



Patrick J. Prindeville
Executive Director
Labor Relations

140 West Street
Room 09-114
New York, NY 10007

O 212 519 4867
F 212 528.1542

March 15, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: COVID-19 Back-up Care Advantage Program

Dear Ms. Finnigan:

As a result of the COVID-19 outbreak, through the end of April 2020 the Company will offer Associates Bright Horizons back-up care benefits (summarized in the attachment) on the same terms it offers such benefits to management employees. Through the end of April, if the Bright Horizons back-up care benefits are modified for management employees, they will be identically modified for Associates.

Effective March 16, 2020, the benefits for management employees have been modified as follows:

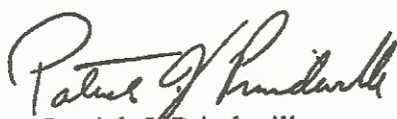
- The annual limitation of hours for full-time employees (80 hours) and part-time employees (40 hours) has been eliminated during the month of March 2020

Any hours an Associate utilizes on the Bright Horizons back-up care benefits from March 16th through March 31st will not be counted towards their annual limit if such a limit is reinstated before the end of April.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

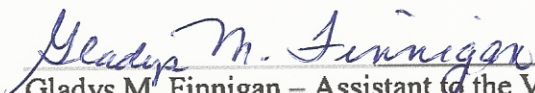
Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,



Patrick J. Prindeville
Executive Director – Labor Relations

Agreed for the Union:



Gladys M. Finnigan – Assistant to the Vice President
Communications Workers of America

Dated: March 15, 2020