



AmeriLife Place Return-to-the-Office FAQs

Updated May 29, 2020

1. **What are the new policies at AmeriLife Place in response to the coronavirus?** **NEW 05/29/2020**

Effective immediately, the following policies will be in effect at AmeriLife Place until further notice as to ensure the safety of our employees in response to the coronavirus pandemic.

Social Distancing

Associates are to practice social distancing measures when at AmeriLife Place. Social distancing measures include:

- Maintaining a six-foot radius between yourself and others
- Limiting the number of riders in the elevator to two (2)
- Limiting conference room meetings to keep a 6-foot distance between each participant
- Making use of technology in place of in-person meetings, which could include conference calls and video conferences

Mandatory Masks

- Associates will be required to wear face coverings anytime they are away from their assigned workstations/offices, including in common areas, when walking the halls, in restrooms and when conversing with co-workers.
- Associates can remove their masks when working at their assigned workstations/offices or after arriving at conference rooms for meetings.

Gathering/Lingering in Common Areas

- Associates will not be permitted to gather or linger in common areas, such as the hallways and atriums.
- This applies to extended conversations with co-workers and cell phone calls.
- Associates must leave the building if they need privacy for personal cell phone calls.

Follow CDC Guidelines

- Associates are to follow the [Centers for Disease Control and Prevention's \(CDC\) guidelines](#) to protect themselves and others from infection.

These policies and our morning protocols, including daily temperature checks, have been implemented for the safety of all associates. Violations of the policies can result in corrective actions.

Please contact your manager or HR@AmeriLife.com if you have any questions regarding these policies.



2. What are the daily arrival protocols at AmeriLife Place? *NEW 05/29/2020*

- To ensure all employees undergo a daily temperature screening, and answer the COVID-19 screening questions, employees will not be permitted to enter AmeriLife Place prior to 7:15 a.m.
- There are not exemptions to this 7:15 a.m. arrival time; please contact your manager if you need to discuss schedule modifications.
- Upon arrival each day, all employees will undergo a daily temperature screening and be asked a short series of COVID-related questions.
- Employees who answer “Yes” to any of the COVID-related questions will be asked to notify their managers, return home and make arrangements to work from home, if possible.
- Employees with temperatures over 100°F will undergo a second temperature screening.
- If the second temperature screening is over 100°F, the employee will be required to get medical attention and return home.
- Employees returning home due to elevated fevers can make arrangements to work from home, if possible.

3. Will there be any modification to building operating hours considering entry into the building protocols? *UPDATED 5/29/2020*

To ensure that we can properly screen all associates entering the building, we may need to modify entry times. However, employees will not have access to the building prior to the arrival of security staff at 7:15 a.m. We understand this may require some changes to normal or current work schedules. If this affects you, please review with your manager regarding any work schedule modifications.

4. Can coworkers in a department rotate work-from-home schedules? *UPDATED 5/29/2020*

Although AmeriLife accommodated associates working remotely when stay-at-home orders were in place, it is not an ideal work situation for many positions across the company.

However, the company understands that rotating work-from-home schedules can help limit the number of associates at AmeriLife Place on a daily basis and supports the company’s social distancing practices.



AmeriLife will consider rotating work-from-home schedules assignments with the following stipulations:

- Rotating work-from-home schedules will be based on position
- Associates on rotating work-from-home schedules have demonstrated they can be productive working remotely
- Associates have the proper home infrastructure and equipment to support a work-from-home schedule (reliable internet connection; few disruptions; etc.)
- Managers review and approve rotating work-from-home schedules

Managers should contact HR@Amerilife.com for requests regarding a rotating work-from-home schedule for your direct reports.

5. What is the company doing to keep us safe? *UPDATED 5/29/2020*

The company is taking multiple steps to ensure a safe workplace for employees including:

- Utilizing additional entry doors to avoid crowding in the lobby as necessary; considering staggered start times as needed to avoid congestion in the lobby
- Propping open all interior doors, including restrooms, to decrease the need to touch surfaces
- Taking employees' temperatures daily upon building entry, and asking COVID screening questions.
- Distributing masks twice per week (Mondays and Thursdays) to employees for their use in the workplace
- Requiring masks be worn when employees are away from their desks
- Limiting elevators' occupancy to two (2) with the riders positioned diagonally in the elevator car
- Providing each department with an Ultraviolet-C light, sanitizing wand to sanitize chairs, doorknobs, light switches, telephones, desks and electronics
- Attempting to limit restroom occupancy to 3 people at a time; employees should refrain from gathering and conversing in the restrooms
- Applying social distancing rules throughout the building, including stairways, hallways, breakrooms, smoking area, etc.
- Unless in an office or conference room, personal cell phone calls should be taken outside the building to comply with social distancing guidelines. Employees cannot take calls in areas where a six-foot distance cannot be maintained.
- Using conference calls or video conferences for meetings whenever possible.
- Configuring breakrooms to keep a six-foot space between tables, chairs, coffee stations, etc.
- Encouraging no more than 10 associates in any common area at one time.
- Removing conference rooms chairs to maintain six-feet of spacing between seats.
- Markings on the floor in areas where multiple employees could gather to help navigate and retain a six-foot distance.



