervisor by phone and contact Edison Safety at [industrialhygiene@sce.com](mailto:industrialhygiene@sce.com).
6. If you have any questions, please contact the EIC Hotline at 1-800-500-4723. Visit the COVID-19 [Portal page](#) (Company > Key Initiatives > Coronavirus) for updated information as it becomes available.



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## Employee Business Travel

For your safety and security, all non-essential domestic and international business air travel will be prohibited until further notice. Travel exceptions for essential business operations should be first submitted to your immediate manager and will be reviewed and authorized by your Operating Unit's SVP or above.

**IMPORTANT:** Please send the details of the proposed trip (date, location, layovers etc.) and the reason why the travel is business essential, for approval by your Operating Unit SVP or above and send in writing to [TravelSecurity@sce.com](mailto:TravelSecurity@sce.com) for further consideration by Safety, Security and Business Resiliency Vice President Andrew Martinez. Employees authorized to travel for essential business needs may be required to take risk reduction actions, such as self-quarantine or work remotely for up to 14 days according to current CDC guidance before reporting to a work location.

Examples of nonessential business travel include:

- Attending an informational meeting, conference, or symposium.
- Attending any activity, regardless of audience size, that could be conducted via teleconference (e.g., Skype).
- Any activity that is for personal development (e.g., training for professional certification) and not critical to company function.

**Examples of essential business travel may include:**

- Any event that is critical to company function or would have a significant negative impact to the company if you did not attend. This includes meetings with key stakeholders (e.g., meetings with senior government or emergency management officials).
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- Attending legal proceedings or any in-person meeting required by a regulatory agency where teleconference is not available.

**Personal Travel**

If employees or their household members travel internationally or to a high-risk domestic location known to have extensive community spread of COVID-19, the employee must fill out the [Travel Questionnaire](#) before traveling so Edison Safety can perform a risk assessment and provide additional guidance to avoid exposure and ensure that employees do not inadvertently introduce possible COVID-19 to coworkers upon returning to the workplace.

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For you and your family's safety, we strongly recommend that you and members of your immediate household avoid circumstances that heighten your risk of exposure

to COVID-19. This includes avoiding all public modes of travel, including by air, train, bus, boat, ferry, subway, taxi, or ride-share (e.g., Uber/Lyft) during the duration of the pandemic. Employees and their families should also avoid large group gatherings or events where you are likely to be within 3 to 6 feet of a person with unknown travel or exposure history, or close to a person exhibiting symptoms of fever, cough, or shortness of breath. This recommendation is made for the safety of you and your family, as well as to support the nationwide effort to reduce the spread of the virus, especially to those with underlying health risks.

## Reporting

To self-report potential high-risk exposure or travel, first contact your manager or supervisor and then contact Edison Safety at by completing the appropriate questionnaire: Travel Questionnaire; Exposure Questionnaire. Any quarantine period or other restrictions will be determined by Edison Safety using a risk-based guideline that takes the following criteria into consideration based on your activities or those of an immediate family member:

### Geography

- Any international travel
- Travel to Level 3 CDC location
- Travel by cruise ship
- Travel to a high-risk domestic location with significant community spread (as designated under the advice of a public health expert or entity)

### Exposures

- Attended a large gathering where social distancing of 3 to 6 feet was not observed
- Used public modes of transportation (e.g., air, train, bus, boat, ferry, subway, taxi, Uber/Lyft)
- Had close contact with a person who was exhibiting symptoms of COVID-19 (e.g., fever, cough, shortness of breath)
- Had close contact with a person who is diagnosed with a confirmed case of COVID-19 within 14 days of having had exposure to that person

- You or an immediate member of your household exhibit symptoms of COVID-19 or had close contact with someone exhibiting the symptoms of COVID-19

### Telework, Benefits, and Compensation

The following guidelines shall apply to employees who are required to self-quarantine after being assessed by Edison Safety:

- Employees who can telework during any recommended quarantine period must do so
- Employees who cannot telework, but who are assessed as low risk and permitted to return to work should practice the recommended hygiene protocols and observe social distancing recommendations while at work
- For employees who are asked to quarantine following approved business activities and are unable to telework, the company will provide a temporary benefit allowing such employees to use company paid time off for up to 14 days (payroll time code 0608 with leave reason BN)

### Guidance for Employees who Travel to Level 2 or Level 3 Areas:

**Level 3 ([CDC Level 3 Guidelines](#))**. Note: SCE's risk assessment may be more stringent than the CDC guidelines.

Stay home for 14 days from the time you left an area with widespread, ongoing community spread and practice social distancing.

#### **Take these steps to monitor your health and practice social distancing:**

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.

5. Keep your distance from others (about 6 feet).

**Level 2 (CDC Level 2 Guidelines).** Note: SCE's risk assessment may be more stringent than the CDC guidelines.

The CDC has declared a global pandemic, so all locations worldwide are currently at least Level 2.

Level 2, Sustained Community-Level Transmission—Special Precautions for High-Risk Travelers

1. Older adults and people of any age with serious chronic medical conditions are at increased risk for severe disease and should consider postponing nonessential travel.
2. Travelers should avoid contact with sick people and wash their hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol.
3. Travelers should monitor their health and limit interactions with others for 14 days after returning from travel.
4. Travelers that are sick with fever, cough, or have trouble breathing should stay home and call ahead before seeking medical care.

**Within the US (CDC Guidelines).** Note: SCE's risk assessment may be more stringent than the CDC guidelines.

### Things to consider before travel:

**1. Is COVID-19 spreading where you're going?**

If COVID-19 is spreading at your destination, but not where you live, you may be at higher risk of exposure if you travel there.

**2. Will you or your travel companion(s) be in close contact with others during your trip?**

Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded settings, particularly closed-in settings with little air circulation, if there are people in the crowd who are sick. This may include settings such as conferences, public events (e.g., concerts and sporting events), religious gatherings, public spaces (e.g., movie theaters and shopping malls), and public transportation (e.g., buses, subway, trains).

**3. Are you or your travel companion(s) at higher risk of severe illness if you get COVID-19?**

People at higher risk for severe disease are older adults and people of any age with serious chronic medical conditions (such as heart disease, lung disease, or diabetes). The CDC recommends that travelers at higher risk for COVID-19 complications avoid all cruise travel and nonessential air travel.

**4. Do you live with someone who is older or has a severe chronic health condition?**

If you get sick with COVID-19 upon your return from travel, your household contacts may be at risk of infection. Household contacts who are older adults or have severe chronic medical conditions are at higher risk for severe illness from COVID-19.

**5. Is COVID-19 spreading where you live?**

Consider the risk of passing COVID-19 to others during travel, particularly if you will be in close contact with people who are older adults or have a severe chronic health condition. These people are at higher risk of getting very sick. If your symptoms are mild or you don't have a fever, you may not realize you are infectious.

Depending on your unique circumstances, you may choose to delay or cancel your plans. If you decide to travel, be sure to practice precautions to prevent getting and spreading COVID-19 and other respiratory diseases during travel. For the most up to date COVID-19 travel information, visit CDC COVID-19 Travel page.

### What to Do If You Get Sick (CDC Guidelines)

If you get sick with fever (100.4°F/38°C or higher), cough, or have trouble breathing:

1. Seek medical care. Call ahead before you go to a doctor's office or emergency room.
2. Tell your doctor about your recent travel and your symptoms.
3. Avoid contact with others.
4. If you need to seek medical care for other reasons, such as dialysis, call ahead to your doctor and tell them about your recent travel to an area with widespread or ongoing community spread of COVID-19.
5. If you or a member of your household feels sick with any of these symptoms, please self-report this to your manager or supervisor by phone and contact Edison Safety at [industrialhygiene@sce.com](mailto:industrialhygiene@sce.com).
6. If you have any questions, please contact the EIC Hotline at 1-800-500-4723. Visit the COVID-19 [Portal page](#) (Company > Key Initiatives > Coronavirus) for updated information as it becomes available.

# TEMPORARY Telework Guidelines

COVID-19

## Telework Guidance

**For employees who, in the company's assessment, can work remotely and perform their job functions effectively,** we are directing them to do so. If an employee who is able to perform work remotely and does not possess the equipment (e.g., laptop, VPN token) and access (home Internet) needed to work at home, they should coordinate with their supervisor to determine how equipment will be provided. In the meantime, they are to report to the work location.

**For employees whose job functions are deemed, in the company's assessment, critical and cannot be performed remotely,** they will be directed to continue working at their current work locations and potentially reassigned as necessary for coverage. We expect that the overall reduction in employees working in our facilities will enhance social distancing, and we will continue our efforts to deter the spread of COVID-19.

## Key Considerations for Telework

- These guidelines are **temporary** and due to ongoing health-related concerns associated with the COVID-19 virus, which is a public health emergency. These guidelines will be frequently reassessed. If an employee is directed to temporarily telecommute, that does not mean that a job is suitable for telework under normal circumstances.
- Temporarily working remotely due to ongoing health concerns surrounding the COVID-19 virus does not alter any of the essential functions of an employee's position, including regular and predictable attendance at work.
- The expectation while working remotely is that the employee is performing work and available just as if they were in the office. Employees working remotely will be available during regular shift hours and will perform their regular duties while working remotely.
- Non-exempt/hourly employees must be sure to accurately track and record their hours worked. Employees should check in with their supervisor/manager by email at the start of each shift, when going and coming back from breaks, and at the end of their workdays. Employees working remotely are expected to take meal and rest breaks just as if the employee were in the office or other work location. Any issue with taking meal and rest breaks must be raised with the employee's supervisor right away.



