

# 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. AT&T cares about the safety of our employees and does not discriminate against or harass employees who have or were exposed to COVID-19 or who have taken time off for COVID-19 related reasons.

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 and follow our policies pertaining to COVID-19 workplace behaviors
- Effectively communicate and hold your team accountable to these policies, especially requirements regarding social distancing and face coverings
- 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 adjust** if our environment changes, so expect updates to this playbook as needed.

As a reminder, AT&T cares about the safety of our employees and does not discriminate against or harass employees who have or were exposed to COVID-19 or who have taken time off for COVID-19 related reasons.

In addition, AT&T does not discriminate or retaliate against those who choose not to get vaccinated, and supervisors may not ask why an employee chooses not to get vaccinated.

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## 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)
  - o [HR COVID Task Force](#) – US Only
  - o [International HR Mailbox](#)
  - o [HROneStop Website](#)
  - o [International HR OneStop Website](#)
  - o 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](#)
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## 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](#)
  - [HR COVID Task Force](#) (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 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.

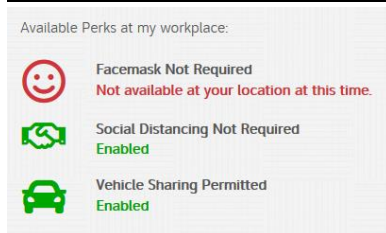
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## Workplace Behavior and Face Covering Guidelines for Vaccinated and Unvaccinated Workers (US Only).

Effective June 8, 2021, the Company has updated its COVID-19 Workplace Behavior and Face Covering Guidelines to reflect exemptions for fully vaccinated workers (under certain important conditions). The updated Guidelines may be accessed [here](#). Supervisors are responsible for being familiar with those Guidelines, communicating requirements to employees, and immediately addressing any violations or suspected violations of the important safety protocols in the Guidelines, and their Business Unit’s methods and procedures (M&Ps).

These guidelines are required workplace expectations. If employees are failing to comply with the Workplace Behavior and Face Covering Guidelines, especially the requirements regarding social distancing and face coverings, the supervisor should immediately address the situation and contact [HR COVID Task Force](#) for assistance. Any employee may report violations, including concerns that unvaccinated employees are violating the requirements, to a supervisor, or by emailing [HR COVID Task Force](#).

**NOTE REGARDING EXEMPTION STATUS: If a supervisor receives a report, or has reason to believe, that an employee who is not wearing a face covering/not social distancing is not exempt from the requirement, the supervisor should ask to see the employee’s passcard to confirm it shows a green Perks icons.** If their



passcard does not show the Perks icons, the employee has not taken all the steps necessary to comply with the updated guidelines (e.g., vaccination information recorded in the Assessment tool and opted-in to Vaccine Perks). The supervisor should instruct the employee to put on a mask and continue social distancing unless or until the passcard is compliant. For any questions, or repeated violations, the supervisor should seek assistance by

emailing [HR COVID Task Force](#).

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## Workplace Gathering requirements and Visitors

Indoor and outdoor gatherings may be allowed as long as permitted under state and local mandates and employees follow Company safety protocols and CDC guidelines. Employees must comply with all posted signage, and if they are not fully vaccinated or choose not to complete the vaccination attestation, must always maintain social distancing, and wear a face covering.

Individuals may congregate in work rooms, storage rooms, break rooms, bathrooms or other common areas as long as they follow safety protocols and CDC guidelines. If employees are not fully vaccinated or choose to not complete the vaccination attestation, they must always maintain social distancing and wear a face covering.

Visitors: Non-employees are allowed in AT&T buildings. All guests including contractors, vendors, visitors, etc. must follow the same face covering and social distancing guidelines as AT&T employees.

