



Intel Supplier Communications - Take Note of the Update to Intel's Response and its Coronavirus Policy

June 4, 2020

Dear Valued Suppliers,

Ensuring the ongoing safety of the workers at our site, both Intel and yours, is a shared goal and utmost priority. Below is important information about Intel's response to COVID-19. This information is updated regularly. We continue to adjust our policies according to the guidance issued by the local authorities, and we expect the same type of responsiveness from our integrated supply chain. **As of June 4**, we updated [Section 3.1](#) that states only drivers are allowed on golf carts and no passengers **unless approved barriers are in place**.

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Recent Updates and Announcements

- June 2, 2020: We updated the [Site Specific Information](#) section to reflect that some cities and states throughout the United States have proclaimed a local state of emergency, including placing curfews of varying lengths and details. Travel to and from work is not restricted during this time, and workers may continue to report to work as scheduled. The declaration(s) do not stipulate individuals need to carry documentation with them indicating their purpose for travel. Also we reiterated that international travel to visit an Intel site for all workers **still** requires Intel executive approval, so you will need to work with your Intel point of contact to secure that approval prior to your visit.
- May 27, 2020: We updated the “close contact” time frame from 30 minutes or more to 15 minutes or more for being around an individual with a confirmed case of the coronavirus to highlighted sections (1.2 and 1.5).
- May 6, 2020: We added face covering [requirements](#) for Santa Clara county.
- April 24, 2020: We added updated reference links for suppliers operating in [Malaysia](#) and initial guidance for those who may be [returning to Intel campuses](#).
- April 22, 2020: We added expectations around the use of Zoom as a communication tool in FAQ 4.2. Also, as of April 21, we added Japanese translations for our primary policy / FAQ document on [supplier.intel.com](#) as well; changes typically will be translated within 24-48 business hours of the date when the English version is posted.
- April 16, 2020: We added expectations around working hours, days of rest in FAQ 1.9, and further clarified the need for those with non-diagnosed symptoms to remain away from Intel sites if they’re awaiting results from a coronavirus test in FAQ 1.7.
- April 14, 2020: Please note that after nearly three months of updates to this site, we have re-arranged the information in this document to be easier to scan subject areas of concern and to keep you informed on the latest developments.
- April 9, 2020:
 - FAQ 1.7 added regarding returning to work after an illness.
 - Arizona Travel Update: Any travel into the State of Arizona from the New York Tri-State Area (Connecticut, New Jersey, and New York), including connections through airports in those areas, requires self-quarantine for a period of 14 days from date of entry (and symptom free) before entering an Intel site.
- April 7, 2020: [Intel News Release](#): Intel Commits \$50 million with Pandemic Response Technology Initiative to Combat Coronavirus. See our [comprehensive press kit](#).
- April 3, 2020: [Face Mask and Thermometer Protocols](#)
- March 31, 2020: New Mexico Self Quarantine Guidance

- As recommended by the New Mexico Department of health, all workers who have travelled to/from affected areas **OR** have been in direct contact with a person known to be positive for COVID-19 will be asked to self-isolate for a period of 14 calendar days before entering any of Intel's New Mexico facilities. The list of locations can be found at this New Mexico Department of Health site: [Category 1 Domestic Locations](#).
- New Mexico Governor Michelle Lujan Grisham March 27, 2020 [Executive Order](#) requires air travelers to New Mexico self-isolate for at least 14 days from the date of their entry into the state to help combat the spread of COVID-19.

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Intel Policy

We request that any workers that feel ill or have symptoms such as fever, cough, or shortness of breath seek medical care as needed, and not visit or work at Intel facilities until the worker is well and without symptoms. In addition, all authorized supplier representatives shall promptly inform Intel of a confirmed COVID-19 case [using this email](#) if it involves one of their employees or subcontractors who has been on an Intel site or within close contact with any other worker during their Intel engagement,. See additional details in the next section.