- Increasing cleaning frequency with scheduled times including specific protocol.
- Providing pencils for use in pushing elevator buttons, copier buttons, telephone buttons, etc. as necessary.
- Not allowing visitors into the building
- Requiring food deliveries be made outside the building
- Temporarily discontinuing the use of free-standing water dispensers (the types that require water jugs) due to cleaning concerns; water will still be available in dispensers connected to water lines and at water fountains

6. *Am I required to wear a mask at work? UPDATED 05/29/2020*

The company is requiring employees wear masks when they have their temperatures checked when entering the building each day. Associates will also be required to wear face coverings anytime they are away from their assigned workstations/offices, including in common areas, when walking the halls, in restrooms and when conversing with co-workers.

Associates can remove their masks when working at their assigned workstations/offices or after arriving at conference rooms for meetings.

7. *I was sent home for a fever? When can I return to work? NEW 05/29/2020*

AmeriLife is following the Centers for Disease Control and Prevention's return-to-work guidelines for fevers.

Employees can return to work after at least 3 days (72 hours) have passed since recovery, defined as the resolution of a fever without the use of fever-reducing medications.

8. *Do I have to report any COVID-19 symptoms to the company? NEW 05/29/2020*

Yes. If you are symptomatic or believe you have been exposed to the virus, you are required to proactively report it to Human Resources. For workplace safety to protect other employees, you will be asked to go to a medical clinic and home.

9. *I was sent home due to symptoms of COVID-19, but they were mild and have passed, therefore I elected not to seek medical attention or get tested. When can I return to work? NEW 05/29/2020*

- Employees may return to work after at least 3 days (72 hours) have passed since recovery, defined as the resolution of a fever without the use of fever-reducing medications AND
- Improvement in respiratory symptoms (e.g. cough, shortness of breath) AND
- At least 14 days have passed since the symptoms first appeared.



10. I was diagnosed with COVID-19, but did not show any symptoms. When can I return to work? *NEW 05/29/2020*

- An employee can return to work after being diagnosed with asymptomatic COVID-19 after 14 days have passed since the date of their first positive COVID-19 diagnostic test and if the employee has not subsequently developed symptoms since their positive test.
- If an employee develops symptoms, he/she will need to follow the guidelines for returning to work after developing symptoms of COVID-19. (Next question)

11. I was diagnosed with mild/moderate case of COVID-19 that did not require hospitalization. When can I return to work? *NEW 05/29/2020*

- Employees may return to work after at least 3 days (72 hours) have passed since recovery, defined as the resolution of a fever without the use of fever-reducing medications AND
- Improvement in respiratory symptoms (e.g. cough, shortness of breath, AND
- At least 14 days have passed since the symptoms first appeared.

12. Can guests visit AmeriLife Place? *NEW 05/29/2020*

No. Guests visiting AmeriLife Place will be restricted until further notice. Employees are encouraged to leverage technology (video conferences, conference calls, etc.) for any meetings that would have otherwise been conducted in person.

13. Can I have food delivered to AmeriLife Place? *NEW 05/29/2020*

Yes. You can have food delivered to AmeriLife Place, with these restrictions:

- Food delivery personnel will not be allowed inside AmeriLife Place
- Employees will need to accept food deliveries outside of AmeriLife Place
- Employees should make arrangements with food delivery personnel to contact them directly for pickup
- The Canteen vending machines in the AmeriLife Café on the first floor has been re-stocked with food available for purchase

14. What are the new procedures for the mailroom, scanning and ordering supplies at AmeriLife Place? *NEW 05/29/2020*

New Mailroom procedures:

- The mailroom staff will NO LONGER pick up or deliver incoming and outgoing mail.



- Managers must assign a team member(s) to pick up mail at the mailroom after noon each day, unless otherwise notified by mailroom staff.
- The team member(s) picking up your department's mail must notify the mailroom when they are ready to pick up mail and packages. (Please call or email and wait for acknowledgement that your mail pick-up is ready prior to reporting to the mail room.)
- Team members picking up department mail must remain in the hallway and wait for mail/packages to be placed on the ledge of the mailroom's door.
- Arrangements will be made with the department team members(s) who are responsible for collecting mail for deliveries of large items from UPS or FedEx.

New Scanning Procedures

- All documents requiring scanning should be bundled together (placed in a folder or secured with a rubber band or paper clip).
- Place a cover sheet on the materials with the name and department's contact information.
- Place scanning request on the ledge of the mailroom's door for delivery to the Scanning Department.
- Items from the Scanning Department that need to be returned to individuals will be placed in department mailboxes and included with department mail.

Requesting Office/Coffee Supplies Procedure

- Email ALGMailroom@AmeriLife.com if your department is in need of office supplies (tablets, pens, staples, markers, glue, etc.) or coffee supplies.
- Mailroom staff will notify department contacts when supplies are available for pick-up and place your supply requests on the ledge of the mailroom door to pick up.