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

### Things you should do:

- If you hear that someone has been diagnosed with COVID-19, immediately report the employee case details in the [COVID-19 Diagnosis Reporting Form](#) (US Only).
  - For International, please inform your [HR Business Partner and HR Country Manager](#).
- Instruct all employees to follow COVID-19 Workplace Behavior and Face Covering Guidelines [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 at all times.
- Instruct employees with any COVID-19 symptoms to go home immediately. Understand the [symptoms of COVID-19 by visiting the CDC site](#). Contact employees who have been at home ill (but not diagnosed with COVID-19) 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. During this pandemic, in order to keep employees, customers and others safe, you are not only permitted but required to determine the details of the employee's medical condition prior to allowing them to return.
- If an undiagnosed employee with COVID-19 symptoms is tested for COVID-19, the employee cannot return to work until they receive the test result (and it is negative).
- Instruct ill/undiagnosed 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 the [HR COVID Task Force](#) from their healthcare provider clearing them to return. The employee must include their name and ATT UID in the message. A reply will be sent within 24 hours to the employee and supervisor.
  - International Employees should comply with country specific requirements prior to returning to work. Contact your [HR Business Partner and HR Country Manager](#) for help.

- 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 unless they present a healthcare clearance accepted by HR; if an employee has been out ill but not diagnosed with COVID-19, 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 ask an employee who chooses not to get vaccinated the reason. Employees may have medical reasons, and employees should not be asked to disclose such medical information. Do not discuss individual employee situations or their medical condition with other employees or other supervisors who do not have a need to know.

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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 are healthy per the guidance in the scenarios below. Work with HR to determine pay treatment and absence coding. As a reminder, AT&T cares about the safety of our employees and does not discriminate against or harass employees who have or were exposed to COVID-19 or who have taken time off for COVID-19 related reasons.

- [Employee has been Working from Home and is Preparing to Return to an AT&T Workplace](#)
- [Employee is Diagnosed with COVID-19](#)
- [Employee is Suspected or Potentially has COVID-19](#)
- [Employee Scenarios Quick Summary](#)
- [Suspected or Confirmed NPW \(Non-Payroll Worker\) Diagnosis of COVID-19](#)
- [Managing Customer/Vendor Facing Employees](#)
- [Customer Contacts Supervisor/Company Regarding a COVID-19 Diagnosis](#)

- [Employee is Exposed to COVID-19 on Personal Time](#)
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## 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 direction has been given to return to work, 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.
    - We understand employees may need to access their AT&T workplace for a variety of reasons. If the employee has a valid business reason, please direct them to the [COVID-19 Workplace Access Process](#) (US Only) for instructions on how to complete a Drop-In Request or Ongoing Use Request. If you have any further questions, please send them to the [RTW Mailbox](#).
      - For International, please reach out to your [HR Business Partner](#); general questions can be directed to HR ANSWERS - INTERNATIONAL RM.
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## 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.

**[COVID-19 REGULATORY REPORTING REQUIREMENT](#)** - Effective immediately, Supervisors are required to immediately contact the EH&S hotline (800 KNOW EHS) when they become aware of an employee hospitalization or fatality due to COVID-19 – whether or not it appears to be work-related.

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:
      - 10 days past the onset of symptoms and fever free without fever-reducing medication for 24 hours, and other symptoms have improved.
      - Exception: if the employee's healthcare provider or a health department gives a later date, or requires a negative test before returning, the guidelines from the healthcare provider/health department must be followed.
- During this pandemic, in order to keep employees, customers and others safe, you are not only permitted but required to determine the details of the diagnosed employee's medical condition prior to allowing them to return.
- Employees who are already working from home at the time of the diagnosis should continue to do so.
  - If possible, gather all relevant information directly from the employee, including:
    - date of diagnosis, date tested, date received result, & last day worked outside their home
    - whether the employee had [COVID-19 symptoms](#) (and specifically what the symptoms were) while at an AT&T work or a customer location, and the exact date the symptoms began
    - whether they were complying with social distancing guidelines (i.e., six feet from co-workers, customers, or others) both on and off duty. If not doing so consistently, for each person they were close to, determine whether they were within 6 feet for a cumulative total of 15 minutes or more over a 24 hour period, during the 48 hours prior to symptoms (or if no symptoms – prior to test date); for example, within 6 feet 3 separate times for 5 minutes each during a single work day
    - If available, review surveillance video for the 48 hours prior to symptoms (or if no symptoms – prior to test date) to determine if the employee was within 6 feet from the impacted person for a cumulative total of 15 minutes or more over a 24-hour period, and note the names/dates of exposure
  - For any diagnosed employees, including employees working from home, immediately report the employee case details in the [COVID-19 Diagnosis Reporting Form \(US ONLY\)](#)
  - For international employees please inform your [HR Business partner and HR Country manager](#).
  - You will be contacted by HR or EH&S and may be asked to join a cross-functional call with HR.