We understand that our suppliers and visitors will likely have their own precautions related to the coronavirus outbreak; however, we expect contingent workers and visitors to adhere to Intel's policies for work being performed at Intel facilities. Our facilities may also have various site-specific procedures in place depending on local government requirements or recommendations, including temperature screening and the use of surgical masks while working on site. Please work with your Intel point of contact and consult [supplier.intel.com](#) for relevant policies or to ask questions. Suppliers are responsible for ensuring that their subcontractors follow Intel policies and procedures regarding the coronavirus outbreak. If local regulations are stricter, you should adhere to them.

The health and wellbeing of all workers continues to be our top priority, and we continue to review our policies and guidance to ensure that they reflect the latest developments in the ongoing coronavirus outbreak. Thank you again for your ongoing cooperation and collaboration – be well.

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Confirmed and Highly Suspected COVID-19 Case: Process for Reporting

All authorized supplier representatives shall promptly inform Intel of a confirmed or highly suspected COVID-19 case [using this email](#) if it involves one of their employees or subcontractors who has been on an Intel site or within close contact with any other worker during their Intel engagement. This account should only be used to report confirmed (positively tested in a lab or clinic) or highly suspected cases of workers who were present on an Intel campus/site. Suppliers and their workers shall not rely on speculation or rumor to determine whether there is a confirmed case.

Highly suspected cases are where the supplier has decided or may soon decide to take actions based on a supplier worker with relevant COVID-19 symptoms without a test result or where a supplier worker claims to have a positive test, yet documentation may not be accessible and supplier intends to manage the case as a COVID-19 case.

Information provided in the e-mail should include: Intel POC of the worker, scope/site/project, date left site, date of onset of symptoms, date tested, date confirmed, building/area worked, number of supplier personnel identified through contact tracing.

Information should not include: Name or other detailed personal information of the involved worker.

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Intel Newsroom updates, message from Intel CEO to Bob Swan to customers and partners

On April 7, 2020, [Intel Commits \\$50 million with Pandemic Response Technology Initiative to Combat Coronavirus](#). See our [comprehensive press kit](#). And on March 19, 2020, Intel CEO, Bob Swan, shared a message with Intel's customers and partners, "We are here for you." [Read his full message in the Intel Newsroom](#).

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Site Specific Information (including any local government orders)

Several governments have issued "shelter in place" or "COVID-19 Response" orders. These orders often severely restrict movement in order to limit the spread of COVID 19 while, at the same time, encouraging some essential businesses to continue to operate. Intel works to comply with these orders, limiting movement and operating essential business, infrastructure, and manufacturing as encouraged or permitted to do so.

In some cases, orders allowing or encouraging Intel to continue to operate some essential functions also allow Intel suppliers who support those functions to continue to operate. If an order creates issues that affect your work at an Intel site or your ability to support such work, please engage with your Intel point of contact to coordinate on next steps prior to shutting down. In some cases, Intel will contact you directly where we believe a supplier supports essential business functions.

Some cities and states throughout the United States have proclaimed a local state of emergency, including placing curfews of varying lengths and details. Travel to and from work is not restricted during this time, and workers may continue to report to work as scheduled. The declaration(s) do not stipulate individuals need to carry documentation with them indicating their purpose for travel.

Below is a list of government shelter-in-place or stay home, stay safe orders at major Intel sites or links to additional site guidance Intel is providing.

- [Arizona](#)
- [California](#)
- [Colorado](#)
- [Illinois](#)
- [Massachusetts](#)

- [New Mexico](#)
- [Oregon](#)
- [Texas](#)
- [Malaysia](#)

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Coronavirus Frequently Asked Questions for Suppliers, Workers, and Visitors

1.0 Health or Exposure Concerns

1.1 What is Intel's overall stance on protecting workers and visitors?

Intel is focused on protecting the health and safety of all workers and visitors at Intel facilities. Our policies are meant to protect the health and wellbeing of everyone at our facilities, including employees, contingent workers and visitors. All workers are expected to comply with [Intel Code of Conduct](#). Additionally, Intel has instituted social distancing guidelines and other safety practices at our sites to help protect all workers.

1.2 If I learn that someone with whom I have had close contact is now confirmed positive for COVID-19, am I allowed on Intel's site?

