AT&T COVID-19

SUPERVISOR'S PLAYBOOK

COVID-19: A Guide to helping supervisors navigate COVID-19 situations in the workplace.

This AT&T Communicable Infectious Disease (CID) Playbook for COVID-19 is intended to provide clear and concise guidance for supervisors faced with COVID-19 situations in the workplace. While this playbook provides guidance on a range of scenarios, it is not intended to replace business unit or governmental mandates. If you need Business Unit specific support, contact your leadership team, or HR.

This Playbook will be updated as necessary. Be sure to refresh this document each time you access it.

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Your Role as a Supervisor

As a supervisor, you are critical to helping our employees maintain a safe work environment. You'll want to ensure you:

- Understand our policies pertaining to COVID-19 workplace behaviors
- Effectively communicate and hold your team accountable to these policies
- Know who to contact for help related to COVID-19 issues in the workplace
- Know where to find information when needed.

We know that some employees have concerns about workplace protocols during a pandemic. We're counting on you to communicate - and importantly, follow - the safety guidelines outlined on the following pages so we can build employee confidence and maintain our culture of workplace safety.

This playbook outlines our commitment and ongoing actions to ensure safe workplaces specific to COVID-19. **We know we need to be agile and make adjustments** if our environment changes, so expect updates to the online version of this playbook as needed.

Important Contacts

The Playbook references several key contacts (i.e. EH&S, HR, Corporate Communications) throughout scenarios and process flows herein. This section consolidates all the contact information into a single view.

- Human Resources (HR)
  - COVID-19 Human Resources Mailbox (US Only)
  - International HR Mailbox
  - HROneStop Website
  - International HR OneStop Website
  - Call 1-888-722-1787 (U.S. Only)
- Environmental Health & Safety (EH&S)
  - Call 1-800-KNOW-EHS (1-800-566-9347) Prompt 1
- Benefits (U.S. only)
  - Blue Cross/Blue Shield
  - United Health Care
  - Castlight
- Corporate Communications
  - COVID-19 Public Relations Mailbox
- U.S. Labor
  - Questions about US Labor can be directed to COVID-19 Labor Relations Mailbox

COVID-19 General Information & Resources

This section contains key external/internal information to help keep supervisors informed on the status of the COVID-19 pandemic.

- **Key Internal Resources**
  - HROneStop – Coronavirus (COVID-19) Employee Resources & Recommendations
  - AT&T Asset Protection Travel, Safety, and Security
  - COVID-19 Human Resources Mailbox (US Only)
  - International HR Mailbox
  - HR OneStop Call 1-888-722-1787 (U.S. Only)
  - Environmental Health & Safety (EH&S) 1-800-KNOW-EHS (1-800-566-9347) Prompt 1
  - Corporate Communications: COVID-19 Public Relations Mailbox
  - U.S. Labor: Questions from the CWA/IBEW/Teamsters, may be referred to COVID-19 Labor Relations Mailbox
- **Key External Resources (CDC, WHO, COVID-19/CID related)**
  - Coronavirus (COVID-19) Global Cases Dashboard (John Hopkins University)
  - Centers for Disease Control (CDC) website – useful CDC links are provided below:
    - How it spreads
    - Symptoms
    - Prevention & Treatment
    - CDC Frequently Asked Questions
  - World Health Organization (WHO) or country specific governmental authorities.
- **Privacy of employee personnel records and medical information**
  - Under federal and local laws, as well as company policy, it is essential that supervisors not share confidential information, particularly medical information, regarding employees.
  - Information about employees, their employment status, or medical condition, may only be discussed with those who need to know, such as HR and EH&S.
  - Do not share any information about an employee's medical condition or employment status with their co-workers or with fellow supervisors who do not have a need to know.
  - Unless directed by EH&S or HR, emails discussing potential/confirmed COVID-19 cases should not provide the name and UID of the employee, or other identifying information.

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Quick Guide – What To Do or Avoid During a Communicable Infectious Disease (CID) Outbreak

Workplace Behaviors and Expectations:

- The Company has distributed its COVID-19 Workplace Behaviors and Expectations for your use here.
- It is the supervisor's responsibility to ensure that all COVID-19 protocols are followed.
- Access your Business Unit's methods & procedures (M&P) for details.

These guidelines are considered workplace expectations. Supervisors are expected to ensure all employees follow these guidelines and adhere to the behaviors. If employees are failing to comply with workplace behaviors and expectations, the supervisor should immediately contact HR. If unsure who to contact, email COVID-19 Human Resources for assistance.

