

## CORONAVIRUS (COVID-19) - IMPORTANT FAQs

### I am not feeling well and have flu-like symptoms. Should I come to work?

It is important that our employees remain vigilant and continue to practice good health hygiene to limit the spread of germs so that you can avoid getting yourself, a colleague, friend or family member sick. Employees who have symptoms of acute respiratory illness should notify their supervisor, 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).

### I have a business trip planned or am contemplating travel for business purposes. Should I cancel my plans or reconsider booking business travel?

You and your leader should discuss the criticality of your business travel to make the right decision for you, your coworkers, your family, and Company. The following precautions are in place related to business travel: ▪ All business travel is restricted to business critical and only with the approval of the CEO; and ▪ Where appropriate, please continue to utilize collaboration technologies, including audio and video conferencing, to limit business travel.

### Am I permitted to request and book non-essential travel for personal reasons?

Yes, you have the right to travel. We encourage all employees to follow any travel advisories and take measures to ensure your health and safety. It is critical that Dynamic Concepts maintains a safe and healthy workplace. To that end, we will work to protect the business and your fellow employees, which may include requiring you to stay at home for a 14-day quarantine period upon your return. If you are planning new travel to a high-risk area, we encourage you to assess the feasibility of time away from the office to include that additional 2 weeks. As always, leaders are responsible for assessing the needs of the business when approving requested vacation time. If leaders are experiencing an influx of absent employees, this may require additional employee resources to cover these gaps. This may mean that other employees are requested to provide work coverage and the approvals of new vacation requests will need to be carefully assessed by leaders if there are shortages in staffing.

### I have a vacation scheduled. Before I travel out of country for personal reasons, what should I consider?

You are responsible for your health and the health of members of your household. Prior to any travel, employees should take the following steps to protect themselves and others: ▪ Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from China can be found at on the CDC website. ▪ Check yourself for symptoms of acute respiratory illness before starting travel and notify your supervisor and stay home if you are sick. ▪ If you become sick while traveling, notify your supervisor and promptly call your healthcare or benefits provider for advice, if needed. While traveling, take the following routine precautions: ▪ Avoid contact with sick people; ▪ Avoid touching your eyes, nose, or mouth with unwashed hands; ▪ Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol. Soap and water should be used if hands are visibly dirty; ▪ It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.

### What information should I disclose before traveling for personal reasons?

For the safety and well-being of all employees, please inform your supervisor of the dates and destinations of your travel. Your supervisor will share these details with the HR Department, which will track all employee travel information in a centralized, secured location. This information will be maintained by the HR Department in accordance with Company policy.

#### What should I do if I get sick while traveling?

Seek medical attention if needed and notify your supervisor as quickly as possible for further guidance. Do not return to work prior to notifying your supervisor.

#### I have recently traveled to or have been in contact with someone who has been to, an area identified as high risk for Coronavirus. What should I do?

If you were in a country with a COVID-19 outbreak or were in contact with someone who has been, and feel sick with fever, cough, or difficulty breathing, within 14 days after you left, you should: ▪ Advise your supervisor; ▪ Seek medical advice; ▪ Avoid contact with others; ▪ Avoid traveling on public transportation; ▪ Stay home except to get medical care; ▪ Cough and sneeze in to your elbow; ▪ Clean your hands often; ▪ Avoid sharing personal household items; ▪ Clean all “high-touch” surfaces everyday ▪ Monitor your symptoms. For your protection and for the protection of others, you may be asked to work from home for a period of 14 days. If you are not sick and if your position allows, you may continue to work from home. If the duties of your position cannot be performed at home, please work with your supervisor to discuss alternatives.

#### If requested not to report to work by the Company, will I continue to be paid?

You will need to use PTO or Vacation time. On a case-by-case basis, DCI will advance PTO and vacation as applicable. If you require additional sick time off, you will need to submit a claim for Short Term Disability benefits if you are eligible. Reach out to a member of the HR Department team for further assistance.

#### I am home, sick. How should I report my time?

Any time away from work while recovering from an illness, you should submit your time to your supervisor.

#### I am working from home. How should I report my time?

While working from home with Company approval, whether completing a period on quarantine or not, report your time to your supervisor.

#### Do I need a doctor's note before coming back to work?

Yes. During this time, medical evidence of your ability to return to work will be required if you have been away from work, sick. Doctor's notes should be sent directly to your supervisor.

#### Will I continue to be covered by group benefits if I voluntarily travel to an area identified as high-risk? How will my benefits be impacted?

Yes. Employee's eligibility for health benefits coverage under our current plans are not impacted by travel to areas identified as high-risk for Coronavirus. However, if you are traveling internationally, please contact your provider to understand how your claims would be paid for health care services obtained abroad.

I am concerned about the confidentiality of my information. How is information related to employees and their health kept confidential? Who has access to my health information?

The confidentiality of employee information continues to be of utmost importance. Any and all employee information, including information regarding health or travel, will always remain confidential. Only the HR Department will have access to this information.

Should we be taking precautions with contractors entering our sites?

These guidelines and procedures extend to contractors as well.

What precautions should I take with external guests (i.e. vendors, contractors, customers) coming to a DCI offices or sites for work or for meetings?

Consider hosting a virtual meeting before inviting guests to a DCI office or site. If an in-person meeting is required, ask your guests to decline the meeting or work at our facility if any of the following conditions apply to them: 1. Guests have any flu-like symptoms; 2. Guests have been to any high-risk areas in the 14 days preceding the meeting or work date; or 3. Guests have been in contact with someone who was in a high-risk area. For privacy reasons, do not ask for explanations or details if any of these conditions apply. Only ask that they simply decline the meeting or work if any of these conditions are met.

In the event of a crisis, how will Dynamic Concepts maintain regular operations?

Dynamic Concepts has Business Continuity Plans in place to protect our people and business operations in the event of a crisis. Dynamic Concepts is monitoring the situation and working closely across businesses to maintain regular operations.

Is there guidance for supervisors of employees who are working from home?

When employees are working from home here are some tips to consider:

1. Ensure your direct report has the right technology to be able to work from home. Contact the ETTE Service Desk to request hardware or software requirements. Use WebEx or video calls as much as possible.
2. Set Clear Expectations. During work hours, you should be able to communicate with them during regular business hours via phone, chat, text, or email. Set a regular meeting rhythm or communication protocol that works for you both.
3. Treat remote workers as local. Give them as much access to you as you would if they were in the office next door. Remember, your local people see you all the time. Your remote workers don't have that access and can feel distant. Engage with them regularly to help them feel included.
4. Stay focused on your employees' goals, not their activity. Don't worry as much about what is being done, but rather focus on what is being accomplished. Reach out to HR for additional resources or advice.

I am feeling overwhelmed and anxious. What resources are available for support?

It is normal during times of uncertainty to experience emotional and mental reactions from worry to anxiety. Dynamic Concepts offers Employee Assistance Program ("EAP"). Your EAP is available 24/7, 365 days a year. Contact MetLife Support on 1-888-319-7819.