No. You need to contact your employer if you are aware of having been in close contact (within approximately 6 feet or 2 meters for 15 minutes or more) with a confirmed case of the coronavirus. You must remain off site for 14 days from the date of contact with that person. You must not come to an Intel site with any symptoms.

1.3 I have been in contact with someone who is not symptomatic, but they were told to self-quarantine due to potential exposure. Am I allowed on Intel's site?

Yes. The CDC does not recommend testing, symptom monitoring or special management for people exposed to symptom-free people with potential exposures to coronavirus (such as in a household). These people are not considered exposed.

1.4 What is my obligation if I know of a confirmed COVID-19 case in my team working at an Intel facility?

Intel requires all authorized supplier representatives promptly inform Intel of a confirmed COVID-19 case [using this email](#) if it involves one of their employees who has been on an Intel site or within close contact with any worker during their Intel engagement. This account is only meant to be used to report *confirmed (positively tested in a lab or clinic) cases* of workers on that were present at an Intel campus/site.

1.5 What is contact tracing and how does Intel conduct contact tracing in instances of COVID-19?

The CDC generally describes contact tracing as “the process of identifying, assessing, and managing people who have been exposed to a disease to eliminate transmission.” For instances of a confirmed case of an Intel employee the following process is followed:

- Unless public health directs otherwise, contact tracing will be from 2 days prior to appearance of symptoms. Intel's Occupational Health will collect the following information from the worker:
 - Last date on work premises; last date of exposure if known; symptoms; date of onset of first symptoms; work area and presence in any other work locations in the 2 days prior to symptom onset.
 - Close contacts: Names of individuals who have been in close contact with the affected worker within the 2 days prior to onset of symptoms. Close contact is defined as being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of 15 minutes or more.
- For instances of confirmed cases of non-Intel workers that have been on an Intel site the following would apply:
 - Intel Occupational Health will partner with supplier and/or local public health to assist with contact tracing of Intel employees upon request. Additionally, the worker should not visit or work at Intel facilities for a minimum of 14 days and until the worker is well and without symptoms.
- Communication: Letters are sent to identify close contacts to inform them of possible exposure and steps to take if they become symptomatic. Identified close contacts are asked to self-quarantine for 14 days and if they remain symptom free, they may return to work.

1.6 What actions will Intel take if a contingent worker (CW) or privileged visitor tests positive for COVID-19?

The safety protocols in enhanced cleaning and distancing, as well as layout changes, are designed to protect all workers, suppliers, and visitors. If we are notified of a confirmed supplier case, we will immediately work with the supplier to assess the risks associated with the confirmed case so that

those individuals who had close contact with the confirmed case can be notified and suppliers can trigger their own protocols to safeguard their employees.

1.7 When can I enter an Intel facility after illness?

Below are Intel's minimum criteria for workers entering our facilities after illness. Intel does not direct nor control if a CW should return to work. Suppliers may have different policies, perhaps stricter, that CWs should follow. CWs always should work with their own employers on compliance to their company policies, and at the same time, if entering an Intel facility, be in compliance to Intel's policy requirements.

For illnesses NOT related to COVID-19 like symptoms, workers can return to an Intel site after 24 hours symptom-free without the use of fever reducing medication or cough suppressant, unless a doctor recommends additional time off.

For coronavirus-related symptoms (typical symptoms include any of the following: fever, cough, or shortness of breath; other symptoms that may sometimes appear include: fatigue, muscle soreness, chills, headache, sore throat, new loss of taste or smell), workers should remain away from work at an Intel site until they are symptom free for 14 days without the use of fever reducing medications or cough suppressants, unless a doctor recommends additional time off. Workers also should remain away from work at an Intel site if they are awaiting results of a coronavirus test.

1.8 How long does the virus survive on surfaces? Is it safe to receive packages from any area where coronavirus has been reported?

It is not certain how long the virus that causes COVID-19 survives on surfaces, but, absent that information, it seems reasonable to consider that it would behave like other coronaviruses. Studies suggest that other coronaviruses may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment). Nonetheless, the risk of catching the virus from touching or coming in contact with a contaminated surface is thought to be low.