## *Key Considerations for Telework - Continued*

- Non-exempt employees working remotely must not work off the clock. Regularly scheduled work hours will not change unless directed to do so by a supervisor/manager. Employees are not expected to perform any work outside of regular shift hours. Overtime must continue to be approved in advance by a supervisor, but all hours worked must be submitted and paid regardless of pre-approval, in accordance with the **Non-Exempt Employee Work Schedules and Overtime**.
- If an employee who is directed to work from home incurs necessary business expenses (e.g., internet data charges), they should discuss these needs with supervision before incurring the charges, which will need to be submitted for reimbursement in accordance with Company policy.
- Employees who work remotely must update their contact information in SAP, so they can be contacted for urgent situations.
- Supervisors should set clear expectations and assess that the necessary work is being performed.
- Employees working remotely must maintain the confidentiality of information (e.g., proprietary information, customer information, employee information, etc.).
- Employees working are expected to have a safe and secure workspace where they can effectively work remotely, without undue disturbances. If, for any reason, an employee is unable to provide such a work environment, the employee must notify his/her supervisor immediately.
- Employees may be asked to return sooner if the health crisis changes or there are changes in our work demands. Or, employees may need to continue to work remotely for an additional week or weeks.

## **Supplemental Workers** **(Contingent, Consultant, Professional Services, Contractors)**

- Supplemental workers will be subject to our Visitor Policy and our contracts with the vendors that supply them. It will be up to the OU to determine if the supplemental workers are deemed essential. If there is a need to suspend or terminate a contract for Consultants, Professional Services & Contractors, please call your Supply Management Representative.
- For Contingent Workers under AgileOne/Fieldglass, if there is a need to suspend or end the assignment of a contingent worker, please contact Sarah Baggett 626-302-0089 (desk) 626-807-5987 (mobile) or Nikki Reyes 562-230-8412 with AgileOne or Dawn O'Bryan-Lamb, Supplemental Workforce Program Manager (SCE), at 626-302-0305.
- Contingent workers under AgileOne/Fieldglass may be allowed to work from home under the current emergent situation, depending on the position and other relevant factors. While under normal circumstances this is not recommended, if the circumstances warrant and the following practices are followed for non-exempt contingent workers (i.e., paid hourly by AgileOne/Fieldglass), remote work may be allowed based on approval from the SCE supervisor/manager from whom they receive assignments.

## Work from Home Protocol for AgileOne/Fieldglass

To help managers validate accurate timekeeping, contingent workers should:

1. Send a Skype or email to manager when worker logs in for the morning.
2. Send a Skype or email to manager when worker takes their mandatory 10-minute break and when that break ends.
3. Send a Skype or email to manager when worker starts and ends their minimum 30-minute lunch (or second 30-minute lunch depending on length of shift).
4. Send a Skype or email to manager when worker takes their mandatory second 10-minute break (depending on length of shift).
5. Send a final Skype or email to manager when worker ends their day.

These are time-stamped documents in order to verify them against the weekly timecard and can be used if needed to validate that proper breaks and lunch(es) are taken.

ATTACHMENT 4  
Southern California Edison COVID-19 Internal Communications  
March 27, 2020

A message from  
Andrew Martinez

**Coronavirus: How to Stay Safe**

**To: Edison International and Southern California Edison Employees**

In light of the global health concerns over the coronavirus, we wanted to bring awareness to the issue and share ways to help protect your family and your health.

The 2019 novel coronavirus (2019-nCoV) is a new virus that causes respiratory illness in people and can spread from person to person. According to the Centers for Disease Control and Prevention (CDC), the virus appears to have originated in Wuhan, China, and has spread to a growing number of other international locations, including the U.S. Symptoms include high fever, shortness of breath, fatigue, headache, chest pain, cough and body aches.

The CDC considers the virus a very serious public health threat and there is currently no vaccine to prevent infection. The best way to prevent infection is to avoid exposure to this virus.

Here are some ways you can help prevent the spread of respiratory viruses, including the flu and the coronavirus:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

While there are no reports of the virus outbreak impacting Edison employees, we are continuing to monitor the situation and will take proactive steps as necessary to maintain a safe workplace.

If you believe you have the coronavirus or have encountered someone who does, immediately contact your health care provider and inform your supervisor before returning to work. For further guidance or questions, in addition to speaking with your supervisor, you may contact WorkCare through the Injury Assistance Program at 888-449-7787 or email Edison Safety at [IndustrialHygiene@sce.com](mailto:IndustrialHygiene@sce.com).

To learn more about the coronavirus outbreak, please visit the CDC website at [cdc.gov/nCoV](https://cdc.gov/nCoV).

Thank you for doing your part in creating a safe environment.

Andrew Martinez  
Vice President of Safety, Security and Business Resiliency  
Southern California Edison

A message from  
**Andrew Martinez**

**Edison is Actively Monitoring COVID-19**

**To: Edison International and SCE Employees**

We continue to actively monitor growing reports about the coronavirus (COVID-19) and its global impacts. This includes keeping pace with guidelines and updates from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) on preventative and protective measures.

We understand some of you may be feeling anxious about this situation. Rest assured that there is nothing more important than the safety and well-being of our employees, customers and the public, and we have several actions underway to help prevent or address impacts from this virus. A cross-functional team led by Business Resiliency has been meeting since the initial reports of the virus to review our business continuity plans and address any emerging needs related to prevention, detection and surveillance actions to keep our workforce safe. We do not have any confirmed cases of coronavirus among Edison employees.

**Your Role in Preventative Measures**

**Stay healthy.** Follow these simple measures to help prevent the spread of respiratory viruses, including the flu and COVID-19:

- **Stay home when you are sick.**
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

**Stay Informed of new business travel requirements.** Before booking any international business travel through American Express, you are now required to contact Corporate Security at [TravelSecurity@sce.com](mailto:TravelSecurity@sce.com). They are currently monitoring international business travel to high-risk areas including China, Hong Kong, Iran, Japan, Northern Italy, Southeast Asia and South Korea and can provide you with the latest guidance to keep you safe.

Additionally, if you or members of your household are planning international personal travel, particularly to these [high-risk areas](#), we strongly recommend that you notify your supervisor and Edison Safety at [industrialhygiene@sce.com](mailto:industrialhygiene@sce.com) so they can inform you of any precautions you will need to take before returning to work.

**Don't fall for scams.** The WHO has warned that scammers are taking advantage of the coronavirus outbreak to send phishing emails, texts and social media posts. Be on the lookout for these scams asking for personal information or selling phony products and never click on malicious links or attachments. Report suspicious emails through the Report Phishing button in Outlook. For the most up-to-date facts, visit the CDC or WHO.

**Prepare now.** Think about what you can do today to be ready for any emergency or in case the coronavirus risk level increases. For example, you may wish to stock up on nonperishable food, water, household supplies, pet food and diapers if you have small children. You should also check to make sure you have at least a 30-day supply of your prescription medications and other health supplies on hand.

**Learn more.** Visit the [CDC](#) or [WHO](#) sites for reliable and up-to-date information. For further guidance, you can contact WorkCare through the Injury Assistance Program at (888) 449-7787 or email Edison Safety at [IndustrialHygiene@sce.com](mailto:IndustrialHygiene@sce.com).

Visit the new [COVID-19 Portal page](#) at **Company > Key Initiatives > Coronavirus** for related updates and resources. Frequently asked questions will be posted and updated regularly, and we will continue to update this Portal resource as frequently as new information becomes available.

Thank you for helping us maintain a safe and healthy work environment.

Andrew S. Martinez  
Vice President of Safety, Security and Business Resiliency  
Southern California Edison

A message from  
Pedro and Kevin

**New Business Travel Restrictions for Your Safety**

**To: Edison International and SCE Employees**

As news outlets are reporting daily, the domestic and global spread of the coronavirus (COVID-19) continues to grow. We are monitoring the situation closely and following evidence-based best practices from the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) to minimize risk and secure our business continuity capabilities.

The medical community reports an increased risk of exposure from travel to a growing list of geographic locations and from crowded areas such as airports. Based on this information, and with your safety and security in mind, we are establishing business travel restrictions effective today. All nonessential domestic and international business air travel will be restricted until further notice. Travel exceptions for essential business operations should be first submitted to your immediate manager and will be reviewed and authorized by your organization's VP and by our Safety, Security and Business Resiliency Vice President, Andrew Martinez. These actions align with measures taken by many corporations, other investor-owned utilities and governmental agencies, such as CAISO and the U.S. Defense Intelligence Agency. Please know that we do not take these decisions lightly, however, we feel it is the prudent thing to do to minimize your risk of exposure.

**Examples of nonessential business travel include:**

- Attending an informational meeting, conference or symposium.
- Attending an activity that could be conducted via teleconference (e.g., Skype).
- Any activity that is for personal development (e.g., training for professional certification) and not critical to company function.

**Examples of essential business travel include:**

- Any event that is critical to company function or would have a significant negative impact to the company if we did not attend. This includes meetings with key stakeholders (e.g., senior government officials or investors).
- Performing important work at customer work locations that cannot be conducted remotely. Delays in performing this work would impact system reliability or critical care customers.

- Attending legal proceedings or any in-person meeting required by a regulatory agency where teleconference is not available.

It is important to note that employees authorized to travel for essential business needs to, or through, high-risk areas associated with [level 2 or 3 travel health notices](#) by the CDC will be required to take additional risk reduction actions such as “self-quarantine” or work remotely for a minimum of 14 days before returning to work.

Also, if you or a member of your immediate household have traveled to, or through, CDC [level 2 or 3](#) areas within the last two weeks in any capacity including personal travel, please self-report this travel to your manager or supervisor by phone and contact Edison Safety at [industrialhygiene@sce.com](mailto:industrialhygiene@sce.com) for guidance and actions you may need to take before returning to work, which may include self-quarantine.

We are taking precautionary actions and recommend you use good judgment to keep yourself and others healthy, as you would during an active flu season in any given year.