Things you should do:

- If you hear that someone has been diagnosed with COVID-19, contact EH&S at 1-800-KNOW-EHS (1-800-566-9347) Prompt 1. Maintain employee confidentiality at all times.
- Instruct all employees to follow COVID-19 Workplace Behaviors and Expectations here on HR OneStop. Report any failures to comply to HR. NOTE: wearing a face covering greatly reduces the risk of transmission but is not a substitute for social distancing. While wearing the face covering, employees are also required to maintain 6 feet of distance from others. Instruct employees with any COVID-19 symptoms to go home immediately. Understand the many new symptoms of COVID-19 by visiting the CDC site. Contact employees who have been at home ill before they return and confirm they have been symptom free for 72 hours; contact HR if an employee declines to confirm they are symptom free.
- Instruct employees who want to return to the workplace earlier than the 72 hours, and state that their symptoms are due to seasonal allergies or other medical condition unrelated to COVID-19, to present a note to you from their healthcare provider clearing them to return. Supervisors should make a note of the information from the health care provider and not retain the note itself.
- If you have received a media or external inquiry, refer them to the Corporate Communications team.

Things you should NEVER do:

- Do not allow an employee with any of the symptoms related to COVID-19 to return to work; if an employee has been out ill, it is the supervisor's responsibility to contact the employee and verbally confirm they have been symptom free for 72 hours. If an employee declines to confirm, contact HR.
- Do not encourage employees to continue working when they feel ill.
- Do not tell an employee to get tested. Instead say "We recommend you call your medical services provider for additional guidance."

- Do not require employees to get a medical clearance/release form to return to work unless directed to do so by EH&S or HR.
- Do not quarantine non-ill employees or order deep cleaning of facilities without direction from HR or EH&S.
- Do not request medical proof of COVID-19 test results or diagnosis (if needed, this will be handled via the EH&S/HR process).
- Do not discuss individual employee situations or their medical condition with other employees or other supervisors.

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Supervisor Scenario Guide: Responses to Potential Employee Situations

This section is intended to provide Supervisors with direction on specific workplace and employee situations related to COVID-19. Click or scroll to find guidance for each situation bulleted below. For all situations in which an employee is sent home, it is the supervisor's responsibility to contact the employee before they return and confirm that they have been symptom free for 72 hours. Work with HR to determine pay treatment and absence coding.

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- Managing Customer/Vendor Facing Employees
- Customer Contacts Supervisor/Company Regarding a COVID-19 Diagnosis
- Employee is Exposed to COVID-19 on Personal Time (outside of the workplace)
- Employee Travels To/From an International Location
- Employee Expresses Safety Concerns about Work Environment
- Employee Requests/Files for Unemployment
- Employee is Higher Risk for COVID-19
- Employee Is or Needs to Work from Home
- Employee Requests Paid Time Off for COVID-19

Employee has been Working from Home and is Preparing to Return to an AT&T Workplace

AT&T is taking a methodological and deliberate approach to determining when employees who have been working from home will return to the workplace. Employees should only plan to return once the company has

given the direction that their workplace is ready for them to return. Once that occurs, specific guidance will be provided to you and the employee(s) returning to the workplace. If you have any questions, reach out to HR, EH&S or Corporate Real Estate.

Employee is Diagnosed with COVID-19

This section provides supervisors with general guidelines for addressing scenarios where an individual has received a positive COVID-19 test or has been clinically diagnosed by a medical provider with COVID-19.

Ways you may be notified:

- Employee contacts supervisor directly.
- Coworker notifies supervisor on behalf of the employee.
- Family member/emergency contact for employee contacts supervisor.
- Supervisor may be notified by Local/Federal Health Authority, EH&S, or HR.

How to respond as a Supervisor:
- Remain calm, caring and compassionate.
- Advise the employee to self-quarantine immediately

- If diagnosed with COVID-19, they cannot return to any work location until they are at least:
  - o 10 days past the onset of symptoms and
  - o symptom free and fever free without fever-reducing medication for 72 hours.

-Employees who are already working from home at the time of the diagnosis should continue to do so.

If possible, gather all relevant information from the employee, including:

- date of diagnosis, date tested, date received result, & last day worked at an AT&T location
- whether the employee had COVID-19 symptoms while at an AT&T work or a customer location
- whether they were complying with social distancing guidelines (i.e., six feet from co-workers, customers, or others) while last at work. If not doing so consistently, determine whether they were within 6 feet for greater than 5 minutes during the 48 hours prior to symptoms (or if none – test date)
- If available, review video for the 48 hours prior to symptoms (or if none – test date) to determine if the employee was within 6 feet of others for more than 5 minutes, and track the names/dates of exposure

- Immediately report employee case to **EH&S at 1-800-KNOW-EHS (1-800-566-9347) Prompt 1.**
- Immediately report case to your HR Business Partner.
- For international employees go to the International HR Contact List.
- You will be contacted by HR or EH&S and may be asked to join a cross-functional call with EH&S, and HR.

