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## DOCOMO PACIFIC follows local government's lead; puts Work-From-Home Policy into effect

TAMUNING, GUAM (March 16, 2020) – DOCOMO PACIFIC regional leader in innovation, telecommunications, & entertainment follows local government’s lead; puts Work-From-Home Policy into effect.

On March 3, 2020, DOCOMO PACIFIC was among the first companies on Guam to assure our customers and community that we would prioritize the health and safety of our associates, our customers, and their families. And we remain committed in doing so.

Earlier today, in an email to all associates, DOCOMO PACIFIC’s Chief People Officer, Nathan Taimanglo stated that, “Effective today, March 16, 2020, DOCOMO PACIFIC will be following our local government's lead in Guam and instructing our administrative teams at our DPAC HQ to work from home until further notice. This is a proactive response to most recent news related to COVID-19. All associates should practice social distancing whenever possible, and conduct meetings via Teams and phone.” As a telecommunications provider, our associates are well-equipped to work remotely. As one of Guam’s largest private employers, it is our responsibility to help “flatten the curve” of COVID-19 outbreaks.

In the age of instant communication and social media, rumors can spread unchecked. DOCOMO PACIFIC is aware of statements that its offices and stores have been “quarantined”. This is categorically untrue.

Although no one has tested positive for COVID-19 in the Company, DOCOMO PACIFIC is aware that one of its back-office associates is related to an individual currently under observation. We are closely monitoring any developments and will respond in a measured and appropriate way to safeguard the health and well-being of our associates and the public.

In a company-wide message this morning, DOCOMO PACIFIC President and CEO, Rod Boss, wrote, "To be clear, our HQ is not under quarantine, as many of you who came to gather your laptops and chargers this morning are aware of. Our work-from-home policy was implemented out of an abundance of caution. We urge everyone to stop sharing information that has not been validated, and which causes undue distress to people directly affected by this situation."

Going forward, DOCOMO PACIFIC will do everything in our power to protect our associates, customers, and their families.

- Administrative associates at the DOCOMO PACIFIC HQ are encouraged to Work-From-Home effective 03/16/20.
- For those in stores and shared office spaces, we are taking steps to ensure a clean and hygienic workplace -
  - o Surfaces, desks, tables and objects are to be wiped down and disinfected regularly in our offices and stores.
  - o Hand sanitizer dispensers will be deployed to the stores and will be filled regularly.
  - o Posters promoting proper hand-washing have been displayed in office restrooms and employee gathering spaces.
  - o All staff and contractors are asked to wash their hands with soap and water.
  - o Face masks, tissues, closed trash bins and hand sanitizer will be available in our offices for those who develop a runny nose or cough at work.
- For our customers, your health and safety is paramount. Here's what we're doing for you:
  - o We are taking every precaution to increase the standard of hygiene in our stores. However, if you prefer to manage your account without a physical visit, you can manage your account online by signing up for Self-Care.

## **About DOCOMO PACIFIC**

DOCOMO PACIFIC is a wholly owned subsidiary of NTT DOCOMO, Japan's leading mobile operator. Headquartered in Tamuning, Guam, DOCOMO PACIFIC is the largest provider of personal, residential, enterprise connectivity and entertainment services in Guam and the Northern Mariana Islands. As the 4-time winner of Pika's Best of Guam, 3-time winner of Best of The Pacific, DOCOMO PACIFIC is dedicated to bringing you and your family closer to the things that matter most. Get to know more about what makes us "Better Together" at [www.docomopacific.com](http://www.docomopacific.com).

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## ABOUT BETTER TOGETHER

DOCOMO PACIFIC provides TV, Online, Mobile, Phone, and Enterprise Solutions in Guam and the Marianas. The company employs 640 associates and serves customers through retail outlets located in Agana Shopping Center, Andersen Air Force Base Exchange, Dededo Mall, Guam Premier Outlets, Mangilao Mobil, Micronesia Mall, Tamuning HQ, Gualo Rai & Susupe, Saipan, Tinian and Rota.

DOCOMO PACIFIC is a subsidiary of NTT DOCOMO, which provides service to over 70 million mobile customers in Japan. Outside of Japan, NTT DOCOMO contributes to the global standardization of all-new mobile technologies and lends their technical and operational support to seven mobile phone operators and partner companies.

For more information, please visit [www.docomopacific.com](http://www.docomopacific.com)



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