If you think a surface may be contaminated, clean it with simple disinfectant (1:100 dilution of household bleach - 5.25% sodium hypochlorite) to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the coronavirus from a package that has been moved, shipped, and exposed to different environmental conditions is very low, if not zero.

1.9 Expectations regarding working hours and rest days.

We understand the challenges in the supply chain due to COVID-19 and that a change to working hours may be needed. If you have to shift your labor hours due to COVID-19, Intel will temporarily accept workers working up to 72 hours per week. Per the Responsible Business Alliance (RBA) Code of Conduct, **ALL overtime still must be voluntary** and the **workers must not work more than 6 consecutive days** before being given at least 24 consecutive hours of time off (or longer if required by local law). This is to ensure time to rest; no work, cleaning, training or other duties are allowed during that rest time. You should strive to spread out overtime, which must continue to be voluntary, and be mindful of people becoming tired. Intel expectations are unchanged in that all suppliers are to comply with all RBA Code elements and local laws (pursuant to contracts and purchase orders between Intel and your company) including hiring of foreign or migrant workers and use of student or young workers. Suppliers must not use workers who are not yet 16 years of age for any work. All other RBA Code requirements to provide a safe work environment also must be met. [Read the full RBA Code.](#)

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2.0 Business Continuity

2.1 Why is Intel still operating during the COVID-19 Pandemic?

Intel provides essential computing technology necessary for health care, emergency services, digital infrastructure, and economic stability during the pandemic. Intel products power the global digital infrastructure that is now essential to track, contain, and communicate about the impact of COVID-19, using telemedicine to meet greater demand for health care, artificial intelligence and computing power for medical research, robotics for safer assisted patient care, surveillance for safety and security, and data analytics to track the pandemic's trajectory. Schools, families and researchers are depending on computers, networks and data as they navigate this crisis. Many people live alone or are quarantined and the only way of connecting with others is electronically. Many grandparents can only see their grandkids via skype or facetime. Intel technology is used in more than 95% of internet, communications and government digital infrastructures that are critical to receive and disseminate health updates, to coordinate emergency services, and to provide medical services (including virtual monitoring). Operating our factories and labs allows us to produce needed components to ensure these treatment and public health needs are met.

2.2 How are local government restrictions impacting Intel operations?

As governments institute new restrictions on commercial operations, we are working to ensure our compliance while also maintaining business continuity for essential operations in our factories. Currently, our factories around the world continue to operate on a relatively normal basis.

2.3 I am a supplier or work for a supplier operating under an outcome/project-based contract or providing other services. What actions, if any, is Intel taking?

- For outcome/project-based contracts, payments will be made upon satisfactory completion of deliverables, as per contract terms.
- For Research and Development (R&D) contingent workers, there are no changes to the existing terms and process for outcome/project-based contracts nor time and materials contracts.
- For labor agencies and the workforce representing Intel with our retail partners, continued support for those agencies and workforce will continue for at least the next two months.
- For specific questions, please contact your management or Intel point of contact.

2.4 What is the status of on-site services?

Effective March 18, 2020, Intel temporarily closed **on-site** services at Intel such as dental, spas, hairdressing and other like services. These on-site services will not be allowed on Intel campuses, effective immediately. We also will temporarily close gyms, workout rooms and sports courts. At sites where we share such facilities with other companies, you should not use them during this time.

For at least two months, we will take steps to ensure those suppliers who provide the following on-site services are able to continue to provide for their hourly employees as if they were working their standardly scheduled shift hours without disruption:

- *Janitorial/custodial, building maintenance & repairs (Technicians: HVAC, Plumbing, Elevators, LSS and Mechanical), landscaping/pest control/snow removal, mail services, café, fitness, busing/shuttle services and security*

For those suppliers that provide other services or are operating under outcome/project-based contracts, please see FAQ 2.3.

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3.0 Protecting Workers Who Must Come on Site

3.1 What is Intel doing to ensure its work environment is safe due to the COVID-19 outbreak?

Our number one commitment is ensuring the safety and well-being of all workers and visitors on Intel sites. The safety measures taken include increased frequency of cleaning common spaces, implementing social distancing guidelines, screening visitors, supplying facemasks and thermometers, and providing people with information they need to protect themselves and their coworkers while working on site.