Employee is Suspected or Potentially has COVID-19

This section provides supervisors with general guidelines for addressing scenarios where employees are ill with symptoms related to COVID-19.

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus.** People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

How to respond as a Supervisor:

- Remain calm, caring and compassionate.
- If you observe, or an employee informs you they are experiencing the above symptoms listed in the CDC symptom guide, please direct them to stay home and to contact their health services provider.
- Employees who report any such symptoms upon arrival to work or who develop them during the workday should be separated from others and immediately sent home. Instruct them to contact their health services provider.
- If the employee states the CDC symptoms are due to another condition, send them home and contact HR for guidance in determining if the employee can be cleared to return.
- Consistent with current CDC guidance, AT&T employees who have COVID-19 symptoms must stay home and not come to work until they are at least:

- 10 days past the onset of symptoms and
- symptom free and fever free without fever-reducing medication for 72 hours.

- If an employee is NOT demonstrating COVID-19 symptoms, has not been exposed to anyone with symptoms, and is not in a higher risk situation, but not feeling well, please discuss available options for sick time as you normally would.

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Employee Scenarios Quick Summary

1. **Sick with COVID-19 symptoms or fails workplace entry screening:** Cannot return to work until symptom free for 72 hours without use of symptom inhibiting drugs UNLESS local order specifies different return to work criteria (e.g., Colorado).
    - Employee should be allowed to choose Illness, PTO, or excused unpaid time
    - If the employee chooses illness they may file for FMLA, or Job Accommodation if not eligible or entitled to FMLA.
2. **Diagnosed with COVID-19:** Cannot return to work until symptom free for 72 hours without use of symptom inhibiting drugs AND at least 10 days have passed since onset of symptoms. Alternatively, employee could return after symptom resolution+ two negative tests in a row, 24 hours apart.
    - See important information under section Employee is Diagnosed with COVID-19
3. **Asymptomatic, but tests positive:** Cannot return to work for minimum of 14 calendar days after last COVID-19 test if employee remains symptom free, without the use of symptom inhibiting drugs.
    - See Quarantine Time Coding Scenarios
4. **Asymptomatic (no known exposure to someone with COVID-19), has taken test; does not have result:** May return to work until/unless employee receives a positive test result.
5. **In close contact** (within less than 6 feet for 5 minutes) **with someone diagnosed with COVID-19:** 14-day quarantine if asymptomatic; If symptoms develop, follow protocols for sick or diagnosed (1 or 2 above), as appropriate.
    - See Quarantine Time Coding Scenarios

- **Symptomatic unrelated to COVID-19:** Instruct employees who want to return to the workplace earlier than the 72 hours, and state that their symptoms are due to seasonal allergies or other medical condition unrelated to COVID-19, to present a note to you from their healthcare provider clearing them to return. Supervisors should make a note of the information from the health care provider and not retain the note itself.

Suspected or Confirmed Non-Payroll Worker (NPW) Diagnosis of COVID-19

This section provides managers responsible for NPWs with general guidelines for addressing scenarios where COVID-19 is suspected/confirmed with a Non-Payroll Worker (NPW) who reports to an AT&T facility.

Ways you may be made aware an NPW has received a clinical diagnosis of COVID-19/is experiencing COVID-19 symptoms:

- NPW informs AT&T Employee.
- Coworker or NPW's employer notifies AT&T manager on behalf of the NPW.
- AT&T manager observes NPW displaying symptoms described above identified by the CDC symptom guide.

How to respond:

- Remain calm, caring and compassionate.
- Immediately send NPW home and encourage NPW to contact their health care provider.
- Inform the NPW they should contact their employer.
- Contact the NPW's employer/supervisor and report the information. Inform supervisor that NPW is not permitted to return until they are at least:
    - 10 days past the onset of symptoms and
    - symptom free and fever free without fever-reducing medication for 72 hours.
- In every case where an NPW has been out with a diagnosis or symptoms of COVID-19, it is the supervisor's responsibility to contact the NPW's employer before they return and directly confirm that they have been symptom free for 72 hours without symptom inhibiting medication. If their employer declines to answer, instruct them that the NPW may not return and immediately contact your HR for guidance.
- If NPW has a confirmed diagnosis, the manager should immediately contact EH&S at 1-800-KNOW-EHS (1-800-566-9347) Prompt 1.
- AT&T sponsoring manager may need to refer to the contract with NPW's employer to determine payments under the circumstances.

