



COVID-19 Frequently Asked Questions for Associates

Updated April 22, 2020

Can I continue to work remotely due to my child attending virtual school for the remainder of the school year? Can I continue to work remotely due to my child's daycare/summer programs being cancelled due to the coronavirus? Can I continue to work remote if I have health concerns that put me at risk if I were to be exposed to the coronavirus? *New 4/22/2020*

Once implemented, our return-to-the-office plan will take a phased approach. The plan recognizes that parents may have childcare challenges as society returns to its new normal and that there will be individuals at higher risk due to health concerns. Please contact your manager to share your challenges or concerns for consideration in how the company can potentially accommodate, or your options to ensure you can address childcare needs or health care concerns.

Is AmeriLife allowing work-from-home capabilities for its employees? *Updated 4/22/2020*

Yes, for positions with functions that can be performed remotely. AmeriLife is classified as an essential business in providing financial services to consumers, therefore individuals who are healthy and have not been directed otherwise should still report to the office.

As announced on March 24, the company largely transitioned its AmeriLife Place home office associates to a work-from-home schedule.

What is our travel policy in the current environment? *Updated 4/22/2020*

- All international travel is cancelled through **May 2020**.
- All domestic, non-essential business travel is cancelled through **May 2020**. This includes carrier visits, sponsorship events, conferences, etc.
- All associates traveling outside the continental United States, for business or pleasure, **MUST** self-quarantine for 14 days before returning to work. This includes travel to Hawaii, Alaska or Puerto Rico.
 - If self-quarantined measures must be implemented, individuals may work from home, if able. The company will make every accommodation to support a work-from-home set-up, if possible.
- Individuals who are required to self-quarantine due to personal travel outside the continental United States will be required to take PTO or take time off as unpaid if they are unable to work. (Employees can borrow up to 40 hours of PTO.)



My computer performance at home is slower than at work. What can I do? *New 4/22/2020*

There are three items that could be impacting the performance of your computer while you work from home: internet speeds, streaming services and gaming systems.

The AmeriLife IT staff can help you determine if you have adequate internet speeds. To work efficiently from home, you need an internet speed of 10MB/1MB. Anything slower can result in a slower server.

However, if you have others at home during the day while you are attempting to work, their watching streaming services, such as Netflix, Amazon, YouTube or other services, could impact the performance of your computer.

In addition, gaming systems, such as Xbox, PlayStation, Nintendo or computer games, may have adverse effects on your computer's performance.

Please contact the AmeriLife IT department at ITSupport@AmeriLife.com if you are having issues and do not have any family members utilizing any of these items at home while you are trying to work. You may be required to increase your internet speeds with your internet service provider for better performance.

What happens if someone in our office tests positive for COVID-19? *Updated 4/22/2020*

If an individual in your office tests positive for COVID-19, the office should shut down immediately, and all individuals at that location will be asked to self-quarantine and work from home if possible.

The location will be thoroughly cleaned and disinfected, and will remain closed for a minimum of 72 hours (how long the virus can survive on surfaces) prior to re-opening.

Employees potentially exposed to the virus must remain self-quarantined for 14 days prior to returning to work if they have a fever or are exhibiting symptoms of the virus.

Consistent with the CDC's latest guidelines for essential workers exposed to COVID-19 but not showing symptoms, individuals who think they may have been exposed are asked to take their temperature before coming to work, and if they are not exhibiting any symptoms, they will be permitted to work as long as a mask is worn and they ensure they practice social distancing in the workplace.



What precautions is the company taking to reduce the risk of spreading the coronavirus to its associates? *Updated 4/22/2020*

AmeriLife's priority is the safety and well-being of its employees and their families. The company has taken the following actions to proactively reduce the risk of spreading of the virus:

- Increased frequency of cleaning in all common areas, and disinfecting of door handles / surfaces frequently touched by multiple individuals
- Doors not required to be closed are propped open
- Signage and communications encouraging frequent and proper personal hygiene precautions
- Travel policy modifications
- Suspension of on-site visitors
- Practicing social distancing within the workplace – use the phone or video conferencing when possible vs. gathering in meeting rooms, including for office-to-office communications
- Work from home accommodations (as prioritized by the company)

How does the Families First Coronavirus Response Act impact us? *Updated 4/22/2020*

AmeriLife fully complies with all enacted regulations applicable to the company.