Examples of protocols to reinforce social distancing in our operations include:

- Staggering shift start times and work activity to avoid congestion.
- Limiting activity that require people to be in close proximity with others.
 - For example, some activities in factories require techs to be in close proximity for efficiency and safety reasons, including two-person lifts and safety buddies.
- Reconfiguring work to minimize the time period workers are less than a two meter/six feet distance can be minimized.
- In the fab, workers wear a hood, gloves and are in a space with laminar, filtered air flow, so brief interactions like a two-person lift or pulling someone into a safety shower should be low risk for COVID-19 transmission based on the lessons from our China factories.
- Reducing shift sizes where helpful to facilitate social distancing.
- Using the Pre-Task Planning (PTP) process to plan to work safely and incorporate social distancing requirements.
- Delaying work temporarily to allow for appropriate PTP. If workers are not comfortable, they can stop the job, alert their manager, and leaders will figure out a safe way to do it or will delay the job until it is safe.
- Reducing seating capacity in our cafeterias, removing self-service options, and limiting the number of people in the serving area.
- Imposing six-foot/two meter social distancing requirements on all Intel transportation and third-party transportation on Intel premises, including **golf carts (driver only, no passengers unless an approved barrier is in place)**, shuttle buses, pickup trucks or any other mode of transport.
- Limiting elevator (lift) to no more than four people at a time and each person should stand near a corner. Encouraging workers to use stairs to leave space for those who must use elevators (lift).
- Encouraging virtual meetings over in-person meetings. Limiting conference room meeting capacity to no more than 50%. Leaving empty chairs between each person and not having individuals sit across from each other.

In the manufacturing environment various mitigations strategies, including personal protective equipment (PPE), have been introduced to address social distancing challenges. Please check with your Intel point of contact on mitigations in your work area.

3.2 Is Intel is providing masks on-site?

Starting the week of April 6, Intel is making surgical facemasks available to on-site workers. Where mask use is mandated by local governments, the use will be required. Where it is not mandated, mask use is optional. Even if you are using a mask, you must continue to observe all our social distancing guidelines and other safety practices. Social distancing and frequent, thorough hand washing are still the most effective ways to prevent spread of the virus. Please also conserve the supply of masks so that we don't consume more than necessary and can continue to balance our needs with our donations to medical responders in our communities. In accordance to [the Santa Clara County Public Health Order](#), businesses must ensure that all personnel entering our facilities wear face coverings. As a result, all delivery

personnel, suppliers and any others entering an Intel facility in Santa Clara County will be required to wear a face covering.

3.3 Reuse and storage of masks

Facemasks can be found in many different designs and thicknesses; these differences do not necessarily imply effectiveness. Facemasks should be reused if they continue to be clean and viable (not torn or otherwise compromised). Facemasks generally should not be washed; they should be replaced if they become dirty. When not in use, facemasks should be stored in a clean and dry location. Reuse and storage should be consistent with local governmental recommendations.

3.4 Gloves

The primary mode of transmission is from droplets due to coughing and sneezing. While we do use gloves in our manufacturing areas and some labs, the WHO and CDC are not recommending glove use for healthy individuals outside of the healthcare environment. Gloves do not prevent the transmission mode of touching your face. The key prevention strategies are proper coughing hygiene (cover your cough), frequent hand washing, and not touching your face.

3.5 Intel is providing hand sanitizer to on-site workers?

Intel continues to place hand sanitizer at sites where workers are reporting for work. When soap and water are not available, the use of alcohol-based disposable hand wipes or gel sanitizers is recommended (or other health authority recognized or approved sanitizers).

3.6 Intel is providing thermometers to on-site workers?

Starting the week of April 6, Intel is providing thermometers to our on-site workers, along with information on how to use them and what to do if you have an elevated temperature. You will be able to take these thermometers home and use them to monitor the health of yourself and your household. We recommend taking your temperature every day before reporting to work. If you register a temperature higher than 100.4°F (38°C) you should notify your manager by telephone and, if necessary, call your healthcare provider. Do not come to an Intel site if you have a fever or feel sick. You should also seek medical attention if you or any member of your household experiences any other symptoms of a coronavirus infection, including coughing or shortness of breath.