Managing Customer/Vendor Facing Employees

This section provides supervisors with general guidelines for the scenario of an employee potentially being exposed to COVID-19 via a customer and/or vendor interaction (e.g. employee visits vendor location that later is identified as an active quarantine area, or vendor visits AT&T facility and vendor is later determined to have tested positive or received a clinical diagnosis of COVID-19).

Ways you may be notified a customer facing or vendor facing employee has been exposed at work to a person diagnosed with COVID-19:

- Employee contacts supervisor directly.

- Coworker notifies supervisor on behalf of the employee.
- Customer/Vendor contacts supervisor directly.
- Supervisor may be notified by either Local/Federal Health Authority, EH&S, or HR on behalf of the employee.

How to respond as a Supervisor:

- Remain calm, caring and compassionate.
- Immediately contact EH&S at 1-800-KNOW-EHS (1-800-566-9347) Prompt 1.
- EH&S may interface with customer or vendor company to obtain additional details on confirmed case.
- Immediately report the case to your HR Business Partner.
- Advise the employee to seek medical advice from their health care provider if they experience symptoms.
- Do not quarantine the employee if not showing symptoms unless directed by EH&S.

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Customer Contacts Supervisor/Company Regarding a COVID-19 Diagnosis

This section provides supervisors with general guidelines in the event a customer self-discloses to AT&T that they, or someone in their household, has tested positive for COVID-19 and recently had contact with an AT&T employee.

The employee taking the call (or their supervisor) should collect the following information and report it to EH&S by calling the 1-800-KNOWEHS (1-800-566-9347) hotline, Prompt 1, as soon as possible:

- Customer name
- Full customer address (street, city, state)
- Date AT&T service was performed
- Name of AT&T employee that performed services (if known by customer)

The local Health Department is responsible for communicable disease contact tracing. However, by notifying the EH&S hotline, EH&S will engage the local Health Department and our internal COVID-19 response team to assist with contact tracing and self-quarantine requests of employees, if deemed necessary.

If a Health Department (or Board of Health) representative calls in to an AT&T call center requesting information, the call center representative should direct the Health Department to contact our 1-800 KNOWEHS hotline, Prompt 1, directly for assistance.

Employee Exposed to COVID-19 on Personal Time (outside of the workplace)

This section provides supervisors with general guidelines for addressing scenarios where an individual has had close contact (defined below) outside the workplace with another person (family member, friend, roommate etc.) who was diagnosed with COVID-19.

How to respond as a Supervisor:

- Remain calm, caring and compassionate.
- Determine if the employee was in close contact (within 6 feet for more than 5 minutes) with the infected person while the infected person had symptoms of COVID-19 or during the period 48 hours before the infected person began having symptoms.
- If the answer is no, advise the employee to monitor symptoms and contact their healthcare provider if concerned.
- If the answer is yes, immediately advise the employee to remain at home for 14 days from the last date of close contact.
- Contact HR, who will review details with you and advise on next steps.
- If the employee later becomes ill while in quarantine, advise the employee to contact their healthcare provider. If employee is diagnosed with COVID-19, see the Employee is Diagnosed with COVID-19 section above.
- Employees quarantined due to exposure outside work are not entitled to COVID-19 time off and will need to use existing/business as usual policies regarding paid and unpaid time off (see below for details).
- In every case where an employee has been out with symptoms of COVID-19, it is the supervisor's responsibility to contact the employee before they return and directly confirm that they have been symptom free for 72 hours without symptom inhibiting drugs. If the employee declines to answer, instruct them to not return and immediately contact HR for guidance. Employees who are out with a COVID-19 diagnosis cannot return to work until symptom free for 72 hours without symptom inhibiting drugs and 10 days have passed since the employee first experienced symptoms.
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Employee Travels To/From an International Location

This section will provide supervisors with general guidelines for addressing employee travel (both personal and business related) to or from an international location. Supervisors must check this link for the CDC or WHO (International Employees) for updates when they learn an employee is traveling internationally.

How to respond as a Supervisor:

- If employee is traveling for business, verify plans do not include an international location.
- If employee international travel is personal:
    - Advise employee they must quarantine for 14 days if they have traveled or are living with someone who has traveled internationally.
    - Do not allow employee to return to AT&T workplace. The employee must self-quarantine for 14 days.
    - Work with HR to discuss alternate work arrangements and to monitor symptoms for at least 14 days upon return.

Employee Expresses Safety Concerns about Work Environment

This section provides supervisors with general guidelines for the scenario of an employee raising concerns about being exposed to COVID-19 by commuting to work or traveling to customer locations including employees indicating they do not wish to report to work, dispatch to a location, etc. All such concerns should be reviewed based on the specific circumstances. Safety of our employees is paramount.

