



# LiveSafe App at PG&E

## Frequently Asked Questions

7/14/2020

To help in complying with the daily health screening requirement, we launched and are requiring the use of the LiveSafe mobile app to all PG&E employees who report to work outside their homes. If you haven't downloaded the app to your work-issued or company subsidized personal mobile device, please do so as soon as possible. **Deadline to download is July 20.** If you do not have a mobile device, you can access the app from a computer or browser. You can find instructions via this [Step-by-Step App User Guide](#).

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### Why is PG&E deploying the LiveSafe mobile app?

LiveSafe is being deployed to help employees comply with the daily health screening requirement.

### Is the daily health screening requirement a new requirement?

No, PG&E employees who work outside their home have been required to perform a daily health screening (including a temperature check) since near the start of the COVID-19 pandemic when OSHA issued a recommendation for all employers to require employees working outside their home to complete daily health checks.

### How often are employees expected to perform these health screenings?

Employees reporting to work outside their home are required to perform the health screening each day before starting work.

### How do I get the LiveSafe app?

Download the app to your work-issued or company-subsidized personal mobile device (via PG&E's Bring Your Own Device program) or access the application from a computer or browser.

Instructions are included in the [5 Minute Meeting](#) and [Step-by-Step App User Guide](#). Alternatively, you can contact the TSC at 415-973-9000.

### How does the daily health screening in LiveSafe work?

The app's daily survey asks employees a few simple questions. Based on the information received, the app informs the employee whether they are fit to report to work. Upon completion of the survey, the employee's supervisor will receive an email confirming that the employee is fit or not fit to report to duty.

### How will leaders know that their employees have completed their daily screening using LiveSafe?

Enter your supervisor's PG&E email address into the "Supervisor Email Address" field. Your leader will automatically receive an email from LiveSafe confirming their employees' fitness for duty.

### How should I report my time while using the LiveSafe app?

As part of your regular daily health screening, you should already be taking your temperature and confirming that you are fit for duty. Please use the LiveSafe app and complete the daily



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health screening survey at the start of your workday before you enter the facility. The app should be used on normal work time.

### **As a leader, how do I account for the time that my employees will be completing the LiveSafe daily health screening at the start of their workday?**

Leaders should allow approximately 5 minutes at the start of the workday to allow time for employees to complete their LiveSafe daily health survey. The survey should be completed during the normal work time at the start of the day before employees enter the facility.

### **Can the daily health screening be completed on a home computer vs. mobile device?**

Yes, the LiveSafe app and daily health screen can be accessed via any computer with Internet access or by using the browser on any mobile device. The link is:

<https://livesafe.jotform.com/201545392537861>

### **Can I complete the daily health screen from a company computer when I arrive at work?**

Yes, the LiveSafe app and daily health screen can be accessed via any computer with Internet access or by using the browser on any mobile device. The link is:

<https://livesafe.jotform.com/201545392537861>

Our preference is for employees to complete the LiveSafe health screen before entering a PG&E facility, but we understand some employees do not have a mobile device or are unwilling to download the LiveSafe Application onto their personal phone.

### **Do employees who are typically remote but need to go into the office for a computer issue or short trip have to screen?**

Yes, the health check must be completed anytime they are performing work outside their home, including a short visit into the office.

### **Do contractors need to comply with PG&E's daily health screening requirements and are they expected to use the LiveSafe app?**

All PG&E contractors (also called Non-Employee Workers or NEWs) are expected to comply with the daily health screening requirement before they report to work outside of their home to confirm they are fit for duty. However, **the LiveSafe app is for PG&E employees only**. All contractors/NEWs should utilize the tool/app provided by their employer if appropriate.

### **If an employee does not have a company phone, can they be reimbursed for the use of their personal mobile device and/or home Internet costs if they download the LiveSafe app for daily health screening?**

If the only use of your personal device is for the LiveSafe app, you will not be reimbursed. You may use your personal computer, or the browser on any personal device to access LiveSafe without downloading the app.

Management employees (non-bargaining unit, exempt) may also choose to register their personal device for the company's Bring Your Own Device (BYOD) program – which will authorize your device for company use. BYOD smart phone users can request a monthly reimbursement of \$45 toward their phone charges. Once approved the reimbursement request must be re-submitted to Concur each month. Reimbursement is available only to management employees currently.



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### **How are we protecting employee privacy and are we providing personal health information using this third-party app?**

PG&E will not be collecting any personal data from employees who complete the tool other than the consolidated response on whether you have confirmed you are fit for duty during the pandemic. Health agencies such as OSHA, EEOC, CDC, and County Public Health Departments have outlined the approach that we are taking as a best practice and affirmed that the approach does not infringe upon an individual's privacy rights.

### **Is using the LiveSafe app a condition of employment?**

Yes, use of the LiveSafe app is required to confirm fitness for duty.

### **What if a member of my household works in a medical profession and interacts with COVID 19 patients?**

Medical professionals are trained in the proper use of PPE to protect them while interacting with patients. Having a member of your household who works in a medical profession is not a reason to not report to work. If a member of your household is showing COVID-19 symptoms, do not report to work.

### **Will employees who refuse to complete their daily health screening be allowed to work?**

No – leaders will be required to send employees who refuse to complete their daily health screening home.

### **Is use of the LiveSafe app compliant with HIPAA and the Americans with Disabilities Act (ADA)?**

Yes

### **Does LiveSafe have GPS tracking turned on, and if so, how do I deactivate it?**

LiveSafe GPS capability becomes temporarily active only for the purposes of supporting emergency response (e.g. 911 emergency phone calls, active shooter in the area, etc.).

All GPS functionality can be managed or disabled using standard smartphone settings – please contact the TSC for support if you are unfamiliar with how to make these changes.