- Replace handshakes with a friendly elbow bump or verbal greeting.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your mouth if you sneeze or cough.
- Avoid or limit your time in crowded areas (airports, conference venues, etc.).
- Practice social distance, which means that you maintain a distance from others as much as possible.
- If you have any [signs or symptoms](#), consult a medical professional, do not report to any work facility and contact your manager or supervisor.
- Inform your supervisor of business or personal travel plans.
- Older adults and people with chronic medical conditions may be at increased risk and should take additional precautionary actions such as avoiding travel.

In addition to these travel restrictions and recommendations, we are increasing cleaning schedules in our facilities to clean and disinfect frequently touched surfaces such as doorknobs and handrails.

We will continue to update the COVID-19 [Portal page](#) (**Company > Key Initiatives > Coronavirus**) as new information becomes available.

In the meantime, please continue to live our values, stay safe and be kind and respectful to one another.

Pedro

Kevin



A message from  
Pedro and Kevin

**An Update on our COVID-19 Response**

Edison Team,

Last night we learned that two Exabeam, Inc. employees who attended an RSA conference in late February tested positive for COVID-19. This conference was also attended by six of our Edison IT colleagues. One of them has been home sick and is being monitored by a doctor. We are in contact with this employee and will continue to update you on the situation while respecting their privacy. All six of our colleagues have been instructed to self-quarantine out of an abundance of caution.

We do not have a contract or working relationship with Exabeam and have confirmed that none of our attendees visited the Exabeam booth while at the conference, nor had any scheduled meetings with Exabeam employees. It is important to note that our colleagues left the conference on Feb. 27 and we are 13 days into the 14-day virus incubation period as identified by the CDC.

We are continuing to take extra precautions with the cleaning and disinfecting of workspaces in all occupied facilities, including the areas of G.O. 2 and G.O. 3 where our IT colleagues work.

**COVID-19 Hotline**

With increasing concerns over the continued local spread of the virus, we recognize that many of you have questions and concerns about travel policies, sick time, facility cleaning, and more. A hotline has been set up to help answer your questions. You can reach the hotline by calling 800-500-4723.

Additionally, it is important that you visit Portal to update your personal and emergency contact information for Everbridge, our emergency response notification system. This will allow us to contact you via email, text and phone call over the coming weeks should the COVID-19 situation escalate.

Please be assured that we are following preventative and protective steps in line with the CDC and World Health Organization to help reduce risk of exposure and help us all stay safe. Actions you can take daily to reduce risk of exposure include

cleaning your hands often, avoiding close contact and staying home when you're sick.

We will continue to update you as the COVID-19 situation evolves. Meanwhile, you can visit this [Portal page](#) for the latest information and resources.

Please continue to practice good judgment, follow the CDC guidelines and stay safe.

Pedro      Kevin

Fri 3/13/2020 5:24 PM

A message from  
Pedro and Kevin

**Important COVID-19 Update: Telework Effective Monday**

**To: All Edison International and SCE Employees**

**Edison Team,**

You have no doubt heard the news on the quickly evolving COVID-19 situation. On Wednesday, the World Health Organization (WHO) officially labeled COVID-19 a global pandemic and the impacts to our communities and economy are increasing every day.

Please watch this [video message](#) from Pedro.

We all may be feeling concern over COVID-19. First, we want to say there is nothing more important than your safety, and we're responding rapidly to protect your health and safety and that of the public, following the guidelines by the WHO and the Centers for Disease Control and Prevention.

We want to be clear — at this time, we do not have any known cases of COVID-19 among our employees.

We know one of the most effective tools — in addition to personal hygiene — is social distancing. To help keep you safe, and to do our part to prevent and mitigate transmission of the virus, we are implementing temporary telework guidelines:

**Temporary Teleworking**

Effective **Monday, March 16, through Monday, April 6**, if your leadership determines that you can feasibly work from home, you should begin doing so on Monday. See telework guidelines [here](#).

We recognize that some of you have job duties that require you to be physically on-site; however, with as many people working remotely as possible, we believe it will be easier to maintain social distancing for those who must report to an Edison facility. We are deep cleaning our facilities to keep you safe while on-site and social distancing should be a priority for all, including interactions with customers.

We will provide guidance regularly on whether we expect you to return to your work location or if the temporary telework period gets extended.

**Telework Guidance**

For those of you who already have the capability to work remotely — that is, your job

functions allow it, and you have the equipment and access — your leaders should ask you to do so, while avoiding business disruption. As we move to telework, our IT systems may be temporarily stressed, so be patient as our teams work through this in the days to come. Our IT team is adding capacity and will be monitoring conditions and responding as quickly as possible.

Make sure you take home your laptop, mouse, power cords and other equipment needed to work remotely. If you need to access programs that require VPN access, such as SAP, and don't have VPN access or an RSA token, IT will order access and provisioning in bulk. You do not need to submit a request for VPN. Microsoft Office 365, including Outlook and Portal, does not require VPN to access. If you don't need VPN to access certain applications, please refrain from using it. This will help IT manage the increased demand for those who must be connected.

Please visit this [Work from Home Portal Page](#) and download and save the guides to your laptop in case you need assistance with password management or VPN login procedures.

For those of you whose job functions could be performed remotely, but currently lack equipment or access, you will continue to work on-site until we provide you the technology you need to telecommute. We will continue to take critical measures to provide a safe work environment for employees who remain on-site or in the field — such as deep cleaning of facilities and taking precautionary measures to help them practice social distancing, like replacing in-person group meetings with technology wherever possible.

Your immediate supervisor will help request equipment and/or access, as needed. This may take a few days to resolve, and we may not be able to accommodate everyone immediately.

We know there are more questions than answers and will do our best to answer those questions as soon as we get more information. On **Tuesday, March 17, we will hold a company livestream** to have candid conversations. Please make every effort to join this meeting. You can join the livestream using this [link](#).

Thank you for staying focused on safety and adapting to the many developments. Our customers are depending on us, and we appreciate all you do to serve them and support each other as we work through this.

We will be in touch as the situation evolves. Meanwhile, continue visiting this [Portal page](#) for the latest information and resources, and you can always talk with your leader or reach the COVID-19 hotline at **800-500-4723**.

If you're sick, stay home, and if you believe you have COVID-19 or interacted with someone who does, immediately contact your healthcare provider and inform your supervisor before returning to work.

Please continue to watch out for one another and stay safe.

Pedro

Kevin

## A message from Pedro and Kevin

### **COVID-19 Update: Travel, Exposure, Events, Visitors and School Closures**

As we shared in Friday's all employee email, we look forward to connecting with you at Tuesday's planned 7 a.m. and 11 a.m. livestreams. Details of those meetings will be shared in a separate email from us. We see these forums as a valuable way to stay connected in this fast-evolving situation.

Impacts of the COVID-19 pandemic are growing rapidly and drastically changing the way we live, work and interact with one another. It can be scary and frustrating for many. However, we also believe this situation brings out the best of who we are – and the values we represent – as a company and as individuals. We have key roles to play as a socially responsible company delivering a critical service to customers, and – as members of our local communities – contributing to the health and resilience of our society at large.

We know uncertain events like these are not easy. To protect your health and safety, and that of those around you, it is imperative that we do the right thing at work and at home by following the [CDC](#) recommendations and Edison guidelines applicable to all of our employees.

Last week, we announced business travel restrictions and our new temporary telework guidelines. As the COVID-19 situation continues to evolve, we've made important changes to these guidelines.

Please review and follow these new and enhanced guidelines, which are effective immediately. Key points are listed below for each category with links to additional information, all of which can be found on our COVID-19 [Portal page](#).

#### **Personal Travel Guidelines**

- We strongly recommend that you, members of your immediate household, and close personal contacts refrain from any personal travel during the duration of the pandemic.
- Review the [travel and exposure guidelines](#) for steps to take if you or a member of your household is still considering personal travel or returns from a trip, and information on potential work restrictions that may be applied before a return to work.

#### **Avoiding and Addressing Potential Exposure**

- We strongly recommend that you, members of your household, and close personal contacts avoid gatherings or events where you are likely to be within 3 to 6 feet of a person with unknown travel or exposure history for more than three minutes, or close

to a person exhibiting symptoms of COVID-19 – fever, coughing, or shortness of breath.

- Review the [travel and exposure guidelines](#) for steps to take and for potential work restrictions, if you, a member of your household or close personal contacts believe you or they have been exposed to a person exhibiting the symptoms of COVID-19, or to a person who develops the symptoms of COVID-19 within 14 days of exposure to that person.

### **Conference/Event Attendance**

- All offsite, nonessential, in-person attendance of conferences or events is prohibited until further notice.
- Offsite event attendance exceptions for essential business operations must be reviewed by your immediate manager followed by your Operating Unit's SVP or above. Forward the officer approval to Safety, Security, and Business Resiliency Vice President Andrew Martinez, who will make the final determination on attendance. Review the [conference/event attendance guidelines](#).

### **Visitor Guidelines**

- Additional visitor screening requirements are in place. All meetings with visitors should be held via Skype, phone, or other remote channel wherever possible. However, for critical business needs, hosts of visitors will need to ask their visitors specific questions to determine if they pose a risk to our workers. Review [screening guidelines and questions](#).

### **School Closures**

- As a temporary measure, if you have school-aged children and are unable to perform your job duties through telework, the Company has instituted a temporary benefit allowing employees to use up to 5 days of Company paid time off. Review the [school closure guidelines](#).

Call the COVID-19 Hotline at **800-500-4723** for help with questions.

Our Edison team has a history of rising above challenges and we know you are doing the same here. Please continue to live our values, use good judgment, support and look out for each other, and closely follow the CDC guidelines.

Pedro

Kevin

A message from  
Pedro and Kevin

## COVID-19 Update: New Self-ID Criteria and Internet Subsidy

### Edison Team,

To help fight the spread of COVID-19 and for their health, Gov. Newsom is asking all persons over 65 years old and those with underlying health conditions to stay home and isolate themselves.