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## 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. The [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 (either to their supervisor or via a health app) 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.
- AT&T employees who have COVID-19 symptoms, but are not diagnosed with COVID-19, must stay home and not come to work until they are symptom free and fever free without fever-reducing medication for 72 hours; or, alternatively, the employee may provide a doctor's note releasing the employee to return to work. Employees may submit doctor's notes to the [HR COVID Task Force](#).
- However, if an employee who has COVID-19 symptoms **ELECTS** to take a COVID-19 test, the employee cannot return to work until BOTH: (1) they are symptom free and fever free without fever-reducing medication for 72 hours AND (2) they receive the test result – and the result is negative. If the test is positive, follow the guidelines above for diagnosed employees.

## Employee Scenarios Quick Summary

**INTERNATIONAL EMPLOYEES:** For all scenarios below, should follow country specific requirements around testing and quarantine rules. If you need help please reach out to your [HR Business partner](#).

1. **Sick with [COVID-19 symptoms](#) or fails workplace entry screening/not diagnosed with COVID-19:** Cannot return to work until symptom free for 72 hours without use of symptom inhibiting drugs OR the employee may provide a doctor's note releasing the employee to return to work, UNLESS local order specifies different return to work criteria.
  - Employee sent home should be allowed to choose Illness (only if they are ill), PTO, or excused unpaid time.
    1. Bargained and management employees may request unpaid excused time off. **For bargained employees**, excused unpaid time should be used incrementally but cannot exceed 30 days in total. Where requests for consecutive excused unpaid time off exceed

30 days, an LOA must be used. The Departmental LOA offers up to 30-days, excused unpaid time off. If the absence is longer than 30-days, change the leave from a Departmental LOA (or excused unpaid time) to a Personal LOA and **back date the beginning of the Personal LOA to the first date of excused unpaid time.**

- Departmental LOA is minimum 1 day, maximum 30
- Personal LOA is minimum 31 days, maximum 1 year

\*\* 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. Please see the [LOA Policy](#) for all details of each LOA. Information on how to submit a request can be found at [HR OneStop](#).

- **Managers** are not limited to 30 days of intermittent time, but cannot exceed 30 days consecutively as per the [Voluntary Unpaid Time Off Policy](#).
  - If the employee chooses illness they may file for FMLA, or [Job Accommodation](#) if not eligible or entitled to [FMLA](#).
  - If the employee has failed screening due to international travel or they have been exposed to COVID-19 but are not symptomatic, they may choose from PTO or excused unpaid time.
2. **Diagnosed with COVID-19/symptomatic:** Cannot return to work until fever free for 24 hours without use of symptom inhibiting drugs, AND other symptoms have improved, 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. If a healthcare provider gives stricter guidelines, they would apply instead.
    - See important information under section [Employee is Diagnosed with COVID-19](#)
  3. **Asymptomatic (no symptoms), but tests positive:** Cannot return to work for minimum of 10 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, and no known exposure to someone with COVID-19, has taken test; does not have result:** If an employee takes a test despite no symptoms or close contact with a COVID-19 positive person (e.g., local officials inviting public to be tested, employee has general concern), the employee may return to work pending result until/unless employee receives a positive test result.
  5. **In close contact** (within 6 feet from the impacted person for a cumulative total of 15 minutes or more over a 24-hour period) **with someone diagnosed with COVID-19:** 10-day quarantine if asymptomatic; If COVID-19 symptoms develop while on quarantine, follow protocols for diagnosed (2 above), as appropriate.
    - **Two Exceptions to quarantine for close contact with someone diagnosed with COVID-19**
      1. Previous positive test result:

- Employees who previously tested positive for COVID-19 may be exempt from quarantine under the following conditions;
- The employee has recovered from their own illness (waiting at least 10 days since the onset of symptoms, 24 hours fever free without the use of medication and symptoms have significantly improved); and
- The close contact exposure date is less than 90 days from the employee’s own positive test result.