I am working remotely and missed a punch clocking in or clocking out – what do I do?

Added 3/24/2020

Associates who miss a punch while clocking in or clocking out must report that to their managers, who will correct the missed punch in Workday.

REMINDER: Managers are required to correct missed punches in Workday. The HR Department does not have the ability to correct missed punches at the request of an employee.

AmeriLife urges all hourly associates to be extra-aware and accountable about your about clocking-in and clocking-out responsibilities.

Should you have an issue accessing Workday, please contact ITSupport@AmeriLife.com immediately.



As a manager, how do I correct my employees' time cards if they miss a clock-in or clock-out punch? *Added 3/24/2020*

Managers are required to correct an employee's time card if a punch is missed. Please [click here](#) to review the Workday time card approval process and making changes to time cards.

HR will NOT be able to update an employee's time card based on an email to HR from the employee.

Whom do I contact if I have issues with my computer or company-assigned phone while working remotely? *Added 3/24/2020*

The most-efficient way to resolve any issues with your computer or company-assigned phone is to email ITSupport@AmeriLife.com. Taking this step will put you in the queue for a support technician to contact you.

For urgent issues, you can also call 727-216-7000. However, if your issue is not urgent, you will be asked to submit an email request.

When would our office close? *Updated 3/24/2020*

AmeriLife and its affiliates plan to stay open, even though our doors may close. Work-from-home capabilities will be implemented as necessary.

Our offices should close if:

- Directed by AmeriLife leadership
- Directed to by local or the federal government
- If the office has been contaminated by the virus (someone tests positive who was at the office)

Our AmeriLife Place headquarters will transition to a remote environment by close of business on March 25, 2020. Unless authorized in advance, employees will not have access to the building until a return-to-the-office update is announced.

Is AmeriLife allowing work-from-home capabilities for its employees? *Updated 3/24/2020*

Yes, but individuals who are healthy and have not been directed otherwise should still report to the office.

As announced on March 24, the company is transitioning its AmeriLife Place home office associates to a work-from-home schedule.



Career Agency locations remain open at this time; agents are meeting with clients as necessary and offices are taking the necessary precautions to ensure the safety of employees, agents and consumers alike.

The business continuity team is working closely with Principals of our Affiliate locations regarding any remote work transitions based on geographic location and local guidelines.

In the following circumstances, employees should stay home and work remotely (or take the appropriate PTO), unless directed by a physician not to work. Every accommodation will be made to allow work-from-home capabilities for individuals unable to report to work for these reasons:

- You are sick with any illness, or with symptoms of the coronavirus
- You have reason to believe you were exposed to the coronavirus, including if you were in contact with someone exhibiting symptoms
- You are required to self-quarantine based on the company's travel policy
- You fall within a 'high risk' group as follows:
 - Have a serious chronic medical condition like heart disease, diabetes or lung disease
 - Have an auto-immune condition
 - Are pregnant

If an employee has child or elder-care challenges without alternatives, the company will make every effort to accommodate to allow that employee to work remotely. Please contact your manager if any of these situations apply to you.

What are the cleaning protocols in the event someone tests positive in my office?

A hazmat team will be contracted to decontaminate any location that has been exposed to COVID-19, prior to the office reopening.

What if I'm told working from home isn't an option for me?

AmeriLife is making every effort to accommodate as many individuals and as quickly as possible in their work-from-home needs, while minimizing disruption to business.

There will still be instances in which we may not be able to accommodate all requests, or there may be a delay. With 51 Career Agency locations and 26 affiliate locations across the United States, the company is prioritizing essential business functions across the entire enterprise.

We appreciate your patience and encourage individuals who are healthy and able to report to work to do so as long as the office remains open.

Those unable to report to work should work with their manager to discuss options if remote work is not an option, or may be delayed. Up to 40 hours of PTO may be borrowed, or individuals may take time off unpaid if needed.

