What is Infinera Doing to Keep Everyone Safe
COVID-19 Multi-phased Journey

WE ARE HERE

PHASE I
ADDRESSING COVID-19

PHASE II
THE NEW NORMAL DEFINING & BEGINNING THE TRANSITION

PHASE III
OPERATING THE NEW NORMAL
Our Approach to the New Normal

GLOBAL PRINCIPLES

EMPLOYEE SAFETY
DELIVER INFINERA EXPERIENCE
LIVE OUR CULTURE

OPERATING CADENCE

LOCAL IMPLEMENTATION
TRANSPARENT COMMUNICATIONS
REGULAR TUNING

SAFE
LOCAL
SCALABLE

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Internal Global Communications

Coronavirus Employee Information Center

Updates and Resources for Coronavirus

In the event of an emergency – As a reminder please call security in the event of an on-site emergency. The Global Security Operations Center is a 24-hour operation available to all Infinera employees and contractors. For convenient and easy communications, we recommend that employees save the Security number (+1-408-213-7185) to your mobile phone contacts list. For all non-emergency requests, please submit a Help Desk Ticket.

Resource Links

- Johns Hopkins University
  World Map of Global Cases
- Center for Disease Control
  Information and Updates
- World Health Organization
  Information and Guidance
- Occupational Safety and Health Administration
  Information and Updates
Global Principles

Guidelines and Training for Returning to the Workplace

As the world responds to the outbreak of COVID-19, our thoughts are with the people affected and the medical professionals working around the clock to help those most in need. At Infinera, we’re working to do our part by ensuring the safety of our employees, striving to protect the health and well-being of the communities in which we operate, and providing technology, tips and resources to our customers to help them do their best work while remote.
Specific Plans per location

Regional Guidelines and Training

Americas
- Argentina
- Brazil
- Canada
- Columbia
- Mexico
- United States

APAC
- Australia
- China
- Hong Kong
- India
- Indonesia
- Japan
- Malaysia
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand

EMEA
- Belgium
- Denmark
- Egypt
- Finland
- Germany
- Hungary
- Ireland
- Israel
- Italy
- Kazakhstan
- Poland
- Portugal
As We Re-Enter the Work Environment

**AT FACILITIES**
Primarily onsite to perform job duties

**RE-ENTER TRANSFORMATION**
Many will continue to work from home as we pace re-entry into the workplace

**Evolving to the New Normal**
Once the external environment is more predictable and stable, establish the appropriate flexible work arrangements

*Different than existing Remote workers, this is a new initiative being explored for those with local site access*
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER
INSTITUTIONS

Company/Organization Name: Infinera Corporation

Industry/Sector: Telecommunications
Date: 5/29/2020

1. Are you open or partially open? YES
   a. Are you an essential business? YES
   b. Are you open under an exception such as: NO
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? YES
   d. To your knowledge, have employees or customers become infected with COVID-19? NO

2. How many of your activities can be moved outdoors?

   None

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

      6 foot separation at entrance, wearing masks in all common areas, training and communications.

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

      Temperature checks in manufacturing building, face coverings, hand sanitizer, face shields for temperature takers.
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

All must have face covering entering for temperature check through one entry and hand sanitizer is available in multiple locations.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

YES

e. Can customers make appointments to gain entry while inside capacity is restricted?

NO

f. How can social distancing be maintained inside your premises?

Wear face covering when in common areas, through seating design, meeting rules, pathways, protocol for common areas, limiting volume of people allowed on site.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

Available now and continuous communication of protocols.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Online conference meetings even if on site and posting rooms with maximum capacity.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)
Security access control system for list of people entering space and self reporting

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? NA
   b. Licensure? NA
   c. Childcare? Needs to be reopened at affordable cost.
   d. Housing? NA
   e. Digital Inclusion? Better Internet connections for all. Very challenging in some of our global locations.
   f. Commute-Free Working? We will continue to recommend work from home for all that can successfully work in a home environment.

8. If you have been opened or partially opened, what challenges have you experienced?

   Inefficiency introduced by reduced staffing, staggered breaks, additional personnel for temperature screening.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

   Employee/contractor community is complying.