How to respond as a Supervisor:

- Remain calm, caring and compassionate.
- Ask employee for basis of concern, information regarding geographic area of concern, etc.
- Consult with HR for guidance in determining a resolution. Contact your HR Business Partner or the COVID-19 Human Resources Mailbox.

Employee Requests/Files for Unemployment

At this time, most states are preparing for an increase in unemployment claims due to the COVID-19 pandemic; however, in many cases they have not yet issued specific direction on claims based on disruptions caused by COVID-19. State agencies are considering rule changes which may waive certain claim filing or weekly certification requirements as well as charging rules. Please refer to the applicable State Agency UI link for the most current information or reach out to the COVID-19 Human Resources Mailbox.

The Georgia Department of Labor (GDOL) has adopted an emergency Rule 300-2-4-0.5 Partial Claims, effective March 16, 2020. The rule mandates all Georgia employers to file partial claims online on behalf of their employees for any week during which an employee (full-time/part-time) works less than full-time due to a partial or total company shutdown caused by the public health emergency. Supervisor instructions for these Georgia claims can be found here.

Higher Risk Employees

Definition

Please see the CDC website for the most updated definition of the higher risk categories.

Guidelines (U.S.)

Employees may request an accommodation for their higher risk status, including workplace accommodations to reduce exposure to others (e.g., isolated workstation, plexiglass or other barriers, staggered schedules, etc.), continued ability to work from home, or time off work if they are unable to work from home. In many cases, AT&T has an obligation to engage in an interactive dialogue with the employee regarding their accommodation request.

Note: Supervisors must never ask employees to disclose the existence or details of medical conditions.

Workplace Accommodation

Employees requesting a workplace accommodation to reduce their exposure to others should make their request through the online system called the Job Accommodation Portal or call the Integrated Disability Service Center (IDSC) at 866-276-2278. Visit HR OneStop for information on Job Accommodations and the JA Portal.

Continued Working from Home

If the higher-risk employee is in a job that can be done satisfactorily from home, and there are no performance issues, Supervisors should advise them to apply for a job accommodation in the Job Accommodation portal that will temporarily allow them to continue to work from home. Employees are encouraged to discuss their situation with their supervisor.

Please be aware that any work from home arrangements are temporary and subject to ongoing adherence to performance and security requirements. We anticipate most employees will return to work once the pandemic is over.

Requests for Time Off Work

Employees who request time off because of higher risk status will need to use existing/business as usual policies regarding paid and unpaid time off. Below are the available options. Supervisors should discuss various options with employees and consult with HR as needed.

State/Municipal Leaves (where applicable): Several states and/or municipalities have enacted laws that may provide eligible employees paid time off. Refer to HR OneStop for state and municipal paid sick leave laws. Wage replacement benefits afforded by state-funded laws may or may not provide absence protection or guaranteed job reinstatement.

Vacation/Paid Time Off

- Bargained employees may request vacation/paid time off with their supervisor.
- Management employees may request vacation/paid time off with their supervisor as outlined in the Paid Time Off Policy for Management Employees.

Excused, Unpaid Time Off

- Bargained employees may request unpaid excused time off with their supervisor.
- Management employees may take Voluntary Unpaid Time Off (VTO) as outlined in the Unpaid, Voluntary Time Off Policy.

Leave of Absence LOA: Leave of absence is unpaid time away from work. Details can be found here. Information on how to submit a request can be found at HR OneStop.

Family Medical Leave Act (FMLA): Higher-risk employees with underlying health conditions and/or caregivers may be eligible for FMLA, which allows “eligible” employees to take a job-protected, unpaid leave for up to a total of 12 work weeks in a 12-month period for certain “qualifying events.” FMLA requests for higher-risk employees with underlying health conditions will be reviewed on a case-by-case basis and must be

accompanied with a statement/certification from the employee's physician that they should not return to the workplace due to the condition and potential risk of serious illness due to COVID-19.

Short-term Disability (STD): Employees may apply for STD benefits if they are sick or injured and would meet the definition of disability under the Plan. A diagnosis of a "higher-risk" condition, or other medical condition, must be accompanied by symptoms and meet the definition of disability under the disability program in order to be considered for disability benefits.

If the employee is higher risk, they may be eligible for a Job Accommodation: If the employee is not eligible for FMLA, a time off accommodation can be requested. Time-off-Work accommodation can involve intermittent time off or continuous time off work. The employee should submit a request through the online system called the Job Accommodation Portal or call the Integrated Disability Service Center (IDSC) at 866-276-2278. Visit HR OneStop for information on Job Accommodations and the JA Portal.

