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March 12, 2020

Jody Calemine
501 3rd Street, NW
Washington, DC 2001

Dear Jody:

Please allow this to serve as the requested follow-up to the Communication Workers of America (“CWA”) correspondence and Request for Information (“RFI”) relating to the coronavirus disease 2019 (COVID-19). As you are likely aware, identical correspondence and RFIs have been sent from CWA Districts and Locals to the AT&T family of companies relating to the COVID-19 disease. This letter serves as AT&T’s response to all pending CWA information requests on this matter and no additional communications will be forthcoming from the individual regions. And, though some of the CWA’s specific questions posed within the RFI are premature, vague and ambiguous, and overly broad, the Company will do its best to address them. It is important to note, however, that as the overall situation evolves and guidance from the U.S. Centers for Disease Control (CDC) and other government efforts relating to the COVID-19 disease changes, AT&T’s plans may change. Because of this, the policies and processes noted below, as well as those we continue to review with you, are subject to change at the Company’s discretion at any time without advance notice. It is our goal, if or when this happens, to continue to communicate openly with the CWA.

I look forward to continuing our work with you to prepare to the best extent possible for the benefit of the employees you represent, the Company and our customers. As we continue to monitor the situation closely, we will keep you informed of any relevant updates. If the CWA has any future questions after its review of the detailed information being provided (as noted below), they should be directed to me.

As noted in prior communications, the health of our employees is one of our top priorities. To help minimize the risk of exposure to the coronavirus (COVID-19), we have implemented several corporate-wide precautionary measures, effective immediately and until further notice, such as limiting all travel and employee attendance at all large internal or external conventions, forums, conferences, and events. We have also advised employees that for any personal travel plans they should exercise increased caution, take the appropriate preventative measures to care for their health and safety, and stay current with the CDC’s list of high-risk Level 3 regions where non-essential travel is highly discouraged.

In this regard, AT&T has and will continue to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. We will also adopt and amend measures as necessary and as the situation continues to develop. To make sure our employees have the latest information we are also informing them of any updates and maintain an Employee Resources & Recommendations website for additional information on COVID-19, as well as an FAQ section.

Significantly, though this process is subject to change at the Company’s discretion at any time without advance notice, the Company is implementing a new temporary benefit on a non-precedent setting basis



that would provide limited, excused paid time off for employees up to 10 days. Specific parameters and application of this new temporary benefit are discussed in further detail below.¹

We have already discussed with the CWA AT&T's plans regarding any bargained employee quarantine due to a COVID-19 exposure or potential exposure, but have updated it to include the new temporary benefit:

Quarantined due to the COVID-19 exposure, no personal illness:²

If a bargained employee is absent from his/her scheduled workday(s) due to a quarantine associated with the Coronavirus, the following will apply:

- The employee will be allowed to utilize the new temporary benefit provides limited, excused paid time off for employees up to 10 days.
- If more than 10 days of paid time are necessary, the employee may utilize other remaining contractual paid time off, available illness time and/or excused unpaid time.

Quarantined due to the COVID-19 exposure, with personal illness:

If a bargained employee is absent from his/her scheduled workdays due to testing positive for the Coronavirus and mandated to quarantine, the following will apply:

- The employee will be allowed to utilize a new temporary benefit that would provide limited, excused paid time off for employees up to 10 days.
- If more than 10 days of paid time are necessary, the employee may utilize other remaining contractual paid time off, available illness time and/or excused unpaid time.
- Eligible employees may seek disability benefits under their contractual short-term disability plan.
- In the event the employee is not eligible for disability benefits, they may utilize other remaining contractual paid time off and/or excused unpaid time.

All these actions have been taken in the best interest of our employees. We will continue to review and keep you apprised of any additional necessary actions to address our employees needs as it relates to COVID-19.

It is important to remember that the CDC considers environmental exposure to COVID-19 to be low risk or even to present no identifiable risk at this point and has issued guidance and a risk assessment for any potential COVID-19 exposure in community settings, such as the workplace:

Low Risk

- Being in the same indoor environment (e.g., a classroom, a hospital waiting room) as a person with symptomatic laboratory-confirmed COVID-19 for a prolonged period of time but not meeting the definition of close contact³

¹ To qualify for the benefit's use, an individual must submit to the relevant approval and validation process. Any and all information provided under the approval and validation process will be subject to the Company's Code of Business Conduct (COBC). This new temporary benefit is subject to change at any time at the Company's discretion.

