FAQs for Coronavirus Disease 2019 (COVID-19)
Updated March 19, 2020 – 5:25 p.m.

The following responses are current as of the date and time above. As the COVID-19 situation is rapidly evolving, the answers below are subject to change at any time and are current as of the date and time at the top of the document. Please check the FAQs often for updates.

The CVDInfo@Transformco.com e-mail box will is being regularly monitored. If you have a question that needs an immediate answer, please contact your immediate supervisor or human resources representative. Should you have any immediate medical questions, please contact your local health care provider.

Medical Information Source: Centers for Disease Control and Prevention (CDC) and Johns Hopkins Medicine

General

1. **Q: What is the Coronavirus?**
   A: According to the CDC and Johns Hopkins, coronaviruses are a common type of virus. There are many different kinds, and some strains can cause disease. Coronavirus disease 2019 (COVID-19) is a newly identified type that has caused a recent outbreak of mild to severe respiratory illness that can be fatal in some cases.

2. **Q: How does the COVID-19 spread geographically?**
   A: According to the CDC, recent information indicates COVID-19 may be passed from person to person. Community spread is being seen, also, Community spread means people have been infected with the virus in a particular area, including some people who are not sure how or where they became infected. COVID-19 has been detected in people throughout China and in over 100 other countries, including the United States. Risk of infection is dependent on exposure. Close contacts of people who are infected are at greater risk of exposure – for example, health care workers and close contacts of people who are infected with the virus that causes COVID-19.

3. **Q: How is the current COVID-19 transmitted?**
   A: According to the CDC: **Person-to-person spread** - The virus is thought to spread mainly from person-to-person, including:
   - Between people who are in close contact with one another (within about 6 feet).
   - Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
   **Spread from contact with contaminated surfaces or objects** - It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes, but this is not thought to be the main way the virus spreads.

4. **Q: What are the symptoms of the COVID-19?**
   A: According to the CDC, symptoms may appear 2-14 days after exposure and may include fever, cough, or shortness of breath.
5. **Q: What steps can associates take now to minimize risk of transmission?**
   A: The CDC has these suggestions to prevent and minimize transmission of COVID-19:
   - Wash your hands frequently and thoroughly for at least 20 seconds.
   - Use alcohol-based hand sanitizer with at least 60% alcohol content if soap and water aren’t available.
   - Cover coughs and sneezes with a tissue. Then throw the tissue in the trash.
   - Avoid touching your eyes, nose or mouth with unwashed hands.
   - Stay home when you are sick.
   - Clean and disinfect surfaces and objects people frequently touch.
   Additional precautions include avoidance of handshakes, avoidance of non-essential travel, avoidance of large groups, and when possible, hosting group meetings via Skype or video conferencing.

6. **Q: What actions does the company follow to help prevent the spread of contagious illnesses?**
   A: The company has established a response team that is coordinating regional responses at specific locations as determined by local health department authorities. The team has been and will continue to monitor its response to COVID-19 and provide necessary guidance to support the health and safety of associates and members. Ongoing updates will be posted to the APP Emergency Procedures page on the intranet.

**Associate Relations**

7. **Q: Who should a manager notify if an associate has tested positive for COVID-19?**
   A: Immediately contact the Transformco Incident Reporting Center: 1-800-727-0121 and CVDInfo@transformco.com.

8. **Q: Can a manager tell an associate to stay home or leave work if they exhibit symptoms of the COVID-19?**
   A: Yes. Associates should not come to work if exhibiting symptoms. A manager should advise any associate who exhibits the COVID-19 symptoms while at work to go home, seek medical attention and not return to work until the associate has been symptom-free for 24 hours.

9. **Q: Will the company pay the scheduled hours if an hourly associate is asked to leave work due to symptoms of the COVID-19?**
   A: The company will pay minimum hours as may be required by state law, or actual hours worked, whichever is greater for that day.

10. **Q: An associate has tested positive for the COVID-19. What happens now?**
    A: The associate may not return to work until they receive a release to return to work from a medical provider. The company will follow guidance from local health department officials regarding notifications and facility closures.

