



## Return-to-the-Office FAQs

Updated May 5, 2020

**1. *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.

**2. *What if I'm pregnant?***

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

**3. *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.

**4. *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](mailto:HR@amerilife.com).

**5. *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. 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.

**6. *What should I do if I see an issue regarding employee safety in the workplace?***

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

**7. *What is the company doing to keep us safe?***

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

- Utilizing additional entry doors to avoid crowding in the lobby including considering staggered start times
- Taking employees' temperatures
- Distributing masks to employees for their use in the workplace
- Limiting elevators' occupancy with the riders positioned diagonally in the elevator car
- Keeping restrooms doors open, where applicable
- Attempting to limit restroom occupancy to 3 people at a time; employees should refrain from gathering and conversing in restrooms
- Applying social distancing rules throughout the building, including stairways, hallways, breakrooms, smoking area, etc. (Unless in office or conference room, this requires taking cell phone calls outside the building). Employees cannot take calls in areas where a six-foot distance cannot be maintained.
- Using conference calls for meetings - whenever possible
- Conforming breakrooms to keep a six-foot space between tables chairs, coffee station, etc. including no more than 10 associates in any common areas 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

**8. *Am I required to wear a mask at work?***

The company is requiring employees wear masks when they have their temperatures checked when entering the building each day.

The company highly encourages all associates to wear masks at all times when at AmeriLife Place, especially when walking the halls, visiting the restrooms and breakrooms, using the elevators and being in common areas.



**9. *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.

**10. *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.

**11. *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.

**12. *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.

**13. *Will there be any modification regarding entry into the building?***

To ensure that we can properly screen all associates entering the building, we may need to modify entry times. We understand this may require some changes to normal or current work schedules, and your manager will coordinate with you accordingly if changes are needed.

**14. *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.

***15. Does my work cubicle meet social distancing guidelines?***

The company is proactively making necessary adjustments to work areas to ensure social distancing. If you believe your work area does not provide a safe distance between co-workers, please notify your manager, and they will arrange to make any necessary modifications.

***16. What is our travel policy now that we are returning to the office?***

All international travel is cancelled through May 2020 and all domestic, non-essential business travel is cancelled through May 2020. This includes carrier visits, sponsorship events, conferences, etc.