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Employee is or Needs to Work from Home

Work from home options are available for many employees. For employees able to work from home, the following resources are available:

- Training: Remote Work-Virtual Office – **PLE Course#: 62418763**

  The courses in this training program provide guidance and best practices for working remotely, team collaboration, and leading virtual teams.

- Safe equipment transfer for employees in quarantine

  If an employee who is out due to "quarantine" (employee is ill/exposed to someone ill) is able to work from home (voluntary for non-management), the employee can pick up equipment and other needed items to perform their job following these protocols and social distancing precautions.

  A supervisor should take the following steps:

  - Catalog and box all equipment and company owned items going out to the employee's home
  - Arrange a time for the employee to come to the parking lot of the building to pick up the equipment and other needed items
  - Bring boxes to parking lot for a social distancing safe transfer
  - Leave the box, at least 6 feet away from the quarantined employee who then picks it up, takes it home and begins work from home set up
  - Ensure no employees come within 6 feet of the quarantined employee during the transfer

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Time Off Requests for COVID-19 Situations (Effective May 2, 2020)

Beginning May 2, employees – both management and bargained - who are diagnosed with COVID-19, either via a presumptive positive test or clinical diagnosis, are eligible for up to 10 days of excused, paid time off. Employees who work a 4x10 schedule are eligible for up to 8 days of excused, paid time off. Supervisors should always try to allow employee to work from home before utilizing this time off.

The chart below provides details. Time reporting codes may be found here.

COVID-19 Situation	Available COVID-19 Time Off
Diagnosed with COVID-19	Up to 10 days excused, paid time off or 8 days of excused, paid time off if working a 4x10 schedule
Quarantine due to potential exposure at work, as requested by AT&T through contract tracing, and are not currently working from home	Up to 10 days excused, paid time off or 8 days of excused, paid time off if working a 4x10 schedule

Note: Supervisors should only code for quarantine or diagnosed time if directed by an HRBP or EH&S. The number of days will be determined by the HRBP or EH&S. *Falsification of time reporting is a COBC violation.*

- Once the *Diagnosed with COVID-19* time off has been exhausted, illness time and disability benefits would apply, if needed.

After May 1, 2020, employees who need time off for caregiver, school/daycare closure, higher risk or to quarantine due to personal exposure will need to use existing/business as usual policies regarding paid and unpaid time off. The chart below summarizes options, with additional details outlined here. Supervisors should discuss various options with employees and consult with HR as needed.

COVID-19 Situation	Available Time Off Options
Primary Caregiver	State Municipal Leave, FMLA; Vacation/PTO; Excused, Unpaid Time Off, LOA
School/Daycare Closure or Higher Risk due to Age	State Municipal Leave, Vacation/PTO; Excused, Unpaid Time Off, LOA
Higher Risk due to Underlying Medical Condition	State Municipal Leave, FMLA; Vacation/PTO; Excused, Unpaid Time Off, LOA. May request a Job Accommodation
Quarantine due to exposure in personal circumstance	State Municipal Leave, Vacation/PTO; Excused, Unpaid Time Off, LOA

*Excused unpaid time should be used incrementally. Where employees are requesting consecutive excused unpaid time off, an LOA should be considered. Departmental (up to 30 days) or Personal (31 days or more) Leaves of Absence are most commonly used in this situation. It is important to read the details of the leave as NCS (Net Credit Service), benefits, job reinstatement and several other important factors must be considered.

Access to paid and unpaid time off should be made available despite needs of the business. Falsification of time reporting is a COBC violation.

Employee Groups/Teams Returning to the Workplace

Based on a survey conducted in early April 2020, many employees who have been working from home during the past few weeks have concerns about returning to the workplace – largely due to safety concerns. Employees want to be sure that basic supplies like hand sanitizer will be available, social distancing will be observed, and other safety protocols will be conducted. For our essential employees who have been in their workplaces serving our customers during this pandemic, we have already implemented procedures and policies around these items. **We've listened to – and worked to address – employees' concerns throughout this pandemic, and we will continue to do so.**

So, we are well prepared to extend these protocols to all locations when we ask employees to return to their workplaces. Please note that no employees who have been working from home will or should return to the workplace until the company advises it is appropriate to do so. Our cross-functional teams are working diligently to ensure all COVID-19 protocols are ready in the workplace before advising employees it is safe to return.

We will provide detailed guidance and training for employees who have been working from home to facilitate their re-entry into workplaces. As a supervisor, we're counting on you to set the tone and to model safety behaviors for all employees, whether they are returning to the office, or never left the workplace. Please reinforce the following in your team meetings and in your own behavior.