11. **Q: Will the company be notifying coworkers if there is a confirmed case of the COVID-19 at a work location?**
    A: If a case is confirmed, the company will follow the instructions of the local department of health as to how to respond.
12. **Q:** An associate has a suspected but unconfirmed case of the COVID-19. What happens now?  
**A:** The associate must self-quarantine for 14 days from providing notice. In order to be paid for this time, the associate may use regular paid time off options. If symptoms develop during the quarantine period, the associate should seek medical attention. The company will follow guidance from local health department officials regarding notifications and facility closures.

13. **Q:** If an associate indicates that they have been exposed to somebody who tested positive for COVID-19, what happens next?  
**A:** The associate must self-quarantine for 14 days from providing notice of the exposure. In order to be paid for this time, the associate may use regular paid time off options. If symptoms develop during the quarantine period, the associate should seek medical attention. The company will follow guidance from local health department officials regarding notifications and facility closures.

**Absence from Work**

14. **Q:** How should an associate report an absence for illness?  
**A:** An associate absent from work for more than three days related to an illness must request a leave of absence by contacting the Centralized Leave Management Team (CLMT) through the LeavePro Associate Self-Service Portal. See the [CLMT website for details](#).

15. **Q:** What do I need to do if I’m unable to work due to symptoms of the COVID-19?  
**A:** Inform your manager. Follow the CLMT process if out for more than three days.

16. **Q:** Will an associate be paid if he or she is unable to work due to symptoms of, or having a confirmed case, of the COVID-19?  
**A:** The company has a [Short-Term Disability Program](#) to help Salaried and Full-Time Hourly associates cope with an illness. There may also be local paid sick leave laws that apply. Associates will need to follow the CLMT process if out for more than three days due to illness.

17. **Q:** What happens if an associate is not comfortable coming to work because of fear of infection?  
**A:** Any associate who is uncomfortable working can choose to stay home. In order to be paid for this time, an associate may use regular paid time off options. Any local attendance policy points/occurrences will be waived for the time being but associates should follow their regular call-in procedure. For associates who fail to follow standard call-in procedures, attendance policy points/occurrences will still apply.

18. **Q:** What happens if an associate is unable to come to work due to a school closing?  
**A:** In order to be paid for this time, an associate may use regular paid time off options. In addition, local paid sick leave laws may apply to this absence. Any local attendance policy points/occurrences will be waived for the time being but associates should follow their regular call-in procedure. For associates who fail to follow standard call-in procedures, attendance policy points/occurrences will still apply.

19. **Q:** What factors will the company consider to determine to close a facility due to the COVID-19 outbreak?
A: The company will follow the instructions of the local department of health as to how to respond.

20. Q: How will I be informed if my facility is closed due to the COVID-19 outbreak?
A: Your manager will notify you in the event of a closure. This would be a good time to log into MPI and make sure your personal and emergency contact information is up to date.

21. Q: Should associates open a leave case when they are not working for non-illness related reasons, like self-quarantine or choosing not to work as a precaution because of COVID-19?
A: No. Associates should remain on active status. An associate absent from work for more than three days due to an illness must request a leave of absence by contacting the LeavePro Associate Self-Service Portal. See the CLMT website for details. Time off for non-illness COVID-19 reasons are managed locally.

Travel

22. Q: What current travel restrictions are in place?
A: The company has implemented a “no air travel” policy for all business travel, unless that travel is approved by the associate’s business unit (BU) president. When possible, use Skype and video conferencing for large group meetings.

23. Q: Are there guidelines to return an associate to work from an affected geographic area?
A: Associates returning from Level 3 areas, as designated by the CDC, will be required to self-quarantine for 14 days upon returning to the US before returning to work. Although subject to change, the current Level 3 areas are: China, Iran, South Korea, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, and Vatican City.

24. Q: Can a manager ask an associate if he or she has traveled to, or plans to travel to, an affected area?
A: Yes.

Other

25. Q: Should associates be wearing a medical mask at work?
A: The CDC is not currently recommending that people wear masks. View the latest information from CDC at www.cdc.gov/covid19.