2. Fully-vaccinated:

- Employees who have been fully vaccinated (2 weeks post final vaccination) and have completed the vaccination attestation process qualify for exemption from quarantine, as long as they remain asymptomatic (also applicable to California employees). Federal OSHA guidelines: Get tested 3-5 days following a known exposure to someone with suspected or confirmed COVID-19 and wear a mask in public indoor settings for 14 days after exposure or until a negative test result.
- Supervisors should refer employees to “Log My Vaccine” in the health screening assessment for more information or to change their decision.
- Employees who have completed the assessment will receive a “pass” in the health screening assessment process despite the close contact.

- [See Quarantine Time Coding Scenarios](#)

6. **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 the [HR COVID Task Force](#) 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.

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## 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). If you are a supervisor of a Staff Supplemental (SS) NPW or are the AT&T point of contact for Non-Staff Supplemental (NSS) NPW the case must be reported using the [COVID-19 Diagnosis Reporting Form \(US ONLY\)](#).

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
  - fever free without fever-reducing medication for 24 hours, and other symptoms have improved.
- 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 fever free for 24 hours without symptom inhibiting medication, it has been at least ten days since the onset of symptoms, and other symptoms have improved. If their employer declines to answer, instruct them that the NPW may not return and immediately contact HR for guidance.
- If NPW has a confirmed diagnosis, the manager should immediately report the details in the [COVID-19 Diagnosis Reporting Form \(US ONLY\)](#)
- 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.
- Advise the employee to seek medical advice from their health care provider if they experience symptoms.
- If the employee had close contact as defined above with known COVID-19 positive person, send the employee home for 10 days starting the date after close contact; otherwise, do not quarantine the employee if not showing symptoms unless directed by EH&S or HR.

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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)

**Once you have reported this information to the EH&S team do not retain this information yourself. To maintain confidentiality, please use AT&T proprietary disposal for physical notes or ensure the information is completely deleted from any electronic notes/system(s).**

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.

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## Employee Exposed to COVID-19 on Personal Time

This section provides supervisors with general guidelines for addressing scenarios where an individual has had close contact (defined below) outside work time with another person (family member, friend, roommate etc.) who was diagnosed with COVID-19. This includes exposure while on an unpaid break or meal period, including where such break is on or off work premises, and including where such exposure is to a co-worker on an unpaid break or meal period.

How to respond as a Supervisor:

- Remain calm, caring and compassionate.
- Determine if the employee was in close contact (defined by closer than 6 feet from the impacted person for a cumulative total of 15 minutes or more over a 24-hour period) with someone who has tested positive for COVID-19 during the following time periods:
  - For exposure to a symptomatic person - During the period 48 hours before the infected person began having symptoms through the later of (1) 10 days after symptoms began or (2) the ill person has been fever free for 24 hours without the use of medication and symptoms have improved.

- For exposure to a person with NO symptoms – During the period 48 hours before they tested positive for COVID-19 through 10 days after they took the test, as long as the person remains symptom free.
- If close contact as defined above has occurred, the employee must remain out for a minimum of 10 days after the close contact.
- If close contact did not occur, the employee may continue to work; advise the employee to monitor symptoms and contact their health provider if concerned.
- If the employee lives with the ill person, immediately advise the employee that the 10-day period begins when they isolate from the ill person. Failure to do so results in exposure every day. If the employee is caring for the ill person and cannot isolate, the 10 day quarantine period begins when the ill person meets the requirements to end their isolation (10 days from beginning of symptoms, and fever free for 24 hours, and other symptoms improved).
- If needed, contact [the HR COVID Task Force](#), 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, see the [Employee is Suspected or Potentially has COVID-19](#) section above. If employee is diagnosed with COVID-19, see the [Employee is Diagnosed with COVID-19](#) section above.
- In every case where an employee has been quarantined, it is the supervisor's responsibility to contact the employee BEFORE they return and confirm that they have remained healthy.
- Employees quarantined due to exposure outside work time (even if on AT&T premises/to a co-worker) are not entitled to paid COVID-19 time off and will need to use existing/business as usual policies regarding paid and unpaid time off (see below for details or see [exceptions for eligible California employees](#) below).
- Employees who have been fully vaccinated (2 weeks post final vaccination) and have completed the vaccination attestation process qualify for exemption from quarantine, as long as they remain asymptomatic

Employees who are out with a COVID-19 diagnosis cannot return to work until fever free for 24 hours without symptom inhibiting drugs, and other symptoms have improved, and 10 days have passed since the employee first experienced symptoms (or if no symptoms – since took positive test) .