In support of Gov. Newsom's announcement on Sunday, we are strongly encouraging that all employees who meet either of these criteria stay home. If either of these criteria apply to you and you are not already teleworking, please reach out to your manager or supervisor to arrange to work from home. If your work cannot be done from home, please refer to the [At-Risk Population Self-Select guidelines](#) for more information about pay options available to you.

Additionally, employees who are teleworking in accordance with the [Temporary Telework Guidelines](#) will receive a \$20 per month stipend toward their cable/internet costs. This stipend will be included in the April 17 paychecks of employees who are identified as teleworking by April 6. Please note that our plan is to have this remain in effect during the COVID-19 public health event. We will continue to assess this stipend's duration and may determine to amend it at any time. Refer to the [Home Internet Subsidy guidelines](#) for more information.

The COVID-19 situation continues to evolve rapidly, and we are committed to keeping you informed. Please visit the [COVID-19 Portal page](#) for the latest information and resources. If you have questions related to time coding and other matters, speak with your leaders or contact the COVID-19 hotline for guidance by calling **800-500-4723**. When prompted, press 3 for HR Services, and then 7 to speak with a representative. Representatives are available Monday through Friday, 7 a.m.- 7 p.m. You can also email [infocntr@sce.com](mailto:infocntr@sce.com) with the subject line COVID-19 hotline.

Please continue to look out for one another and stay safe.

Pedro

Kevin

Mon 3/16/2020 8:30 AM

A message from  
Pedro and Kevin

**Please join our livestreams tomorrow, March 17**

Edison team,

We will hold two livestream meetings tomorrow, March 17, to provide the latest information on Edison's response to the COVID-19 crisis. The meetings will be held at 7 a.m. and 11 a.m.

While we normally encourage viewing these meetings as a group, to maintain safe social distancing while viewing the livestreams, these will be web-based only. No in-person meetings for employees.

You can view the livestreams at this [link](#). Please do not view these meetings while logged into VPN to avoid overloading our capacity, which could impact system stability or critical work being done by others.

We know these are unusual and stressful times for many. Thank you for continuing to look out for each other and for helping us take the steps necessary to keep our workers, and the communities we serve, safe.

Pedro

Kevin



## A message from Pedro and Kevin

### Livestream Thank You

#### Edison Team,

Thank you for joining us yesterday for our livestream meetings. As usual, your questions were thoughtful and showed what an engaged team we have, ready to do the right thing for each other, our customers and our communities. We truly appreciate you and seeing so many words of encouragement.

If you missed the livestreams or would like to view them again, here are the links:

- [7 a.m. livestream](#)
- [11 a.m. livestream](#)

We are working to update the Frequently Asked Questions to address the common questions raised in the livestreams, and those coming in through the COVID-19 hotline, on the [COVID-19 Portal page](#). For example, new information from IT to help you request VPN access and laptops has been posted to that Portal page. Please keep checking back there regularly.

We are receiving news that government agencies are establishing public health orders prohibiting public and private gatherings of any number in our service area. We are working closely with emergency operations centers in our communities to prepare as this unfolds. As an essential service provider, we believe SCE's operations are exempt and employees can continue to report to work for business purposes. This is a very fluid situation. We are assessing impacts and will be sharing more information as it evolves.

Please check your local government website for information related to your community.

Also, please know we heard your feedback, questions and concerns yesterday, and we are considering it carefully as we review our existing and interim work policies.

To keep our customers informed about what we are doing to keep you and our communities safe while providing reliable service, Pedro recorded these videos in [English](#) and in [Spanish](#).

Thank you for pulling together as one Edison team during this extraordinary time and, above all, please stay safe.

Pedro

Kevin

A message from  
Pedro and Kevin

**COVID-19 Safer at Home Order, Employee Guidelines and Procedures Update**

**Edison Team,**

Earlier this evening, Gov. Newsom announced a statewide “Safer at Home” [order](#) requiring everyone to stay home except for very limited exceptions, including going to an essential job. Federal critical infrastructure sectors, including electric utilities, are considered essential; therefore, SCE’s operations are excluded from the restrictions. Our current work guidelines remain in effect. This means that if your Edison role requires you to work in the field or office, you may travel there and back home as needed for your job. Once you are home away from your job, however, you should stay at home as stated in the Governor’s order.

For our workers who are still reporting to an Edison facility, please continue practicing social distancing, wash your hands often and clean surfaces frequently, including desks, tools and equipment.

Now, more than ever, let’s continue to take good care of ourselves and support each other while we deliver the electricity that is so vital to our region’s health at this critical time.

Additionally, thank you for your participation and engagement in Tuesday’s livestreams. Your questions and comments are helping us revise our plans and policies to be responsive to your needs and the evolving COVID-19 pandemic. Below are a couple of our latest updates:

- The School Closure Guidelines were expanded to cover adult and childcare issues related to COVID-19. Please take the time to review the new [COVID-19 Child and Adult Care Guidelines](#) for more information.
- Additional information was posted to the [COVID-19 Portal page](#) under Telework Technology Help yesterday to help you request VPN access and laptops.

We are continuing to look at our guidelines as this fast-moving situation evolves. Please continue to share your suggestions and questions with your leadership and remember to check the COVID-19 Portal page to find resources and the latest updates.

Thank you for all you do and please stay safe.

Pedro

Kevin

Fri 3/20/2020 12:58 PM

A message from  
Pedro and Kevin

**Please join our livestreams Tuesday, March 24**

**Edison team,**

As part of our ongoing effort to keep you informed on our response to the COVID-19 crisis, as well as give you the opportunity to ask questions, we will hold our next livestream meetings at 7 a.m. and 11 a.m. on Tuesday, March 24.

As with our most recent livestream, these will be web-based only. No in-person meetings for employees.

You can view the livestreams at this [link](#). Please refrain from viewing these meetings on VPN to ensure system stability. As usual, we will record the meetings and provide links for your viewing later.

The work we all do is more critical than ever with the COVID-19 crisis. Hospitals, medical professionals and researchers, and first responders all need electricity. We thank you for your commitment to that essential work.

Pedro

Kevin

A message from  
Pedro and Kevin

**A COVID-19 Update: Telework, California Executive Order and Employee Fundraising**

**Edison team,**

From across the world, we are all hearing stories about the fallout from COVID-19. Yet, there are also stories of hope and support and ways people are taking care of each other. The situation is quickly evolving in the U.S. Experts estimate the growth curve of the COVID-19 infection will continue to rise before it begins to flatten. As a leadership team, we are assessing the situation continuously and taking actions that will carry us through the COVID-19 crisis.

We've said it before, this is an unprecedented situation and we sympathize with all those who have been impacted by the virus, either directly or indirectly. During this difficult time, it helps to recall that although we are navigating uncharted waters, we are not in this alone and must support each other by living our values – especially safety, respect and teamwork.

Please take the time to review the updates and information below:

**Extending Telework and New Home Office Ergonomics**

Given the uncertainty of the time horizon of the COVID-19 emergency, we are removing the previously stated April 6 teleworking end date. It is difficult to know how long we will be operating in these temporary arrangements, but we should be prepared for weeks or potentially months. If you are teleworking, please remember the importance of ergonomics and micro-breaks. [New guidelines](#) are available to help answer your questions about support for setting up ergonomic workspaces at home, including reimbursement of up to \$250 in related expenses. The guidelines include: the use of expense account reimbursements for items like monitors; disability management accommodations; picking-up equipment or items left in the office that are light and safe to carry such as a mouse, keyboard, headset, and cables; cybersecurity requirements; and tips to help create an ergo-friendly workspace at home.

**System Safety and Reliability**

We are committed to doing what is right for our customers and our workers. As always, we are keeping the health and safety of our workers, our customers and communities top of mind. We will continue to safely perform critical work related to public safety and reliability while postponing non-critical outages. Critical safety work includes mitigating the upcoming dangers of wildfire season and responding to urgent needs like replacing a splintered pole after a car accident. While conducting this critical work, our teams are prioritizing their safety and the safety of the public by following CDC guidelines and taking additional precautions where appropriate. You can support our efforts to continue our critical operations by being a voice in your communities about the necessary work our crews continue to do each day to

keep the power on and the grid reliable.

### **California Executive Order**

Since our telework announcement on March 13, two-thirds of our nearly 13,000 employees have transitioned to a telework situation. Gov. Newsom's March 19 [executive order](#) underscored the need to have employees remain home or work from home unless they perform a critical function that cannot be completed remotely. To be clear, as an [energy company providing an essential service](#), our employees in critical roles and whose functions cannot be completed remotely are exempt from remaining home or working from home.

### **Temporary COVID-19-Related Leave**

We are also preparing for situations where employees may need to take time off due to issues related to COVID-19. To address company-paid time in these situations, please review the [Temporary COVID-19 Related Leave Guidelines](#). Per the guidelines, employees who cannot telework and need to take time off due to issues related to COVID-19 will receive up to 10 days of company-paid time off. This is an additional five days on top of the previously announced five days of company-paid time off. If you need additional time due to a COVID-19 illness or to take care of a family member who is ill from COVID-19, you may elect to use any amount of your annual sick time balance before accessing normal benefits (Short Term Disability or Paid Family Leave) and your vacation, floating holiday, and/or Extended Illness Bank hours to supplement pay up to 100%. If your need is COVID-19-related, but not an illness, once you exhaust your annual sick time, the company will provide 60% of your pay, which then may be supplemented by vacation or floating holidays. We hope these additional benefits will help you and your family manage through this unprecedented time. Take the time to fully review the guidelines for more information.

### **Helping our Communities**

Finally, we know there are many customers experiencing hardship due to quarantines, caregiving or business and school closures, which is why Edison International pledged \$1 million to local nonprofits to assist our communities. From this \$1 million, we committed \$150,000 to the [California Community Foundation's COVID-19 LA County Response Fund](#) and we are directing \$500,000 to regional food banks supporting customers facing food insecurity, a challenge that has only intensified with the pandemic.