- **The return to our workplaces is not a moment in time.** It's the first step on a journey.
- Employees should bring issues and concerns to supervisors and discuss when needed.
- Every employee is responsible for actively supporting COVID-19 workplace protocols, including social distancing at all times by maintaining at least 6 feet between you and other people, wearing a face covering in accordance with the Face Covering Policy, all hygiene practices, and following all of the requirements in the COVID-19 Workplace Behaviors and Expectations for your use here. This also includes public health officials' and government guidelines. NOTE: wearing a face covering greatly reduces the risk of transmission, but is not a substitute for social distancing. While wearing the face covering, employees are also required to maintain 6 feet of distance from others.
- We will quickly address COVID-19 situations. Engage your business unit leadership or reach out to HR for help.
- Acknowledge that this pandemic has created unprecedented circumstances. Stay positive when talking with co-workers – we're all in this together!
- Remind employees of resources like our EAP program if they are struggling with anxiety or other mental health issues

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Workplace Health Screening

In select locations, we have created workplace health screening and Protective Personal Equipment (PPE) protocols. For additional information on workplace screening and PPE protocols click here.

Time Reporting Codes Related to COVID-19 (for US Only)

This section contains the appropriate payroll time reporting codes for excused, paid time off for COVID-19 related items, effective May 2, 2020. These timecodes should only be used for employees identified through the official contact tracing process after an employee has tested positive for COVID-19 and specific instruction has been given to code the time as "paid excused". As a reminder, for regular illness not associated with potential or confirmed COVID-19 cases, supervisors and employees should follow business as usual time coding guidelines. For quarantine situations where an employee has been exposed outside of work or has failed entry screening, please see the quarantine scenarios below.

COVID-19 State/Municipal time codes **should only be used if directed** to do so in very specific circumstances.

Temporary Time Reporting Codes for Quarantine or Diagnosed Employees - Effective 5/2/2020

MyTime	Absence Code	Reason Code	Code Description
All MyTime Reporters	COQ	NA	COVID-19 Quarantine/Diagnosed
	CSM	NA	COVID-19 State/Municipal Description change retro to 3/9/20

Management and Non-Management Non-Union Employees	Absence Code	Reason Code	Reason Code Description
Non-exempt management employees (Non-Mobility) (full or partial days) Legacy T Non-Management Non-Union	MPE0	MCOVID	COVID-19 Quarantine/Diagnosed
		MCOVFC	COVID-19 State/Municipal Description change retro to 3/9/20
Exempt management employees (full days)	MPEE	MCOVID	COVID-19 Quarantine
		MCOVFC	COVID-19 State/Municipal Description change retro to 3/9/20

Bargained Employees	Absence Code	Reason Code	Code Description
MyTime Reporters	COQ	NA	COVID-19 Quarantine/Diagnosed
	CSM	NA	COVID-19 State/Municipal Description change retro to 3/9/20

Bargained Employees	Absence Code	Reason Code	Reason Code Description
eLink Time Reporters	MPE0	MCOVID	COVID-19 Quarantine/Diagnosed
		MCOVFC	COVID-19 State/Municipal Description change retro to 3/9/20

For International Employees, Local HR Country Management will provide direction on how to code time off in accordance with country specific guidelines. Any questions on the time reporting can be addressed with the local HR Country management team.

Time Coding for Quarantine for Self-Exposure

There are various time coding options available to employees that are required to quarantine as a result of self-exposure out-side of work. The time coding options vary based on contractual provisions. If an employee can work from home, then they should be allowed to, and the time coding does not apply to them.

This table applies to:

- Southwest Core
- Southeast Core (excluding Prem Techs)
- Southeast Billing
- Legacy T Core/USVI (excluding Prem Techs)

	Scenario	Coding		
		Description	Absence Code	Reason Code
1	Employee has 10 paid illness days available to them	• Illness – Full Day • Please note to avoid disability the 8th calendar day should be coded Miscellaneous Absence – Paid. Remaining days should be coded Illness – Full Day	ILLF MPE0	100044 (Illness-other) M00044 (Quarantine)
2	Employee has no remaining paid illness days	• Illness – Unpaid • Please note to avoid disability the 8th calendar day should be coded Miscellaneous Absence – Unpaid. Remaining days should be coded Illness – Unpaid	ILLU MUN0	100044 (Illness-other) M00044 (Quarantine)
3	Employee has less than 5 days of paid illness remaining	• Available paid days Illness – Full Day • Remaining days are Illness – Unpaid • Please note to avoid disability the 8th calendar day should be coded Miscellaneous Absence – Unpaid. Remaining days should be coded Illness – Unpaid	ILLF ILLU MUN0	100044 (Illness-other) 100044 (Illness-other) M00044 (Quarantine)
4	Employee has 5 or more days of paid illness remaining, but less than 10	• Available paid days Illness – Full Day • Remaining days are Illness – Unpaid	ILLF ILLU	100044 (Illness-other) 100044 (Illness-other)