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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.

How to respond as a Supervisor:

- If employee is traveling for business, verify plans do not include an international location.
- If employee international travel occurs:
  - Advise employee they must quarantine for 10 days if they have traveled or are living with someone who has traveled internationally.
    - International employees must follow local country regulations for quarantine.
    - Negative COVID-19 tests do NOT exempt employees or shorten the quarantine period.
    - Exemptions:

- Unvaccinated employees who have recovered from COVID-19 within 90 days from their positive test result date.
  - Employees who have been fully vaccinated (2 weeks post final vaccination) prior to their first day of international travel and have completed the vaccination attestation process (also applicable to California employees). Note: Per the CDC, fully-vaccinated travelers must still take a COVID-19 test on a date 3-5 days after their return to the United States. If positive, they must report that to the Company and remain home until the date specified by the Company.
    - Do not allow employee to return to AT&T workplace. The employee must self-quarantine for 10 days.
    - Work with the employee to discuss alternate work arrangements and to monitor symptoms for at least 10 days upon return.
  - Any quarantine for personal travel must be coded as LOA, Excused Unpaid (up to 30 days total for all COVID-19 related reasons **for bargained employees**) or PTO unless covered specifically by a State or Municipal Leave law or collective bargaining agreement.
  - For employees in **SE Core, SE Billing, SW Core and Leg T** additional quarantine time coding direction is offered [here](#).
  - Supervisors can direct employees with questions on travelling safely to [this link](#) for the CDC's guidelines.
- 

## US Travel guidelines

Several states and local authorities have launched new travel orders, some of which include quarantine requirements. If travel orders require an employee to quarantine, the employee may not report to work, unless able to work from home.

Employees can find up-to-date COVID-19 guidance on the CDC's [state and territorial health department](#) website and the [Travel Vitals](#) website. The website links to restrictions and guidelines in specific areas around the U.S. This includes restrictions that are in place at the destination and for the return home.

Any quarantine **required** by a State or Municipal law (if only recommended quarantine is not required) must be coded as LOA, Excused Unpaid (up to 30 days total for all COVID-19 related reasons **for bargained employees**) or PTO unless covered specifically by a State or Municipal Leave law or collective bargaining agreement.

AT&T Business Travel Guidelines are [available here](#).

Updated US Travel Restrictions are available [here](#).

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## 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.
  - If needed, consult with the [HR COVID Task Force](#) for guidance in determining a resolution.
- 

## 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 [HR COVID Task Force](#).

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](#).

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## 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 non-COVID-19 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. 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.

### **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 [Voluntary Unpaid Time Off Policy](#).

### *Excused Unpaid Time Off*

- Bargained and Management employees may request unpaid excused time off. **For bargained employees,** excused unpaid time should be used incrementally but should not exceed 30 days in total. Where requests for consecutive excused unpaid time off exceed 30 days, an LOA must be used. The Departmental LOA offers up to 30-days, excused unpaid time off. If the absence is longer than 30-days, change the leave from a Departmental LOA (or excused unpaid time) to a Personal LOA and **back date the beginning of the Personal LOA to the first date of excused unpaid time.**

- Departmental LOA is minimum 1 day, maximum 30 days
- Personal LOA is minimum 31 days, maximum 1 year

\*\* It is important to read the details of the leave policy as NCS (Net Credit Service), benefits, job reinstatement and several other important factors must be considered. Please see the [LOA Policy](#) for all details of each LOA. Information on how to submit a request can be found at [HR OneStop](#).

- **Managers** are not limited to 30 days of intermittent time, but cannot exceed 30 days consecutively as per the [Management Paid Time Off Policy](#).

**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. Visit [HR OneStop](#) for information on Job Accommodations and the JA Portal.

## 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

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- 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

### - Removing Assets from the Workplace

If an employee needs to remove assets from the workplace. The Authorization to Remove Material document found [here](#) should be utilized to capture the necessary information of any asset (laptops, desktops, monitors, etc. ) that are being removed from an AT&T office. Each asset must be documented on an individual form. Please make a copy of the form for the building guard and retain a copy. It is the supervisor's responsibility to ensure compliance. Upon return to the office environment, the supervisor is to ensure all equipment removed is returned to the office.