We are gratified that many of you have thoughtfully asked how you can help. In response to your suggestions, starting March 25 we will launch a fundraising campaign allowing employees to join the company's commitment to support members of our most vulnerable communities. Edison will match, as part of its \$1 million commitment, employee donations up to \$250,000 until the end of the campaign on April 10. Remaining funds from our \$1 million commitment will be allocated to community organizations that need our support. More information on how to participate in the employee fundraising campaign will be shared on Wednesday.

Please note that the updates above can also be found on the [COVID-19 Portal page](#). Continue to visit that page regularly for new FAQs and updates.

We look forward to connecting with you tomorrow during the scheduled 7 a.m. and 11 a.m. livestreams. You can join the livestreams using this [link](#). Remember that VPN is not required to view the livestream, and to support IT system stability, VPN should not be used.

Please continue to follow the CDC guidelines, take care of yourself and take care of each

other.

Pedro

Kevin

A message from  
Pedro and Kevin

**Livestream Thank You**

**Edison Team,**

Thank you for joining us today for our livestream meetings. We know you are doing everything you can to take care of each other, your families, our customers and our communities. We appreciate you taking the time out of your day to listen to the updates we've provided and ask those thoughtful questions we have come to appreciate from you.

If you missed the livestreams or would like to view them again, here are the links:

- [7 a.m. livestream](#)
- [11 a.m. livestream](#)

The team continues working to update the Frequently Asked Questions on the [COVID-19 Portal page](#) to address the common questions raised in the livestreams and those coming in through the COVID-19 hotline.

As we mentioned during the livestreams — with so many of us teleworking, we must be more vigilant than ever about cyberthreats. It is important to be on the lookout for phishing emails, including COVID-19-themed phishing emails, social engineering and other types of attacks on the company. Please do your part to keep our systems secure.

We invite you to join us for a special Safety Memorial Day observance. We know many of you take the time to honor those team members who lost their lives on the job and to recommit to our own safety. It is so important that we keep that going yet do so safely and while practicing safe physical distancing. There will be a livestream this Friday at 8:30 a.m. to replace the event normally held at the G.O. You can visit the link [here](#) to join, and we will share a replay video afterward. Additionally, if you normally hold your own Safety Memorial Day observance, please check with your leadership about how you can still do so while practicing safe physical distancing.

Please join us at our next livestream meetings on Tuesday, March 31, at 7 a.m. and 11 a.m.

Thank you for all you do.

Pedro

Kevin

Tue 3/24/2020 4:46 AM

A message from  
**Corporate Communications**

**Please Join Our Livestreams Today at 7 a.m. and 11 a.m.**

As part of our ongoing effort to keep you informed on our response to the COVID-19 crisis, as well as give you the opportunity to ask questions, please join one of our company livestream meetings today at 7 a.m. and 11 a.m.

As with our most recent livestreams, these will be web-based only. No in-person meetings for employees.

You can view the livestreams at this [link](#). Please refrain from viewing these meetings on VPN to ensure system stability. As usual, we will record the meetings and provide links for your viewing later.



A message from  
**Pedro and Kevin**

**COVID-19 Relief Fundraiser**

**Edison Team,**

Like you, our thoughts are with community members experiencing hardships because of quarantines, caregiving or business and school closures as a result of the COVID-19 pandemic. Many of you generously offered your \$20 monthly internet subsidy being provided to teleworking employees, and others have reached out asking how you can help. We are grateful to lead an organization with so much heart.

To support our most vulnerable communities, Edison International announced on March 13 that it is making \$1 million in charitable donations to local nonprofits. We have contributed \$150,000 to the California Community Foundation's COVID-19 LA County Response Fund and directed \$100,000 to each of the following nonprofits that are supporting customers facing food insecurity, a challenge that has only intensified with the pandemic:

- Community Action Partnership of Orange County
- Community Action Partnership of San Bernardino County
- Foodbank Santa Barbara County
- Kings Community Action Organization
- Los Angeles Regional Food Bank

Today, we are launching a fundraiser to provide employees an opportunity to come together and support local nonprofits working to help those who have been greatly impacted by COVID-19. The company's \$1 million pledge to COVID-19 relief efforts will further your contributions by collectively matching employee donations up to \$250,000 until the end of the campaign on April 10. Remaining funds from the \$1 million commitment will be allocated to community organizations that need our support.

The following nonprofits have established immediate COVID-19 response efforts for those in need:

- Community Action Partnership of Orange County
- Direct Relief
- Inland Empire Community Foundation
- Los Angeles Regional Food Bank

**Click [here](#) to log in and donate today.** The company will match donations up to \$2,000 per employee until April 10, and your contributions will directly help these four organizations provide critical services, food and necessities to our most vulnerable communities.

If you have already donated or would prefer to give to a nonprofit supporting COVID-19 relief efforts other than the four above, please use the [Giving/YourCause website](#) to request a company match once you have made a contribution.

Some of you may be interested in how you can get involved and volunteer. If you are healthy, not a member of a vulnerable population and are following all public health and physical distancing guidelines, please visit the [California Volunteers website](#) for volunteer opportunities in your area to safely give back to your communities and neighbors.

Thank you for your generous spirit and helping to make a difference in the communities we proudly serve.

Please stay healthy and safe and continue to look out for one another during these unprecedented times.

Pedro

Kevin

ATTACHMENT 5  
Southern California Edison COVID-19 External Communications  
March 27, 2020

# SCE Responds to COVID-19 Emergency, Suspends Service Disconnections

## Announces additional initiatives to support customers, communities and employees

March 13, 2020

**Media** Contact: David Song, (626) 302-2255

ROSEMEAD, Calif., March 13, 2020 — Southern California Edison announced that it is suspending service disconnections for nonpayment and waiving late fees, effective immediately, for residential and business customers impacted by the COVID-19 emergency.

“We know this is a difficult time for our communities, and we want SCE’s customers and employees to know we are here for them,” said Pedro Pizarro, president and CEO of Edison International, SCE’s parent company. “While SCE continues taking actions to maintain operations and provide reliable electric service to its 15 million customers, we also want to do our part to support communities in these challenging times.”

In addition, to help Californians who are facing economic hardships because of quarantines, illnesses or school closures, Edison International will make \$1 million in donations to community-based organizations, starting with a donation of \$150,000 to the California Community Foundation’s [COVID-19 LA County Response Fund](#).

SCE encourages customers who are having trouble paying their bills to contact the SCE Customer Contact Center to discuss payment extensions or arrangements. SCE also has savings programs for income-qualified customers and follows requirements for customer protections from the California Public Utilities Commission. Details on these programs are available at [sce.com/billhelp](https://www.sce.com/billhelp) or by calling 1-800-950-2356.

The company is working to reduce COVID-19 exposure through actions that align with guidance from the World Health Organization and the Centers for Disease Control and Prevention. Actions include travel restrictions for workers, enhanced visitor screenings, increasing the frequency of cleaning and disinfecting company facilities and encouraging preventative hygiene.

To further reduce the risks posed by this virus, Edison International companies implemented programs for workers to conduct business remotely, where feasible and based on job function. Currently scheduled for Monday, March 16, through Monday, April 6, SCE’s telework guidelines are designed to allow about 8,000 workers to conduct company business with minimal interruption to operations and in accordance with SCE’s strict cybersecurity policies.

To ensure seamless customer service and operations, about 5,000 SCE workers will continue to work at SCE facilities or in the field, including workers in its Customer Contact Centers, troublemen and linemen. These workers will continue practicing social distancing and hygiene recommendations that will be coupled with enhanced cleaning of facilities.

This is a quickly evolving situation, and SCE emergency planning teams are focused daily on the continuity of its critical operations and managing potential impacts to its workers, customers and communities.

## About Southern California Edison

An Edison International (NYSE:EIX) company, Southern California Edison is one of the nation’s largest electric utilities, serving a population of approximately 15 million via 5 million customer accounts in a 50,000-square-mile service area within Central, Coastal and Southern California.

Topics: [Safety](#)

Stories : Safety

# SCE Offers Bill Help to Customers Impacted by COVID-19

The utility also announced that it would be postponing noncritical planned power outages but will continue critical emergency work that impacts public safety.

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**Caroline Aoyagi-Stom**

Energized by Edison Editor

@SCE\_CarolineA

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Published on March 13, 2020

UPDATED: March 16, 2020

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To support customers and families staying home from work and school during the current COVID-19 emergency, Southern California Edison will be postponing all noncritical planned power outages while continuing with emergency outage work for public safety and wildfire mitigation.

SCE is working to ensure customers receive timely notifications for any planned work that is continuing and is also taking measures to shorten the impact of these critical planned outages where possible.

Any decision to proceed with an outage at this time is not taken lightly and all outages are being evaluated based on critical needs. The safety of SCE's customers, its employees and the public remain the top priority.

SCE is also helping customers with their bills by suspending service disconnections for nonpayment and waiving late fees for business and residential customers impacted by the COVID-19 emergency.

"We know this is a difficult time for our communities and we want SCE's customers and employees to know we are here for them," said Pedro Pizarro, president and CEO of Edison International, SCE's parent company. "While SCE continues taking actions to maintain operations and provide reliable

electric service to its 15 million customers, we also want to do our part to support communities in these challenging times.”

Customers who are not eligible for income-qualified programs can work with SCE staff on payment arrangements that could spread out their payments and help during difficult times. Visit [sce.com/billhelp](https://sce.com/billhelp) or call 1-800-950-2356.

In addition to halting nonessential employee travel, the utility is following the recommendations of state and health officials — including CDC guidelines — on washing hands often, avoiding close contact and staying home when sick to help reduce the risk of exposure to the virus.