Please contact HR@AmeriLife.com with additional questions.



What if I fall into one of the high-risk categories but don't want to stay home because the office is open?

This is your personal choice to make, though the company strongly encourages employees to stay home and work remotely (or take the appropriate PTO), unless directed by a physician not to work, if possible in the following circumstances.

- You are sick with any illness, or with symptoms of the coronavirus
- You have reason to believe you were exposed to the coronavirus, including if you were in contact with someone exhibiting symptoms
- You are required to self-quarantine based on the company's travel policy
- You fall within a 'high risk' group as follows:
 - Have a serious chronic medical condition like heart disease, diabetes or lung disease
 - Have an auto-immune condition
 - Are pregnant

Please discuss with your manager if you fall within one of these risks group.

If schools close for an extended period of time, has AmeriLife considered opening a daycare center at work?

AmeriLife has considered plans should schools close for an extended period of time. At this time, the company plans to accommodate those without alternative childcare solutions with work-from-home accommodations if possible. The company does not plan to open a daycare center or provide any sort of childcare services in the office at this time.

What are the requirements for clocking-in and clocking-out if I'm working remote?

The company is finalizing work-from-home options for all areas of the organization, which will be announced as soon as possible.

Employees working from home are expected to work their normally scheduled hours.

Workday have been adjusted to remove the any IP address restrictions. This allows employees to remotely clock-in and clock-out.

If employees are unable to remotely clock-in or clock-out, they should record the hours they work and report via email to their supervisor. Managers and supervisors are requested to follow up with employees working from home to provide instructions, if needed. Managers need to update employees' time cards, where applicable, in advance of payroll processing on Monday, March 23. Managers can contact HR@AmeriLife.com for any complications during the time-card submission process.



What if I'm sick or start feeling sick while at work?

- Go home!
- Coronavirus symptoms include:
 - Fever
 - Cough
 - Shortness of breath
- Symptoms can appear 2 – 14 days after exposure to the virus.
- Associates must remain at home until they are symptom-free and without a fever for at least 24 hours.
- We will make every effort to accommodate work-from-home capabilities for employees who are sick but can still work remotely. Employees who are unable to work remotely can use personal time and PTO. AmeriLife also allows employees to borrow up to 5 days of PTO (40 hours), with manager's approval.

What can I do to help minimize the risk of spreading this virus?

The safety and well-being of our associates is our highest priority. The following are steps you can take to minimize the risk of developing coronavirus or other illnesses:

- Avoid close contact with people who are sick.
- Wash your hands with soap and water for at least 20 seconds, especially after being out in public, blowing your nose, coughing or sneezing.
- If soap and water are unavailable, use a hand sanitizer with at least 60% alcohol.
- As much as possible, avoid touching high-touch surfaces in public places, such as elevator buttons, door handles, handrails and handshaking with people. Use a tissue or your sleeve to cover your hand or finger if you must touch something.
- Avoid touching your face, nose and eyes.
- Clean and disinfect your home to remove germs. Practice routine cleaning of frequently touches surfaces – tables, doorknobs, light switches, handles, desks, toilet, faucets, sinks and cell phones.
- Minimize face-to-face meetings; use videoconferencing, the phone or email in place of in-person meetings. Also apply this practice to meetings with coworkers in your office.

What are we telling agents to do?

Agents can still sell, unless local regulations indicate otherwise (i.e. NY). Educate and encourage agents to practice and educate consumers on ways they can help reduce the chances of spreading the virus. Consider resources like those available here:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

If an agent is still looking to do face-to-face meetings, educate on social distancing best practices, suggesting individuals don't shake hands with anyone, wash their hands before and after their visit, and stay 6 feet away during their interaction with the individual.



What if I have additional questions not covered here?

Please contact your managers with any questions. If your manager is unable to answer your question, he/she will work to get the appropriate answer for you.

For HR-related questions, HR will make every attempt to have a team member in the office to take calls. Employees can also email questions to HR@AmeriLife.com; someone will respond to your questions.