### - Non-Exempt Employee Outage

If a non-exempt employee experiences technical difficulty, please refer to the business unit Work from Home team for information about when the employee should report to work.

- If a non-exempt employee is required to come into the office during the workday due to technical difficulty, the travel time is compensable as "regular" time.
- Any travel expense should be cared for as outlined in the collective bargaining agreement or [AT&T's Travel & Expense Policy](#).

## Time Off Requests for COVID-19 Situations

Employees who are diagnosed with COVID-19, either via a presumptive positive test or clinical diagnosis, or are quarantined by AT&T due to potential exposure during work time are eligible for up to a cumulative total of 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. If employees are working from home, and too sick with COVID-19 to work, they may use up to 10 days of excused, paid 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 during work time (excluding unpaid breaks and meal periods, even if on work premises), 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 HR or EH&S. The number of days will be determined by the [HR COVID Task Force](#), 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. **International employees** – Options may vary by country. Please consult your [HR Business Partner or HR Country Manager](#) for details.

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

**For bargained employees**, excused unpaid time should be used incrementally but should not exceed 30 days in total. Where requests for consecutive excused unpaid time off exceed 30 days, an LOA must be used. The Departmental LOA offers up to 30-days, excused unpaid time off. If the absence is longer than 30-days, change the leave from a Departmental LOA (or excused unpaid time) to a Personal LOA and **back date the beginning of the Personal LOA to the first date of excused unpaid time**. 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. Please see the [LOA Policy](#) for all details of each LOA. Information on how to submit a request can be found at [HR OneStop](#).

For employees in **SE Core, SE Billing, SW Core and Leg T** additional quarantine time coding direction is offered [here](#).

**When due to COVID-19 related time off, 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, many employees who have been working from home 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 for those specific employees 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 and are returning to work locations, 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 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 Behavior and Face Covering Guidelines 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 tell you they are struggling with anxiety or other mental health issues. [International EAP](#).
- If an employee has a valid business reason to return to their AT&T workplace, please reference the "[Employee has been Working from Home and is Preparing to Return to an AT&T Workplace](#)" section.

## Vaccination

Updated: AT&T has implemented a COVID-19 vaccination policy. The policy includes vaccination requirements for some management employees and allows employees to utilize paid time off for vaccination if they are unable to get a vaccine outside scheduled work hours. For details please refer to the [AT&T COVID-19 Vaccination Policy](#) and [FAQs](#).

Updated: Face Covering and Social Distancing – Please see the [Workplace Behavior and Face Coverings](#) guidelines for exemptions for fully vaccinated employees.

## Workplace Health Screening

We have created workplace health screening and Protective Personal Equipment (PPE) protocols. For the Daily COVID-19 Screening Policy, click [here](#) (US Only. For International click [here](#)). For the Daily COVID-19 Screening Policy FAQs, click [here](#). For additional supervisor information on workplace screening and PPE protocols click [here](#).

Report any employee who is not following the health screening guidelines for your location to your supervisor, an Employee Relations Manager, HR Country Manager or the AT&T Hotline at 888.871.2622.

