

CenturyLink's Response to Union's Questions

(Union representative's name)

I received your letter containing questions for the Company around the Coronavirus and the Company's responsive measures. Let me first assure you that CenturyLink takes the situation very seriously and our number one priority is the safety of our employees. I trust you will appreciate the fact that the situation is rapidly evolving and the Company is dedicating significant resources in response. If there are ideas around planning and/or responsive measures that you would like us to consider, we welcome you to bring them to our attention. As the situation develops, we will do our best to update you and will look forward to your prompt attention to issues we may bring to you for discussion.

1. What are the employer's protocols in place?

Response: CenturyLink is continuing to monitor the latest developments of COVID-19 (coronavirus) and is committed to not only instituting the latest recommendations for our workforce but also keeping employees informed along the way. Many such communications are likely to come from regional leadership, as instructions vary with geography, job type, etc. For example:

California (Bay Area) and Washington travel update

In line with the latest, leading guidance regarding COVID-19 in Washington and California, we are asking all employees to help keep our workplace safe with a new precautionary safety measure. If you or a member of your household has traveled to Washington or the California Bay Area in the past 14 days, or has plans to do so before the end of April, please notify Human Resources by [submitting a ticket on HRconnect](#). We appreciate your help keeping CenturyLink aligned with the latest official recommendations so we can do our part in every community we touch.

Visitors and third-party interactions

We are also encouraging precautionary social distancing, limiting in-person third-party interactions with vendors, customers, visitors, etc. to just the most business critical. Consider what could be postponed, or relocated virtually (e.g., relationship-building, standard meeting, etc.) and what warrants keeping it face-to-face (e.g., signing a contract, unique opportunity).

Important: All visits from customers, vendors, interview candidates or any other external party should **only occur with VP approval**. As information evolves, we will keep you updated.

No international business travel

We made the decision to stop international travel – all employees should make plans to cancel or postpone all international travel immediately, including intra-regional travel (for APAC, EMEA, Latam) and any exceptions must be approved by the Senior Leadership Team.

In-person meetings – limit the size of the meeting to under 20

First, evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, we are limiting the size of participants in meetings to 20 or fewer, effective immediately. In-person gatherings of more than 20 require approval by a vice president or above.

CenturyLink is particularly mindful of our employees in the field who regularly interact with customers. While we are committed to serving our customers, we need to avoid undue risk to our team. I have attached the [Guidelines for Refusing to Provide Service Due to Safety or Illegal Activity](#) from CenturyLink's Global Environment Health and Safety group.

2. Are the safety teams trained on the protocols?

Response: The company-union safety teams/committees are being provided the same information as other employees.

3. What specific safety measures are in place to prevent infection while at work?

Response: CenturyLink is encouraging employees to practice good personal hygiene with frequent hand washing and cough/sneeze etiquette and social distancing such as working from home if feasible and hosting virtual meetings vs. in-person meetings. CenturyLink has also increased the cleaning of our facilities. See also response to Question 1.

4. Is there a symptom or exposure reporting protocol or process?

Response: Yes. Notice of an infection, whether connected to work or not is to be reported to Unicall – either by the employee's supervisor or the employee. Please also see answer to Question 1.

5. Do you have a business/work contingency plan in case of a required shutdown?

Response: Yes, teams across CenturyLink have activated our Pandemic Plan and Business Continuity Management framework. Our Enterprise Incident Management Team is meeting daily and business units are following guidance and protocols contained in our relevant plans as determined by local conditions.

6. What safeguards are in place to protect customer facing employees? (Call centers, Customer's premises, retail stores, airports etc.)

Response: Please see response to Question 1.

7. How will payment of employees be handled in case of shutdown?

Response: Several factors impact such a decision and payment will depend on the applicable collective bargaining agreement covering the employees in question as well as what alternative work options may be available. If a decision is made to close a Company facility, we will notify an appropriate union representative.

8. How will payment of employees be handled in case of employees with positive tests? Confirmed exposure?

Response: Frequently Asked Questions/Answers (FAQs) are in the process of being finalized and will be forthcoming in a separate email.

9. How will payment of employees be handled in case of employees with positive tests? Confirmed exposure? Quarantined?

Response: FAQs will be forthcoming.

10. How will attendance absences/occurrences be handled as a result of any of the incidents in #8 and #9 above?

Response: If depends on the individual facts of the case. FAQs will be forthcoming.

11. How has the above information been communicated to the Local Union leadership?

Response: The various Union leaders are being sent information as it becomes available as well as Local Union leadership is receiving some of this same information if they are active employees through targeted emails.

12. How has the above information been communicated to the employees?

Response: InsideLink, targeted emails, by managers answering questions and through HRConnect.

Response provided by: Stephanie Miles, Director-Labor Relations, CenturyLink

Date: March 12, 2020

Attachment – Safety Practice, Series 11.2