# Citrix Pandemic Health and Safety Policy

Updated 4 September 2020

## Introduction

Citrix is committed to ensuring that we are taking care to protect the health and well-being of our workforce as we return to the office.  Accordingly, this policy will continue to be updated as legal, regulatory and healthcare guidance evolves.  Our goal remains to meet and exceed the requirements and recommendations for office environments in each of our locations.  As Citrites we are committed to acting in line with our core values of Respect, Courage and Unity as we do our part to safeguard the health and safety of our workforce and our communities and expect that you will review and adhere to this Citrix Pandemic Health and Safety Policy for returning to our offices.

## Entrance to the Office

You will be responsible for acknowledging the COVID-19 Self-Certification Statements through Citrix Workspace (where possible) each day to confirm that you meet the criteria to enter a Citrix office.  If you meet the eligibility requirements and receive an "okay to enter" status, you will need to show that status to the designated on-site authorized personnel, typically a security guard or receptionist, prior to entering our offices.  Please see this link for more information on eligibility for returning to our offices: [Link to COVID-19 Information On Entering Into Citrix Offices](). If your status is "stop" and you have not met the criteria to enter, please do not come to the office for a period of 14 days from your "stop" status.  In addition, we recommend that you promptly contact your healthcare provider if you are ill or are experiencing any COVID-19 or cold or flu-like symptoms.

## Temperature Checking

If your site does not have a staffed temperature check, you must monitor your own temperature on a daily basis as part of the COVID-19 Self-Certification and you

must not have a temperature above 100.4 F (38 C) (or if your local authorities designate a lower temperature as threshold, the lower temperature), in order to enter a Citrix facility.  Citrix will not keep a record of any health-related information.  Information collected relating to COVID-19 will be handled consistently with our privacy notices.  For more information on how we collect, use and share personal information, please see [Citrix Internal Privacy Policy](#) (Citrix personnel) and [Citrix Privacy Policy](#) (visitors).

### Social Distancing and Personal Contact

In order to reduce the risk of the spread of COVID in our offices, we are working to reconfigure our spaces to support social distancing which means keeping 6 feet (2 meters) between you and others wherever feasible.  In addition, you should avoid personal contact such as handshakes, hugs or similar physical interactions and limit in-person meetings to where necessary and only in approved locations (conference and meeting rooms will be closed during Phases 1 and 2).  Under no circumstances should in person meetings exceed 10 people.

### Masks

All individuals entering Citrix offices will be required to wear a mask when walking through shared spaces and in common spaces (e.g., kitchens, bathrooms, break rooms, elevators, etc.), in meetings with others, and in any other situations where social distancing is not possible.  Once in our office spaces, you will be permitted to work without your mask if you are at your desk or workstation.  You will be required to wear a mask at all times in the office if your role involves ongoing in-person interaction with others (including, without limitation, Receptionists, those who work in IT Stores, Mail Delivery, Security, Cleaning, and teams that are not able to socially distance).  Different countries, states may have more stringent regulations on mask wearing than this policy.  If this is the case, you must follow your local country's or state's regulations.  Citrix will provide a new mask each day and will provide repositories for safe disposal of masks that have been worn throughout the day.

You may opt to wear your own mask, if your mask meets the following criteria: (1) fits snugly but comfortably against the side of the face; (2) is secured with ties or ear loops; (3) includes multiple layers of fabric; (4) allows for breathing without restriction; and (5) is able to be laundered and machine dried following each day that it is worn to the office.

## Hand Sanitization

While you are in a Citrix office, and particularly after you have been in a public place and touched items or surfaces that may be touched by other people, you must wash your hands with soap and water for at least 20 seconds.   In addition to maintaining consistent hand-washing practices, each Citrix employee and contractor who is working in our offices during this phased return will have access to hand sanitizer throughout the office to use as needed, and particularly when putting your mask on or off or interacting with others.

## Office Cleanliness

In order to enable our cleaning crews to do the necessary office cleaning each day, you must leave your desk or workstation clear of personal belongings, other than Citrix-provided equipment and supplies.  You should limit the number of personal items you bring in and out of the office each day and should take advantage of the sanitizing wipes made available in the office to wipe items that are shared and used by others in the office (e.g., microwaves, coffee machines, central printers and copy machines and other shared office equipment).  Where possible, please wipe the desk or workstation you are using if you need to move to different work areas throughout the work day.

## Travel

All travel for internal purposes (e.g. QBRs, team visits, conferences etc.) is cancelled for the remainder of 2020.  We recognize there will be very limited situations that require external travel for business-critical, customer-facing needs in the coming months.  For customer / partner facing business travel, please refer to Guidelines

[for In-person Business Meetings](#).

Employees in all other functions will need approval from a VP or above, who reports directly to a member of the ELT.


**<u>Your Responsibility and Where to Ask for Help</u>**

You are expected to adhere to this policy when in any Citrix facility in order to help protect the health and safety of our workforce.  We are continuing to monitor world health guidance and will update this policy as needed.  We require compliance with local requirements in any location where we have offices.  If you have any questions or concerns, feel that you are unable to adhere to these Guidelines, or believe that you need an accommodation based on personal or medical circumstances, please contact askHR@citrix.com.