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

### 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 outside of work hours**. This includes exposure in violation of the Company's social distancing requirements during unpaid breaks and meal periods, even if on AT&T premises. 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:				
<ul style="list-style-type: none"> <li>• Southeast Core (excluding Wire Techs)</li> <li>• Southeast Billing</li> </ul>				
	Scenario	Coding		
		Description	Absence Code	Reason Code
1	Employee has 10 paid illness days available to them	<ul style="list-style-type: none"> <li>• Illness – Full Day</li> <li>• Any time after the 7<sup>th</sup> calendar day must be coded as Disability Uncertified <i>*see note below</i></li> </ul>	ILLF DISU	100044 (Illness-other)
2	Employee has <u>no</u> remaining paid illness days	<ul style="list-style-type: none"> <li>• Illness – Unpaid</li> <li>• Any time after the 7<sup>th</sup> calendar day must be coded as Disability Uncertified <i>*see note below</i></li> </ul>	ILLU DISU	100044 (Illness-other)
3	Employee has less than 5 days of paid illness remaining	<ul style="list-style-type: none"> <li>• Available paid days Illness – Full Day</li> <li>• Remaining days are Illness – Unpaid</li> <li>• Any time after the 7<sup>th</sup> calendar day must be coded as Disability Uncertified <i>*see note below</i></li> </ul>	ILLF ILLU DISU	100044 (Illness-other) 100044 (Illness-other)
4	Employee has 5 or more days of paid illness remaining, but less than 10	<ul style="list-style-type: none"> <li>• Available paid days Illness – Full Day</li> <li>• Remaining days are Illness – Unpaid</li> <li>• Any time after the 7<sup>th</sup> calendar day must be coded as Disability Uncertified <i>*see note below</i></li> </ul>	ILLF ILLU DISU	100044 (Illness-other) 100044 (Illness-other)
5	Employees can choose to use vacation as an option for all or a portion of the period of quarantine.	<ul style="list-style-type: none"> <li>• Vacation</li> </ul>	VAC1	NA

6	Employees can choose Excused Unpaid time as an option for all or a portion of the period of quarantine.	<ul style="list-style-type: none"> <li>Miscellaneous Absence – Unpaid</li> </ul>	MUEO	M00044 (Quarantine)
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**\*Please Note: Employees may apply for STD benefits. Any remaining time not approved for Disability should be coded as Uncertified Disability.**

<b>This table applies to:</b>				
<ul style="list-style-type: none"> <li>Southwest Core</li> <li>Legacy T Core/USVI (excluding Prem Techs)</li> </ul>				
	Scenario	Coding		
		Description	Absence Code	Reason Code
1	Employee has 10 paid illness days available to them	<ul style="list-style-type: none"> <li>Illness – Full Day</li> <li><u>Please note</u> to avoid disability the 8<sup>th</sup> calendar day should be coded Miscellaneous Absence – Paid. Remaining days should be coded Illness – Full Day</li> </ul>	ILLF MPEO  <b>Legacy T Core</b> All Articles except 41, 43 and 44 - <b>MPEO</b>  <b>Legacy T Core</b> Articles 41, 43 and 44 - <b>MPEN</b>	100044 (Illness-other) M00044 (Quarantine)
2	Employee has <u>no</u> remaining paid illness days	<ul style="list-style-type: none"> <li>Illness – Unpaid</li> <li><u>Please note</u> to avoid disability the 8<sup>th</sup> calendar day should be coded Miscellaneous Absence – Unpaid. Remaining days should be coded Illness – Unpaid</li> </ul>	ILLU MUEO	100044 (Illness-other) M00044 (Quarantine)
3	Employee has less than 5 days of paid illness remaining	<ul style="list-style-type: none"> <li>Available paid days Illness – Full Day</li> <li>Remaining days are Illness – Unpaid</li> <li><u>Please note</u> to avoid disability the 8<sup>th</sup> calendar day should be coded Miscellaneous Absence – Unpaid. Remaining days should be coded Illness – Unpaid</li> </ul>	ILLF  ILLU  MUEO	100044 (Illness-other)  100044 (Illness-other)  M00044 (Quarantine)
4	Employee has 5 or more days of paid illness remaining, but less than 10	<ul style="list-style-type: none"> <li>Available paid days Illness – Full Day</li> <li>Remaining days are Illness – Unpaid</li> <li><u>Please note</u> to avoid disability the 8<sup>th</sup> 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</li> </ul>	ILLF ILLU MPEO  <b>Legacy T Core</b> All Articles except 41, 43 and 44 - <b>MPEO</b>  <b>Legacy T Core</b> Articles 41, 43 and 44 - <b>MPEN</b>	100044 (Illness-other) 100044 (Illness-other) M00044 (Quarantine)



<b>This table applies to:</b>				
<ul style="list-style-type: none"> <li>Southwest Core</li> <li>Legacy T Core/USVI (excluding Prem Techs)</li> </ul>				
	Scenario	Coding		
		Description	Absence Code	Reason Code
5	Employees can choose to use vacation as an option for all or a portion of the period of quarantine.	<ul style="list-style-type: none"> <li>Vacation</li> </ul>	VAC1	NA
6	Employees can choose Excused Unpaid time as an option for all or a portion of the period of quarantine.	<ul style="list-style-type: none"> <li>Miscellaneous Absence – Unpaid</li> </ul>	MUE0	M00044 (Quarantine)