About 8,000 workers throughout Edison International’s companies will work remotely where feasible through April 6 to help minimize the risks posed by the coronavirus. To ensure seamless customer service and operations, about 5,000 SCE employees will continue to work at facilities or in the field, including workers in our Customer Contact Centers, troublemen and linemen.

Edison International will also donate \$1 million to community-based organizations, starting with a donation of \$150,000 to the California Community Foundation’s COVID-19 LA County Response Fund.

This is a quickly evolving situation and the utility’s emergency planning teams are working daily to ensure the continuity of critical operations and managing any potential impacts to employees, customers and communities. For more information and updates on our response to COVID-19, visit [SCE.com/safety/coronavirus](https://SCE.com/safety/coronavirus).

### **Don’t Fall for Scams**

The WHO has warned that scammers are taking advantage of the coronavirus outbreak to send phishing emails, texts and social media posts. Look out for these types of scams asking for personal information and never click on any malicious links or attachments. For the most up-to-date facts, visit the CDC or WHO.

### **Tips on How to Keep Yourself and Others Healthy**

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid or limit your time in crowded areas (airports, conference venues, etc.).

- Practice social distance, which means that you maintain a distance from others as much as possible.
- If you have any signs or symptoms, consult a medical professional, do not report to any work facility and contact your manager or supervisor.
- Older adults and people with chronic medical conditions may be at increased risk and should take additional precautionary actions such as avoiding travel.

***For more information, visit the CDC or WHO sites for reliable and up-to-date information. You can also follow the CDC guidelines on how to stay safe.***

## Customer Email March 18, 2020

To view this email as a web page, go [here](#).



### To Our Customers:

First, let me say that all of us at Edison International and Southern California Edison are here alongside you as we manage the COVID-19 pandemic together. Our thoughts are with you, and we are committed to continuing to maintain our operations and protect our workers and communities.

Please watch this brief video message I recorded yesterday in **English** or **Spanish** to learn about recent actions SCE is taking regarding outages, such as suspended electricity disconnections and our role in providing the electricity you need.

As members of the communities we serve, we are with you during this difficult time.

Pedro J. Pizarro  
President and CEO  
Edison International  
(Parent company of Southern California Edison)

**DO MORE AT  
SCE.COM**

[Pay Your Bill](#)

[View/Report Outages](#)

[Turn On/Off Service](#)

[Stay Safe](#)

[Go Paperless](#)

[Get Outage Alerts](#)

[Privacy Notice](#) | [Terms and Conditions](#) | [Contact Us](#)



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# SCE Continues Delivery of Safe and Reliable Service During Emergency Restrictions

## Electricity is an essential service exempt from Governor's stay-at-home order

March 20, 2020

**Media relations contact:** David Song, (626) 302-2255

ROSEMEAD, Calif., March 20, 2020 — Southern California Edison (SCE) will continue to deliver safe and reliable service to the communities it serves during emergency restrictions related to COVID-19. Electric operations are exempt from Gov. Gavin Newsom's order Thursday for Californians to stay home.

The company is committed to providing service to all customers, including those the state deems [critical infrastructure sectors](#) which are on the frontlines in the battle to fight COVID-19. These essential customers include hospitals, medical clinics, research facilities, public safety agencies, water districts and telecommunications networks.

"SCE provides an essential service for our communities, and the COVID-19 emergency has brought that into sharp focus," said Pedro Pizarro, president and CEO of Edison International, SCE's parent company. "Our employees are determined to operate and maintain the grid in these challenging times when customers need service most."

SCE continues to temporarily postpone non-critical planned projects, while only continuing with those related to emergency, public safety and wildfire mitigation work. Those projects that are proceeding are critical to maintaining the safe, reliable service that is even more essential to our customers in light of our communities' efforts to address the COVID-19 crisis. The company is committed to timely customer notifications regarding associated outages and is taking additional measures to shorten their duration as much as possible. Not all work requires a customer outage. SCE also will continue to perform those tasks that are necessary for the safe and reliable operation of our system.

The company manages the electric system across a third of the state – from long-distance, high-voltage transmission lines to lower voltage distribution systems in local neighborhoods – and it is working to maintain an ample supply of electricity during the COVID-19 emergency. SCE continues to coordinate with other utilities and the California Independent System Operator to ensure the reliable delivery of electricity across the state.

If there are instances of unplanned outages, customers are encouraged to report them through the company's usual channels – online at [SCE.com/Outage](https://www.sce.com/Outage) or by calling 800-611-1911. SCE frontline employees, including first-responder troublemen, line crews and customer contact center representatives are ready to be of service to customers if a power outage occurs.

We are taking measures to be sure employees who continue to serve critical functions in the field or office stay healthy by continuing to practice social distancing and hygiene recommendations, enhanced cleaning of facilities and the use of additional protective gear when job tasks require workers to be closer than the recommended distance of 3 to 6 feet. Additionally, control room operators at the Grid Control Centers and generating facilities have been instructed to avoid contact with non-control room employees and conduct shift transitions and briefings using telecommunications where appropriate.

Last week, the company announced that it is suspending service disconnections for nonpayment and waiving late fees. SCE also encourages customers who are having trouble paying their bills to contact the SCE Customer Contact Center to discuss payment extensions or arrangements.

In addition, to help Californians who are facing economic hardships because of quarantines, taking care of family members or school and business closures, Edison International will make \$1 million in donations to community-based organizations in its service area, starting with a donation of \$150,000 to the California Community Foundation's [COVID-19 LA County Response Fund](#).

This is a quickly evolving situation, and SCE emergency planning teams are focused daily on the continuity of the company's critical operations and managing potential impacts to our workers, customers and communities.

## About Southern California Edison

An Edison International (NYSE:EIX) company, Southern California Edison is one of the nation's largest electric utilities, serving a population of approximately 15 million via 5 million customer accounts in a 50,000-square-mile service area within Central, Coastal and Southern California.

Topics: [Safety](#)

## Stories : Safety

# Electric Service Remains Safe and Reliable During COVID-19 Emergency Restrictions

Electricity is an essential service exempt from Gov. Gavin Newsom's stay-at-home order.

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**Caroline Aoyagi-Stom**

Energized by Edison Editor

@SCE\_CarolineA

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Published on March 20, 2020

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As communities throughout California continue to practice social distancing amid Gov. Gavin Newsom's stay-at-home order, the utility is reassuring its customers that electric service will not be impacted. Electric service is considered essential and Southern California Edison employees are exempt from the order.

Electric service is identified by the state as a critical infrastructure sector on the frontlines of the COVID-19 battle. In addition to hospitals, medical clinics and research facilities, this includes public safety agencies, water districts and telecommunications networks.

"We provide an essential service for our communities and the COVID-19 emergency has brought that into sharp focus," said Pedro Pizarro, president and CEO of Edison International, SCE's parent company. "Our employees are determined to operate and maintain the grid in these challenging times when residents need our service most."

SCE has already postponed temporarily all planned power outages that are not critical. Only those outages that are deemed to be emergencies, such as a car hitting a power pole, or for public safety

and wildfire mitigation will continue. Affected customers will receive timely notices for this emergency work. SCE is also working to shorten the duration of these outages.

*We provide an essential service for our communities and the covid-19 emergency has brought that into sharp focus. Our employees are determined to operate and maintain the grid in these challenging times when residents need our service most."*

*Pedro Pizarro, Edison International President and CEO*

Customers can call 800-611-1911 or visit [SCE.com/outage](https://www.sce.com/outage) to report any unplanned repair outages. SCE troublemen, line crews and customer service representatives continue to work normal hours to serve customers if a power outage occurs.

SCE is also helping customers with their bills by suspending service disconnections for nonpayment and waiving late fees for business and residential customers impacted by the COVID-19 emergency.

Customers who are not eligible for income-qualified programs can work with SCE staff on payment arrangements that could spread out their payments and help during difficult times. Visit [sce.com/billhelp](https://www.sce.com/billhelp) or call 1-800-950-2356 for more information.

The utility is following the recommendations of state and health officials — including CDC guidelines — on washing hands often, avoiding close contact and staying home when sick to help reduce the risk of exposure to the virus. Employees who continue to serve critical functions in the field or office are also using additional protective gear when tasks require them to be closer than the recommended three to six feet.

This is a quickly evolving situation and SCE emergency planning teams are focused daily on the continuity of its critical operations and managing potential impacts to its workers, customers and communities. For more information and updates on our response to COVID-19, visit [SCE.com/safety/coronavirus](https://www.sce.com/safety/coronavirus).

### **Tips on How to Keep Yourself and Others Healthy**

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least 60%.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

- Avoid or limit your time in crowded areas (airports, conference venues, etc.).
- Practice social distance, which means that you maintain a distance from others as much as possible.
- If you have any signs or symptoms, consult a medical professional, do not report to any work facility and contact your manager or supervisor.
- Older adults and people with chronic medical conditions may be at increased risk and should take additional precautionary actions such as avoiding travel.

***For more information, visit the CDC or WHO sites for reliable and up-to-date information. You can also follow the CDC guidelines to stay safe.***



# San Onofre Community Engagement Panel Meeting Moving Online Due to COVID-19

ROSEMEAD, Calif., March 23, 2020 — The San Onofre Community Engagement Panel will conduct its first quarter meeting beginning at 5:30 p.m. Thursday via Skype video conference as Southern California Edison and CEP members work to reduce COVID-19 exposure through actions that align with the Centers for Disease Control and Prevention recommendations on social distancing. Topics will include an update on decommissioning activities and fuel transfer operations.

Members of the public can view the video conference by first visiting the SONGS Community [website](#) where a link to the meeting will be provided. Questions related to the meeting agenda topics may be [submitted](#) by 5 p.m. tomorrow and — to the greatest extent possible — will be addressed in the presentation and/or discussed by SCE and/or guest speakers as part of the facilitated dialogue. More details will be posted to the CEP web page before the meeting.

