



COVID-19 RESPONSE

Supporting our People

We are so proud of our teams who are working tirelessly to keep the world connected, informed, and entertained during this challenging time. From our Comcast and Sky engineers, technicians, and call center representatives working to maintain vital connectivity, to our colleagues at NBC and Sky news organizations keeping our viewers informed on the latest developments, their dedication has been inspiring. While they continue to support our customers, we will continue to do everything we can to support them - so they and their families can stay safe and healthy.



We limited technician interactions within our customers' homes to only when it's necessary to ensure they are connected to critical services.

Work from Home: Every employee who is able to work from home is doing so, including thousands of call center workers. For certain business lines, we implemented flexible attendance policies for a period of time as we transitioned to new processes, including work from home. Unpaid personal leave is available for all employees impacted by COVID-19.

Committed \$500 Million: Across our business, we have committed \$500 million to support our employees through continued pay and benefits where operations have been paused or impacted.

\$500M

To support our employees

Safety: We are following CDC guidelines and are working to ensure all customer-facing employees take extra precautionary measures for their safety and our customers, such as additional sanitization practices, daily temperature checks, social distancing, and providing masks and cloth facial coverings to wear during customer interactions. We also limited technician interactions within our customers' homes to only when it's necessary to ensure they are connected to critical services.

Paid Leave: Comcast is offering an additional 40 hours of PTO through the end of the year for employees, who, because of COVID-19, are dealing with childcare issues or caring for a high-risk immediate family or household member. In addition, we are providing 80 hours of specially established Paid Administrative Leave for any employee who is directly impacted by COVID-19.