<b>This table applies to:</b>				
SE Utility Operations				
	Scenario	Coding		
		Description	Absence Code	Reason Code
	Employees will be excused without loss of regular pay for absences due to quarantine.	<ul style="list-style-type: none"> <li>Miscellaneous Absence – Paid</li> </ul>	MPE0	M00044 (Quarantine)

<b>This table applies to:</b>				
All remaining bargained 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.	<ul style="list-style-type: none"> <li>Vacation</li> </ul>	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.	<ul style="list-style-type: none"> <li>Miscellaneous Absence – Unpaid</li> </ul>	eLink: MUE0 MyTime/Kronos: MUE	M00037 (Other)

California employees refer to the 2021 California COVID-19 Supplemental Paid Sick Leave (CPSPL) and COVID-19 Time Coding section on page 25.

<b>This table applies to ALL Management Employees</b>				
	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.	<ul style="list-style-type: none"> <li>Vacation</li> </ul>	VAC1	NA

California employees refer to the 2021 California COVID-19 Supplemental Paid Sick Leave (CPSL) and COVID-19 Time Coding section on page 25.

## Time Reporting Codes Related to COVID-19:

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 or has been quarantined due to exposure during paid time at work** and specific instruction has been given to code the time as “paid excused”. Where “paid excused” time has been offered through specific instruction, employees who work from home qualify for this time as well.

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 hours or has failed entry screening, please see the quarantine scenarios [above](#).

Any paid time for quarantine or COVID-19 diagnosed situations will run concurrent with any State/Municipal mandated time. [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	MPEO	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

eLink Time Reporters	MPEO	MCOVID	COVID-19 Quarantine/Diagnosed
		MCOVFC	COVID-19 State/Municipal Description change retro to 3/9/20

## 2021 California COVID-19 Supplemental Paid Sick Leave (CPSL) and COVID-19 Time Coding:

Click [here](#) for time codes for all COVID-19 absences in California.

**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](#).

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

- Media or external inquiries
  - o 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](#).
  - o Please refer all governmental customer inquiries to [Jim Jamison \(jj2139\)](#) (AVP, External Affairs).
- Health Department/Board of Health inquiries
  - o Please refer all Health Department inquiries to the 1-800 KNOWEHS hotline, Prompt 1.
- Customer inquiries
  - o 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.
  - o Supervisors should refer any questions or requests for disclosure of Company processes, or verification of employee health to their leadership.

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## 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 \(US Only\)](#): **Effective 3/15/2020 until further notice**

We're providing the following exceptions for milestone and retirement recognition events due to COVID-19/Social Distancing:

- Employees who reach a milestone in 2020 can hold an event through 12/31/2020 (or within 180 days of their milestone, whichever is greater).
- Employees can hold their retirement recognition event up to 14 calendar days before the retirement date and have up to 180 days from the retirement date to host the event.
- Employees who reached a milestone in 2019 and were in their 180-day time frame on March 15 have until August 30, 2020 to have their recognition event.
- Employees can host a virtual recognition event and have food delivered to themselves and their co-workers if the total amount (including meals, delivery fees and/or tips) is under the budget set for their service milestone and/or retirement event. All charges should be made to the same corporate credit card and be expensed in one expense report. If employee does not have a corporate credit card, the employee should coordinate with the direct supervisor.
- Employees may have a meal delivered to themselves from a restaurant or food delivery service (UberEats, DoorDash, Postmates, etc.) to recognize their service anniversary. The meal can be charged to employee's corporate credit card. If the employee does not have a corporate credit card, the employee should coordinate with their direct supervisor. This exception is for a one-time, meal delivery only. The exception does not allow for groceries to be purchased/delivered and/or meal subscription services (i.e., Hello Fresh, Blue Apron, Daily Harvest, etc.).

***Please include "COVID-19 myService Program event exception" in the expense report for any events using one of these exceptions.***

- **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:** [Employee Exit Process](#): Changes have been made to the Employee Exit Process for employees working from home due to COVID-19. A summary of those changes is [available here](#).

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