15. Does my work cubicle meet social distancing guidelines? *UPDATED 5/29/2020*

At AmeriLife Place, the cubicle set-ups allow for social distancing and higher partitions between cubicles are being installed as an added precaution. If you believe your work area does not provide a safe distance between co-workers, please notify your manager, and they will arrange for maintenance to make any necessary modifications.



16. What is our travel policy now that we are returning to the office? *UPDATED 5/29/2020*

International travel and non-essential, domestic business travel is currently suspended until further notice. This includes carrier visits, sponsorships, conferences, etc.

Essential, domestic business travel within the continental United States is permitted with approval from Scott Perry, Jim Quinn, Mike Vietri, Nathan Hightower, Paul Carter, Pat Fleming or Barb Stewart. However, individuals are asked NOT to visit [known hot spots](#), as identified by the CDC.

Individuals traveling out of the country or to known hot spots for business or personal reasons, will be required to self-quarantine for 14 days prior to returning to the office. Please contact your manager and HR@AmeriLife.com if these circumstances apply to you; individual circumstances will be reviewed on a case-by-case basis. This time out of the office may require the employee to use PTO or take unpaid leave, unless remote work arrangements for self-quarantine are approved by the Executive team.

17. I have an underlying health condition. Am I required to return to work?

Under the guidelines issued by the company, employees with underlying health conditions will be the last group to return to the office. If you have any specific issues regarding your scheduled return, please contact HR.

Please note: You will be required to bring a doctor's note to support your inability to return to work.

18. What if I'm pregnant?

CDC guidelines do not include pregnancy as a "vulnerable" condition. Again, if you have any concerns, please contact HR.

19. What if I have young children and my childcare provider is closed for the summer?

The company will consider requests to work from home for employees with childcare needs. This will be for a limited period until school reopens in the fall.

In some situations, the ability to work from home while caring for children may require a reduced work schedule (i.e. 30 hour per week).

You should review your specific situations, including a weekly work schedule, with your manager. Final approval will be made by the Executive Management Team, and in some situations, employees may be required to take an unpaid leave of absence.

Please note: Validation will be required for work-from-home requests for childcare issues.



20. I'm healthy, but I don't feel safe and have been successfully working from home. Why do I have to return to the office?

Although remote work has been accommodated for many in light of the pandemic, it is not ideal for several positions across the company. Unless your position permits working remotely long-term (subject to manager approval), you are expected to return to the office if you are healthy, without at-risk factors. If you have concerns, please contact HR@AmeriLife.com.

21. How is the company deciding which positions can work remotely?

Managers will review a number of factors as part of the decision process, including the ability to objectively measure an employee's job performance, activities and overall results. Individual employee's length of service with the company, output and responsiveness during the past several weeks will also be considered. Managers will provide the Executive Team with a list of recommended positions for review and approval. In addition, HR and Legal will review work from home positions to ensure uniformity across departments and the company.

22. What should I do if I see an issue regarding employee safety in response to the pandemic in the workplace?

Please report any issues or concerns to Human Resources Department. HR will review and take actions as needed.

23. If working from home isn't an option for my position and I am still concerned about returning to the office, can I take unpaid leave?

You can request leave and the company will consider your request. If granted, there are no assurances or guarantees your position will be available when you feel it is safe to return to the office.

24. Do I have to report any COVID-19 symptoms to the company?

Yes. If you are symptomatic or believe you have been exposed to the virus, you are required to proactively report it to Human Resources. (For workplace safety, you will be asked to go to a medical clinic and home.) Also, if you are showing any symptoms, the company has a duty to protect employees, and you will be asked to seek medical attention.

25. Are there any restrictions on guests or deliveries into the building?

Yes. Guests and deliveries into the building (including food) will be restricted for a period of time. Employees are encouraged to pack and bring their lunch to work or leave the building for lunch during their scheduled meal times. If ordering food, please coordinate a delivery time for pick up in the parking lot, outside of the building.

Those delivering food will not be permitted into the building. We will continue to monitor and amend the policy as situations change.



26. We will be able to have a department lunch (i.e. pizza or other food shared with co-workers)?

For a period of time, department meals and open food containers (trays, boxes, etc.) are to be avoided. This added step will help ensure that food is not open and uncovered. It will also avoid any potential gathering of employees. Departments can purchase group food orders; however, meals should be in separate bags or containers for individual distribution.

27. What is the company policy if one person at the office is diagnosed with COVID-19? What if a larger number of co-workers at the office are diagnosed with COVID-19?

If an employee is diagnosed with COVID-19, the company will review the circumstances and specific situation and take the necessary precautions to protect employees. (Please understand, the virus can be attributed to multiple sources/locations.)

As a precaution, the company may send department co-workers home to self-quarantine, bring in an outside (professional) cleaning team to sanitize the work area and other common areas, or if needed, close the building for a temporary period of time.