“Moving the meeting online is the right thing to do at this time. We want to make sure the public stays up to date on the work happening at San Onofre with both dismantlement and spent nuclear fuel storage, so we felt it would be beneficial to find a way to safely carry on,” said David Victor, chairman of the CEP.

SONGS Decommissioning Solutions, SCE’s contractor for decommissioning work, will provide information on the initial work taking place to dismantle the plant. That work includes a rail spur upgrade, asbestos removal and other work in and around the containment domes.

An update on fuel transfer operations will provide information on the movement of spent nuclear fuel from wet to dry storage since the last CEP meeting in November. To date, 55 of 73 canisters of spent fuel have been safely placed into the Holtec dry storage system. Fuel transfer operations are expected to finish this summer.

When SCE announced the retirement of San Onofre Units 2 and 3 in June 2013, it established the core principles of safety, stewardship and engagement to guide decommissioning.

For more information about San Onofre, visit [songscommunity.com](https://songscommunity.com) and follow us on Twitter ([@SCE SONGS](#)) and Facebook ([@SONGScommunitypage](#)).

**Media** Contact: John Dobken, (626) 302-2255

## About Southern California Edison

An Edison International (NYSE:EIX) company, Southern California Edison is one of the nation’s largest electric utilities, serving a population of approximately 15 million via 5 million customer accounts in a 50,000-square-mile service area within Central, Coastal and Southern California.

Stories : Good to Know

# Your Guide To Teleworking and Energy Efficiency

Here are some helpful tips on how to save energy while working from home during the COVID-19 emergency restrictions.

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**Shulie Tornel**

Energized by Edison Writer

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Published on March 23, 2020

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As many of us adjust to working from home, customers may be worried about the sudden increase in energy use at home. Southern California Edison is committed to helping customers save energy in their new work environment. Here are four helpful energy-saving tips:

- Change out the bulbs in five of your most utilized light fixtures to ENERGY STAR® certified bulbs. ENERGY STAR® light bulbs use up to 90% less energy<sup>2</sup> and can last 15-25 times longer<sup>1</sup> than standard bulbs. Don't forget to turn off lights when not in use. By doing so, you could save more than \$65 a year in energy costs. Get tips to help you match bulb brightness and shade for each room of your house.
- This next tip is the easy and best of all – free! Embrace natural light and air by utilizing your curtains. Opening your windows in the early morning and late evening hours to help heat or cool your home.
- Did you know that the average home has about 40 vampire electronics? Vampire appliances slowly drain energy even when you are not using them. To avoid vampire energy loss, unplug devices until you need to use them. You can also use power strips so devices are not consuming power when you are not around. Find out more about how to eliminate vampire appliances.
- Give your stove or oven a break and utilize your smaller kitchen appliances. Cooking appliances like slow cookers, microwaves, and toaster ovens use anywhere from 50% - 80% less energy than standard stovetops and ovens. Get tips on how to save energy while cooking.

**For more information and updates on our response to COVID-19, visit [SCE.com/safety/coronavirus](https://www.sce.com/safety/coronavirus).**

# YOUR GUIDE TO TELEWORKING

## Energy Efficiency Tips for Families Working From Home



# 1

## Change Your Lightbulbs

Switch out the bulbs in five of your most frequently used light fixtures with ENERGY STAR® certified bulbs. By doing that, you can save more than \$65 a year in energy costs.

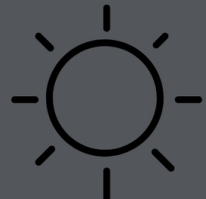


Save up to  
**\$65**  
a year by  
switching to  
ENERGY STAR®  
lightbulbs

# 2

## Embrace Natural Light & Air

Take advantage of the extra sunlight hours and turn off unnecessary lights. Allow light and air into your home by pulling back the drapes and opening up the windows in the early morning and late evening hours.





## 3

**Energy Vampires Drain Energy**

Identify vampire appliances that are draining energy and eliminate them.

**Unplug Devices**









If you have an extra TV or desktop computer you don't use often, unplug it until you need to use them.

**Power Strips**

Power strips allow the convenience of powering devices on and off so that they're not consuming power when you're not around.

**Vampire Appliances**

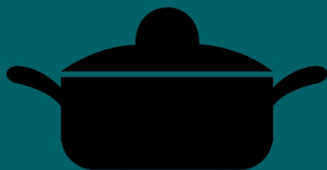
The average home has about 40 vampire energy electronics. Vampire appliances can account for about 20 percent on your energy bill and can cost you about \$100 per year.

-  Cell phone chargers
-  Small kitchen appliances
-  Video game consoles
-  Remote controlled devices
-  Televisions and cable boxes
-  DVD or DVR players
-  Standby lights or clocks
-  Computers & Printers

## 4

**Give Your Burners a Break**

Consider using a slow cooker or microwave when cooking meals; they use anywhere from 50% - 80% less energy than a standard stovetop and oven.



## Sources:

<https://www.energystar.gov/products/ask-the-expert/lighting-made-easy>  
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SOUTHERN CALIFORNIA

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## Infographic: Guide to Teleworking

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Stories : Good to Know

# Resources to Help Manage Your Bill During COVID-19 Emergency Restrictions

Here are some resources and programs to help you with financial challenges and payments during the COVID-19 emergency.

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**Nancy Rodriguez Casanova**

Energized by Edison Writer

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Published on March 24, 2020

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## Bill Help

Southern California Edison announced that it is suspending service disconnections for nonpayment and waiving late fees, effective immediately, for residential and business customers impacted by the current COVID-19 emergency restrictions.

For more information about customer programs, visit: [sce.com/billhelp](https://sce.com/billhelp).

## Time-of-Use Rate Plans

Being on a rate plan that helps you save money is important. SCE offers several Time-of-Use rates that offer lower rates during daytime hours. The Time-of-Use Rate plans may work for households that use more energy during the day.

The cost of electric service is changing at different times of the day. Generally, you can benefit from a Time-of-Use rate plan if you can shift some or most of your energy usage away from 4-9 p.m. For instance, you can optimize your day and run major appliances or charge your electric vehicle during off-peak hours.

Visit [sce.com/rateplantool](https://sce.com/rateplantool) to compare our rate plans and determine which one is best for your home.

## Budget Assistant

You can also sign up for alerts if your next projected bill is expected to exceed your spending goal.

Our Budget Assistant tool is here to help and is free to use. You can customize your alert options and receive alerts via email, phone or text. To sign up for the Budget Assistant tool, visit: [sce.com/budgetassistant](https://sce.com/budgetassistant).

### Here are some other SCE Customer Assistance Programs:

#### California Alternate Rates for Energy (CARE)

The CARE program provides a discount of about 30% on monthly electric bills for eligible customers. Households of two would be eligible if the household income is below \$32,920 per year. For more information: [sce.com/care](https://sce.com/care).

#### Family Electric Rate Assistance (FERA)

FERA provides a reduced monthly discount of 18% for income-qualified households of three or more if the household income is below \$51,950 per year. For more information: [sce.com/fera](https://sce.com/fera).

#### Energy Assistance Fund (EAF)

SCE's nonprofit EAF program, in partnership with the United Way of Greater Los Angeles, is funded by customers and SCE employees. It provides up to \$100 once during a 12-month period to help customers pay their SCE energy bills when they meet the program's income qualifications. Visit [sce.com/eaf](https://sce.com/eaf) and click the "How to Get Assistance" link.



# San Onofre Nuclear Plant Response to COVID-19 Pandemic

ROSEMEAD, Calif., March 25, 2020 — Southern California Edison, following the recent “[safer at home](#)” directive from Gov. Gavin Newsom, today announced the temporary curtailment of some deconstruction work at the San Onofre nuclear plant. Deconstruction work began last month at the site as part of the decommissioning process. The plant was permanently retired in 2013.

The Department of Homeland Security has identified critical infrastructure sectors, including electric utilities, and deemed specific operational functions within these as essential; the Governor’s directive excluded these from the restrictions. The nation’s operating and decommissioning nuclear plants are included in this list of where essential operations can continue. Governor Newsom further expanded the categories of essential work to include construction work on March 22.

In the interest of employee safety, SCE has taken additional steps to limit what work will be done at the site. In the days ahead we will be evaluating which deconstruction projects can move forward.

“We have protocols we’ve implemented in response to the COVID-19 pandemic. These protocols are designed to keep our employees safe while allowing certain critical work to continue,” said Doug Bauder, SCE vice president and chief nuclear officer. “This is an ever-changing situation, at the national, state and local levels, and we are staying flexible in our level of response.”

The safe transfer of spent nuclear fuel from wet to dry storage is essential work that will continue, with additional measures in place to protect employees. While both wet and dry storage is safe for spent nuclear fuel, dry storage in robust stainless-steel canisters provides additional safety advantages. Dry storage systems require no electricity, have no moving parts, and cool the fuel through simple convection air flow. The dry fuel storage systems at San Onofre have more than twice the seismic rating of the spent fuel pools. SCE informed the Nuclear Regulatory Commission of this decision.

Some of the preventive measures in place at the site include:

- Canceling non-essential meetings. Many other meetings are conducted via teleconference.
- Practicing social distancing, hand-washing and limiting physical sharing of documents.
- Wiping-down work stations, including before and after shift changes.
- Suspending site tours and moving public meetings online.
- Setting up health self-screening stations at site entrances.

“We are asking employees coming on site to self-screen at the start of each shift, to ask themselves some basic questions related to COVID-19 and their personal situations. It starts with something as simple as ‘how do you feel?’” said Bauder. “The safety and well-being of our employees remains our top priority.”

Employees who are able to telework, where feasible and based on job function, have been doing so.