This table applies to:
- Southwest Core
- Southeast Core (excluding Prem Techs)
- Southeast Billing
- Legacy T Core/USVI (excluding Prem Techs)

	Scenario	Coding		
		Description	Absence Code	Reason Code
		• Please note to avoid disability the 8th calendar day should be coded Miscellaneous Absence – Paid. Remaining days should be coded Illness – Full day or Illness – Unpaid depending on what the employee has available	MPEO	M00044 (Quarantine)
5	Employees can choose to use vacation as an option for all or a portion of the period of quarantine.	• Vacation	VAC1	NA
6	Employees can choose Excused Unpaid time as an option for all or a portion of the period of quarantine.	• Miscellaneous Absence – Unpaid	MUNO	M00044 (Quarantine)

This table applies to:
SE Utility Operations

Scenario	Coding		
	Description	Absence Code	Reason Code
Employees will be excused without loss of regular pay for absences due to quarantine.	• Miscellaneous Absence – Paid	MPEO	M00044 (Quarantine)

This table applies to:
All remaining bargained employees
***MyTime coding to be updated as soon as possible.**

	Scenario	Coding		
		Description	Absence Code	Reason Code
1	Employees can choose to use vacation as an option for all or a portion of the period of quarantine.	• Vacation	eLink: VAC1 MyTime/Kronos: VAH	NA
2	Employees can choose Excused Unpaid time as an option for all or a portion of the period of quarantine.	• Miscellaneous Absence – Unpaid	eLink: MUNO MyTime/Kronos: MUN	M00037 (Other)

This table applies to ALL Management Employees				
	Scenario	**Coding**		
		Description	**Absence Code**	**Reason Code**
1	Employees can choose to use vacation as an option for all or a portion of the period of quarantine.	• Vacation	VAC1	NA
2	Employees can choose Excused Unpaid time as an option for all or a portion of the period of quarantine.	• Miscellaneous Absence – Unpaid, Exempt Employees • Miscellaneous Absence – Unpaid, Non-Exempt Employees	MUEE MUEO	M00037 (Other) M00037 (Other)

Communicating with the Media, Customers, and Your Employees (including employee confidentiality)

- Media or external inquiries
  - Pursuant to company policy, Corporate Communications is the only approved organization to communicate with the media. Any employee who receives a media or external inquiry should contact the COVID-19 Public Relations mailbox.
  - Please refer all governmental customer inquiries to Jim Jamison (jj2139) (AVP, External Affairs).
- Health Department/Board of Health inquiries
  - Please refer all Health Department inquiries to the 1-800 KNOWEHS hotline, Prompt 1.
- Customer inquiries
  - If customers ask general questions about the Company's preparation for COVID-19:
    - employees are not authorized to share details regarding Company policy and procedures, and should
    - engage your leadership to determine whether Corporate Communications should be involved.
  - Supervisors should refer any questions or requests for disclosure of Company processes, or verification of employee health to their leadership.

COVID-19 Policy Exceptions

Due to COVID-19, we have modified the following policies to better serve our employees during this time. All of the policies listed below can be found on HR OneStop.

Following are exceptions to policies as a result of COVID-19.

- Service Anniversary Exceptions: A 90-day exception is allowed for recognition and retirement events scheduled on or after March 15, 2020 that had to be cancelled due to COVID-19/social distancing.
    - Employees can have a meal delivered to themselves from a restaurant or food delivery service such as via UberEats, DoorDash or Postmates to recognize their service anniversary. The meal can be charged to the employee's corporate credit card. Employees must follow workplace policies if meal is at work.
- Employee Discounts: Discounted office equipment and supplies are available to all employees working from home through the AT&T Perks Program at BenefitHub
- Tuition Aid Exception: Additional time is allowed for employees to submit course completion documentation for courses completed on or after March 1, 2020.
- Employee Exit Process: Modifications have been made to allow for COVID-19 workplace protocols to be met. For supervisors who cannot collect company assets directly from employees in the current virtual environment, we've made the following policy adjustments:
    - Supervisor sends a packing kit and pre-paid shipping label through the Device Depot to the exiting employee's address so he/she can ship back all assets.
    - COUs no longer needed by the BU are shipped with other assets including laptops and badges.
    - If the COU is still needed by the BU, the supervisor should provide a second pre-paid shipping level to get that back.

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