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| Team,    I don’t think I have ever sent two all-employee emails within a four-day span, but as I said in my last email, these are certainly challenging times. I hope you continue to be well and are taking the right precautions to stay healthy.    There’s a lot I would like to say about your dedication to our customers, your support of each other, your commitment to our company and the resilience you demonstrate every day. I am fully aware all of that is being put to the test. Collectively, we are all struggling to balance the demands put on us.    We are actively thinking about what we can do to keep our company strong and support our employees. On Sunday, we shared with you that we were moving quickly to a work-from-home environment for all employees who can work from home. I’m pleased how smoothly and quickly that is taking place. Please continue to work together to resolve any issues as they arise. I’d like to thank all of the teams that have worked so hard to make this possible.    I won’t go into all of the detail on the actions we’ve taken, but from curbing travel to limiting meeting sizes (now, no more than 10 people) to modifying our cleaning practices and ordering large quantities of cleaning and disinfectant supplies, we continue to make every effort to keep you safe. Unfortunately, but not surprisingly, some of the safety supplies have longer wait times than we would like. Our procurement and real estate teams continue to work the problem.    I’d like to share that we will be taking two additional steps to help address issues you might face in this rapidly evolving situation.    **80 Hours of Emergency PTO**  For the next 60 days, CenturyLink will provide up to 80 hours of emergency, excused, paid time off (PTO) to all U.S. employees. This is in addition to our current allotments of paid time off, sick leave or other company-provided paid and unpaid leave.    This time off must be approved by your manager but can be used non-consecutively to cover the following COVID-19 circumstances:   * Employees who cannot work due to COVID-19-related illness or quarantine measures before qualifying for Short-Term Disability (STD). * Employees who are unable to work from home if there are company directed office closures. * Employees who are unable to work from home and considered to be at high risk of serious illness due to underlying health conditions. * Employees who may need to take time off due to school and daycare closures. * Employees who may need to provide care for others diagnosed with COVID-19.   This additional paid time off is especially intended to provide greater flexibility for those who cannot perform their duties from home. We hope that if you are now working from home, some of these challenges might already be addressed. I recognize that will not be the case entirely, so this Emergency PTO is available to all U.S. employees.    It is my strong hope that none of us will need this additional PTO, because that will mean we are healthy and have been able to meet the demands we face. If the Emergency PTO is not needed, it will not be rolled over into regular PTO or used for other reasons.    Let me be clear, if you need the additional PTO, please use it. If not, please don’t. Keeping our team as fully engaged and as productive as possible is essential to support our customers, our communities and our company.    **Expansion of Short-Term Disability Benefits to New Employees**  Historically, employees with less than one year of service are not eligible for CenturyLink’s U.S. Short-Term Disability plan. As most of you know, employees use our STD plan after five days of absence due to illness. Effective immediately, we are waiving the one-year waiting requirement for all current U.S.-based employees. STD is intended to be a resource for employees to handle extended illness. I want to ensure that resource is available to all of us during this outbreak. All other provisions of the plan remain in place.    These modifications to our PTO and STD benefits are intended to supplement our current plans and policies during this extraordinary time. They are unlikely to cover all situations and may not be adequate for individual circumstances, but we hope this provides additional security and flexibility to you.    As a reminder, the following resources are available to employees regarding time off:   * [U.S. PTO policy](https://centurylinkenterprise.us.newsweaver.com/centurylinkcorpcommunications.VPplus/fj477nzsoea16b29x09m48/external?email=true&a=6&p=2577553&t=966404) * [FTO policy](https://centurylinkenterprise.us.newsweaver.com/centurylinkcorpcommunications.VPplus/q1c8e3fy1u616b29x09m48/external?email=true&a=6&p=2577553&t=966404) * [Short-Term Disability plan](https://centurylinkenterprise.us.newsweaver.com/centurylinkcorpcommunications.VPplus/yy476iofh9c16b29x09m48/external?email=true&a=6&p=2577553&t=966404) * [FMLA policy](https://centurylinkenterprise.us.newsweaver.com/centurylinkcorpcommunications.VPplus/5kbzc54gqzx16b29x09m48/external?email=true&a=6&p=2577553&t=966404)   Let me end by saying I am extraordinarily proud of our team. This includes our NOC/SOC personnel that tirelessly work to keep our network running and our customers’ traffic secure; our field technicians who work long hours to install and maintain the services our customers are relying on to get through this crisis themselves; and our call center representatives who support our customers with every call and chat they answer. Obviously, the list is too long for me to continue, so let me just say to all of you … I am extraordinarily proud of you.    If you have any questions about these changes or using PTO for work absences, please consult with your manager. [HRconnect](https://centurylinkenterprise.us.newsweaver.com/centurylinkcorpcommunications.VPplus/fkzy8pvi5bv16b29x09m48/external?email=true&a=6&p=2577553&t=966404" \t "_blank) is also available for further clarification or questions.    Jeff |