As a precaution against pandemics of any kind, the nuclear energy industry has maintained business continuity/pandemic preparedness guidance and procedures since 2006. SCE has implemented San Onofre-specific guidelines that support the plant’s decommissioning status.

For more information about San Onofre, visit [songscommunity.com](https://www.songscommunity.com) and follow us on Twitter ([@SCE SONGS](#)) and Facebook ([@SONGScommunitypage](#)).

**Media** Contact: John Dobken, (626) 302-2255

## About Southern California Edison

An Edison International (NYSE:EIX) company, Southern California Edison is one of the nation’s largest electric utilities, serving a population of approximately 15 million via 5 million customer accounts in a 50,000-square-mile service area within Central, Coastal and Southern California.

# Edison International Donates \$1 Million to Support Those Impacted by COVID-19

March 25, 2020

**Media relations contact:** Sally Jeun, (626) 302-2255

ROSEMEAD, Calif., March 25, 2020 — To help Californians who are facing hardships because of quarantines, taking care of family or school and business closures, [Edison International pledged \\$1 million on March 13](#) to local nonprofits whose focus is on providing critical services, food and necessities to vulnerable communities in response to COVID-19.

“Edison International appreciates the health care workers, first responders, local communities and others who are on the front lines working to contain this pandemic,” said Pedro Pizarro, president and CEO of Edison International, Southern California Edison’s parent company. “As an essential service provider and a member of the community, we remain committed to the health, safety and well-being of customers and employees, and will support those who need it the most during these unprecedented times.”

Edison International’s charitable donations will go to local nonprofits, including \$150,000 to California Community Foundation's [COVID-19 LA County Response Fund](#) as previously announced and \$100,000 to each of the following organizations that are supporting customers facing food insecurity, a challenge that has only intensified with COVID-19:

- [Community Action Partnership of Orange County](#)
- [Community Action Partnership of San Bernardino County](#)
- [Foodbank Santa Barbara County](#)
- [Kings Community Action Organization](#)
- [Los Angeles Regional Food Bank](#)

“The Community Action Partnership of Orange County is prepared to meet challenges with the support of our community and longtime partner, Edison International. We appreciate their strong presence and commitment to the entire Southern California region,” said Gregory C. Scott, president and CEO of Community Action Partnership of Orange County, one of the recipient organizations. “Thanks to their generosity, we will be able to continue the life-changing work that will be needed in the months ahead to combat the devastating effects of COVID-19 and provide food assistance and more to those who are the most vulnerable. We appreciate the support and commitment to our mission to combat poverty especially during a crisis.”

In this collective effort, Edison International, SCE and Edison Energy employees are coming together to support the following four local nonprofits and other organizations working with communities greatly impacted by COVID-19:

- [Community Action Partnership of Orange County](#)
- [Direct Relief](#)
- [Los Angeles Regional Food Bank](#)
- [Inland Empire Community Foundation](#)

The company's \$1 million pledge to COVID-19 relief efforts will support employee contributions by matching their donations up to \$250,000. Remaining funds from the \$1 million commitment will be allocated to community organizations that need support.

Edison International charitable causes are funded entirely by Edison International shareholders. SCE customers’ utility bill payments do not fund philanthropic donations.

For more information on Edison International’s COVID-19 response, visit [edison.com/covid19](https://www.edison.com/covid19).

## About Edison International

Edison International (NYSE: EIX), through its subsidiaries, is a distributor and generator of electric power, as well as a provider of energy services and technologies, including renewable energy. Headquartered in Rosemead, California, Edison International is the parent company of Southern California Edison, one of the nation’s largest electric utilities. Edison International is also the parent company of Edison Energy, a portfolio of competitive businesses that provide commercial and industrial customers with energy management and procurement services. Edison Energy is independent from Southern California Edison.

Topics: [People](#)

# Food Banks Get Donation Boost During COVID-19 Emergency Restrictions

To help food banks continue distributing needed meals to vulnerable communities, Edison International has donated \$500,000 to five Southern California nonprofits.

**Caroline Aoyagi-Stom**

Energized by Edison Editor

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**Contributors**

Photo Credit: **Elisa Ferrari**

Story Images

Published on March 25, 2020

When Tammy Tran and her three sisters were growing up in Santa Ana, she recalls the food boxes they regularly received from the Orange County Food Bank filled with cheeses, cereal boxes and canned food.

“My parents are immigrants from Vietnam and were struggling. Growing up, I thought everyone got those boxes,” said Tran, a senior manager at Southern California Edison.

Tran started volunteering at the OC Food Bank in high school and today, she continues to volunteer each month with her husband and two young kids. But with the current COVID-19 emergency restrictions, she hasn’t been able to go in as much.

As food banks struggle with a drop in volunteers due to physical distancing and an increase in demand for distribution of meals, Edison International announced a \$500,000 donation to five Southern California food banks, part of a larger \$1 million commitment to various nonprofits.



A volunteer helps pack boxes at a previous food bank volunteer event for SCE employees and their families.

“As an essential service provider and a member of the community, we remain committed to the health, safety and well-being of customers and employees, and will support those who need it the most during these unprecedented times,” said Pedro Pizarro, president and CEO of Edison International, SCE’s parent company.

These five nonprofits will receive \$100,000 each to help customers facing food insecurity, a situation amplified by the current coronavirus emergency:

- Community Action Partnership of Orange County
- Community Action Partnership of San Bernardino County
- Foodbank Santa Barbara County
- Kings Community Action Organization
- Los Angeles Regional Food Bank

“Electricity is an essential service and so is food,” said Tran. “We are making this contribution so that the most vulnerable continue to have food. We are making a difference.”

In addition to the food banks, Edison International also donated \$150,000 to the California Community Foundation's COVID-19 LA County Response Fund. The company's \$1 million pledge to COVID-19 relief efforts will support its employee contributions by matching their donations up to \$250,000. These



donations are funded entirely by Edison International shareholders and not SCE customers' utility bill payments.



The OC Food Bank packs about 26,000 boxes of food each month.

The food banks continue to support the thousands of seniors who rely on the monthly donation of food boxes. They are also supporting families who have lost incomes due to COVID-19 emergency restrictions and children who need nutritional meals with so many schools now closed. In addition, the food banks also need more drivers and trucks to deliver the meals and supplies.

“We appreciate Edison International’s strong presence and commitment to the entire Southern California region,” said Gregory C. Scott, president and CEO of Community Action Partnership of Orange County. “Thanks to their generosity, we will be able to continue the life-changing work that will be needed in the months ahead to combat the devastating effects of COVID-19 and provide food assistance and more to those who are the most vulnerable.”

Tran stopped by the OC Food Bank about a week ago and saw numerous seniors picking up much-needed food boxes.

“They have no other choice, they can’t afford to go to the local markets,” she said. “These people need our help and we can all do our part.”



For more information on Edison International's COVID-19 response, visit [edison.com/covid19](https://edison.com/covid19).

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**From:** SCE  
**To:**  
**Subject:** We're Here For You: A COVID-19 Update  
**Date:** Thursday, March 26, 2020 5:54:00 PM

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To view this email as a web page, go [here](#).

SCE Logo



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To Our Customers:

The women and men of Southern California Edison **are as focused as ever on safely providing reliable service to our customers** during these challenging times. In keeping with that commitment, we will continue to work 24/7 to serve our communities.

#### **Prioritizing critical work**

We are prioritizing critical work necessary to protect our communities from the threat of wildfires and to make urgent repairs, even as we postpone less pressing upgrades. Postponing this critical work could inadvertently create larger and more dangerous risks. We do not take the decision to proceed with an outage lightly, and our teams are working to shorten the duration as much as possible. **We must go forward with work necessary to protect public safety including reducing wildfire risk.** We are postponing noncritical work that would cause a customer outage and evaluating each outage on a case-by-case basis.

You may also see our crews conducting inspections from the ground or air to determine the need to clear or remove vegetation near our equipment or actively working to remove it. Learn more about our [wildfire mitigation activities](#).

Safely providing reliable service means critical scheduled outages must continue, even during this unprecedented COVID-19 situation. This is consistent with Gov. Newsom's "Stay at Home" Executive Order, which recognized that essential work as defined by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency's guidelines must continue.

#### **We're here for you in a time of need**

Please know we will not disconnect your power now because you're having trouble making payments due to hardships caused by COVID-19. **We're temporarily suspending service disconnections for nonpayment and waiving late fees by request.** If you are having trouble paying your bill, we encourage you to contact our SCE Customer Contact Center to talk about a payment extension or arrangement.

We live and work in the communities we serve, and we care about those communities deeply. To help during these challenging times, Edison International, SCE's parent company, will make **\$1 million in donations to community-based organizations in its service area.**

#### **Helping our employees stay safe and healthy**

**We are so grateful for our workers who continue** to ensure your power remains reliable. We have procedures in place to protect workers' health and well-being, including enhanced cleanings of our

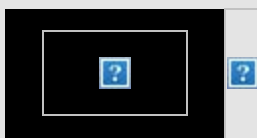
facilities, practicing physical distancing and limiting teams to small groups that keep the same workers together to minimize exposure where physical distancing is not possible.

### Be aware of scams

Unfortunately, **scams targeting utility customers increase during times of uncertainty**; we urge you to call us first at 1-800-655-4555 before taking any action, or if you are suspicious about any COVID-19-related emails or calls you receive from people claiming to be with SCE. We will never call you or email you to demand payment and threaten to disconnect your service if payment isn't received immediately. Learn more at [sce.com/scamalert](https://sce.com/scamalert).

We know things will continue to change. We will continue to be here for you and keep you updated as we work through this crisis together.

For more information, we encourage you to visit our [Response to COVID-19 page](#).



Pay Your Bill

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Turn On/Off Service

Stay Safe

Go Paperless

Get Outage Alerts

[Privacy Notice](#) | [Terms and Conditions](#) | [Contact Us](#)



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