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This applies to all employees unless a Collective Bargaining Agreement states otherwise, in which case the Collective Bargaining Agreement will govern.

Your safety is our top priority. Please monitor the weather situation in your area and use your best judgment before getting on the roads. If for some reason you cannot get to the office, please make arrangement with your supervisor. Otherwise, employees are always expected to report to work on time and complete the normal work schedule. If, however, you are unable to make it to work because of weather conditions that simply will not allow safe travel, the following shall apply:

- **Non-exempt Employees.** Non-exempt employees who report to work late, leave early or cannot report to work, must report the situation to their supervisor as promptly as possible. In such cases, the employee may elect to use PTO or leave without pay in that order, to cover the partial or full day absence, unless he/she is able and approved to work from home. The local management team will advise whether the absence is considered excused for the purposes of attendance management policies.
- **Exempt Employees.** An exempt employee who reports to work late, leaves early, or is unable to make it to work because of weather conditions that do not allow safe travel must report the situation to their supervisor as promptly as possible, and will be expected to follow PTO/FTO use policies unless he/she is able to work from home.

The Company may, at its discretion, close the office or send employees home early due to inclement weather. In that case, the employee will be paid for the time remaining in the business day.

Your supervisor will advise you of specific department processes to notify you of schedule changes or closings in the event of inclement weather.

### **Office Closings**

To ensure service and support for our customers, all CenturyLink facilities will officially remain open for business. However, under extreme conditions, an office or facility may temporarily close. The highest ranking official at each location has the discretion to close the facility. If multiple groups are represented in the facility, they are expected to work together and agree on the decision about whether to close.

- Should the need arise, major building closures will be announced via the **Building Closure Hotline at 844-619-0874 and the DRCT texting tool.**
- Additionally, many local facilities have an 800 number that is utilized in emergency and/or afterhours situations. Employees are encouraged to use this number to get information on facility status. Local management will provide current information regarding closings per local processes.

### **Criteria for Closings**

Decisions about whether to close a facility will be based on the following criteria, as appropriate:

- Guidelines provided by the Centers for Disease Control (CDC)

- Updates and guidance from the National Weather Service
- Reports from state police regarding road conditions and/or closings (DOT)
- Management experience and observations regarding road and weather conditions
- Reports of closing decisions from other businesses, of like size, in the near area

The business leader is expected to consider all of the above criteria and demonstrate good judgment regarding employee safety and business requirements when considering the decision to close a facility.

School closings are based on very different criteria than businesses, and those decisions should not provide guidance for office closings.

Management is expected to identify essential functions and/or individuals who must report to work regardless of closing decisions.

### **Time Off & Pay in the Event of Office Closure**

If the office/building is declared closed, employees are excused with pay until alternative arrangements are made or the building is reopened. The appropriate absence code to report time when the office is officially closed is **9810**.

If the work facility is open, but employees need to attend to their home or personal issues affected by a natural disaster, or pandemic, they may request PTO/FTO. If PTO/FTO hours are not available, the employee may request time off without pay, with supervisor approval.

Employees should notify their supervisor as soon as possible if they are unable to report to work because of inclement weather or pandemic issues. They also need to get approval from your supervisor before leaving work early.

If an employee chooses to take a day of PTO and the facility closes mid-day, the employee will remain on PTO for the entire day.

If an employee is subject to a specific attendance policy, an absence resulting from inclement weather or pandemic issues will count under the applicable attendance policy. However, if the absence would count as a final occurrence that leads to termination, it will not be counted under the applicable attendance policy.

### **Alternative Staffing Options**

If supplemental staff is required in a work location, the following sources will be utilized:

- Contractor Sources
- Call routing to other geographical locations
- Alternate work arrangements, such as flexible scheduling, Work at Home or remote access, if appropriate for the job function
- Staffing processes defined by strike contingency planning

### **Assistance for Employees**

#### **Locating Employees**

Management is expected to maintain contact information for each employee. In the event of a natural disaster, or pandemic, employees are expected to report their status as soon as possible. If management does not hear from the employee, supervisors are responsible for establishing contact with each employee on their team.

### Pandemic Precautions

In the event of a predicted pandemic, guidance will be provided based on CDC guidelines and advice. As a general rule:

- Flu shots will be provided at employee locations
- Encourage hand washing and appropriate sanitization of work equipment
- Provide hand sanitizers
- Employees will be encouraged to stay home when demonstrating symptoms of illness

### 401(k) Loans and Hardship Withdrawals

A loan or withdrawal from an employee's 401(k) may be available. Availability is based on guidelines set by the 401(k) vendor. The employee should contact the applicable 401(k) vendor for additional information at 877-379-0118.

### Employee Assistance Program (EAP)

The EAP is available to employees and their family members. They can provide information about resources, as well as counsel and advice.

The EAP can be contacted at 800-803-3737 or go to [www.centurylink.com/eap](http://www.centurylink.com/eap) 24 hours a day, 7 days a week.

### HR Use Only:

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Scope: US Employees