² This benefit is expected to apply to all employees who have returned from a country within the CDC's Level 3 Travel Health Notice (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>). Those requiring the use of the benefit under these circumstances will be required to submit documentation validating the request, which is subject to the COBC.

³ Close contact is defined as in CDC's Interim Guidance for Healthcare Professionals, found here: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>.



- On an aircraft, being seated within two rows of a traveler with symptomatic laboratory-confirmed COVID-19 but not within 6 feet (2 meters []) AND not having any exposures that meet a medium- or a high-risk definition []

No Identifiable Risk

- Interactions with a person with symptomatic laboratory-confirmed COVID-19 infection that do not meet any of the high-, medium- or low-risk conditions above, such as walking by the person or being briefly in the same room.

Further information regarding that guidance can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>.

“High Risk” Groups:⁴

Additionally, as it applies to the counties where AT&T has communicated and the representative health department has issued a health advisory (recent examples include King/Snohomish counties, San Francisco county, Santa Clara county, and Grant county), and where an individual falls within the guidelines regarding “high risk” group status,⁵ AT&T currently plans to allow employees to utilize the same temporary benefit (as noted above) that would provide limited, excused paid time off for those “high risk” employees up to 10 days.⁶ Should a high risk individual require more than 10 days of excused time, the employee may utilize other remaining available contractual paid time off, available illness time and/or excused, unpaid time. If an individual utilizes the benefit under “high risk” status, it is the Company’s expectation that individual will remain off work unless and until the health advisory for high risk exposure is lifted, or the employee provides a doctor’s note detailing their fitness for duty.

School and Daycare Center Closures:

And, where schools and daycare center closures have been announced, the Company is notifying affected employees of the various options available to them. This again includes the use of the new temporary benefit that would provide up to 10 days of limited, excused paid time off for employees who have sole care responsibilities for a child whose school or daycare closes because of COVID-19. If the circumstances require it, eligible employees may also seek disability benefits under their contractual short-term disability plan.

The Company believes the above information should address the CWA’s concerns. Without waiving that position and the objections noted above, we are providing the following formal responses to your RFI. For ease of review, we have noted our response(s) in line with the representative ask by the Union in the order presented:

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

Response: *The Company’s general intent is to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. We will also adopt and amend measures as necessary.*

⁴ Current guidelines regarding “high risk” exposure status are those older employees (60+), and those with heart disease, diabetes, lung disease and cancer.

⁵ Our vendor, Sedgewick, will process and verify any request for “high risk” exposure status.

⁶ Those requiring the use of the benefit under these circumstances will be required to submit documentation validating the request, which is subject to the COBC.



2. Are the safety teams trained on the protocols?

Response: *The Company's EH&S teams are well trained and prepared to respond to relevant contingency efforts. Additionally, AT&T engages various experts as needed based on the circumstances.*

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

Response: *The Company's general intent is to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. We will also adopt and amend measures as necessary.*

4. Is there a contact tracing process in place?

Response: *The Company's general intent is to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. We also plan to engage local Health Departments and the CDC, if necessary.*

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

Response: *Current CDC guidance notes employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees who have these symptoms should notify their supervisor, stay home, and contact their health care professional if they are sick.*

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

Response: *The Company does maintain relevant contingency planning.*

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

Response: *The Company's general intent is to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. The Company also provides cleaning materials, sanitizers, etc. for use in the workplace.*

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

Response: *The Company maintains and continuously evaluates contingency planning based on the relevant circumstances at the time in question. How payment of employees might be handled in the case of a shutdown will depend on the facts surrounding the shutdown.*

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

Response: *Please see the above information. Please note, however, AT&T retains the discretion to changes its plans in this regard.*

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

Response: *Please see the responses relating to questions #8 and #9, above.*

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



Response: *The Company will continue to provide information to CWA District/National Leadership as well as our employee base.*

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

Response: *The Company is in constant contact with its employees and is consistently providing them with updated information as the circumstances arise.*

13. What are the protocols for buildings that are co-located with other businesses?

Response: *The Company's general intent is to follow guidelines from the CDC and other government efforts relating to the COVID-19 disease. We will also adopt and amend measures as necessary.*

The Company continues to review the applicable guidance from the CDC and other government efforts relating to the COVID-19 disease, and AT&T's plans may change in that regard. We plan to continue to communicate openly with the CWA as this matter progresses.

Thanks,

A handwritten signature in black ink, appearing to read "Mike Keith", written over a light gray rectangular background.

Mike Keith
Vice President – Labor Relations