3.7 What are the additional recommendations for two-person tasks?

In order of preference for close distance or two-person tasks, the following is recommended:

1. If the task spec requires respiratory protection (air purifying respirators, airline respirators, etc. including PAPR) for individual performing the primary task, and both persons are respirator wearers, have them both wear respirators to complete the task.

2. If the task spec does not require respiratory protection, but both individuals are current respirator wearers, have them both wear respirators to complete the task.
3. If the task already requires the use of a face shield, have both persons wear face shields and facemasks (underhoods if in the cleanroom - micro approved).
4. If the task does not require the use of a face shield, determine if there are face shields available (can be a medical style face shield) to be used by both workers to complete the task, have both persons wear face shields and facemasks (underhoods if in the cleanroom - micro approved).
5. A temporary physical barrier can be created between the two workers executing the tasks - in addition to the use of facemasks by them.

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4.0 Working Remotely

4.1 I've been told I need to work from home. What guidance does Intel have to offer?

Working from home is recommended for all workers whose work can be performed remotely. If you normally work at an Intel location, please speak with your employer prior to changing work arrangements to ensure sound planning. This will help reduce the number of people at work and protect those who need to come on-site to keep our labs, factories, and other critical operations running.

With an increase of Intel contingent workers working from home, it is critical to follow working-from-home best practices. [Guidance is outlined here](#) to help you work from home securely and help safeguard your supplier and Intel's information. Contact your Intel sponsor should you need additional information.

4.2 Is Zoom an approved communication platform?

Zoom is not an approved platform for sharing any Intel confidential information when Intel is not the host of the session. As a result, if you initiate any meetings via Zoom with Intel, Intel will not be able to share any confidential information.

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5.0 Travel

5.1 What is Intel's site access guidance regarding Contingent Workers or Privileged Visitors who recently traveled internationally?

If you have recently returned from international travel, you must remain away from an Intel site for 14 days to ensure you do not develop symptoms. The 14-day period begins the day you return home. During this time, if you develop any symptoms (fever, cough, or shortness of breath), please contact your physician. International travel to visit an Intel site for all workers requires Intel executive approval, so you will need to work with your Intel point of contact to secure that approval prior to your visit.

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6.0 How to Stay Connected and Where to Get More Information

6.1 Where can I communicate my concerns about building safety?

If a supplier has any concerns about a specific condition its workers see while at an Intel site, you should contact your Intel sponsor. You can also submit a ticket through the Building Assistance Center to address cleaning of specific spaces and areas. The contact numbers for the Building Assistance Center are 1-888-557-1712 (US/CAN/LAR), 604-2535678 (APAC), and 972 8 6125678 (EMEA).

6.2 How do suppliers, visitors, and sponsors get updates on guidance around Intel's response to the Coronavirus?

The best source for Intel-specific information regarding the coronavirus is on supplier.intel.com where we will regularly post updates and other important information. Intel Sponsors also can check updates on Circuit. If you have a regular Intel point of contact, you may also reach out to that person.

6.3 Where else can I get information about COVID-19?

- [World Health Organization](https://www.who.int/)
- [Centers for Disease Control](https://www.cdc.gov/)

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7.0 Returning to Intel Campuses

7.1 Now that some countries / sites are welcoming workers back on campus, what can I expect?

[As of April 24, we are giving early guidance about returning to Intel campuses.](#) Stay close to your company's guidance and reach out to your Intel point of contact as needed.

Privacy Notice and Data Processing Protocol: Intel's COVID-19 Contingent Worker Response

In an ongoing effort to keep your health and safety in mind, please review the links to the Intel COVID-19 Contingent Worker Response Privacy Notice and Data Processing Protocol.

- [Intel's COVID-19 Contingent Worker Response Privacy Notice](#)
- [Intel's COVID-19 Contingent Worker Response Data Processing Protocol](#)

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Japanese Translations

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