

# Frequently Asked Questions

## Social Distancing

- 1. I fall into a ‘high-risk’ category, as shown on the CDC website, either because of my age or a health condition. I am not comfortable continuing to come to work given this information. What should I do? (3/24/2020)**

If you, because of your age or an underlying health condition, are deemed ‘high-risk’ by the CDC and need to not work during this period, your time away from work will be handled as follows:

- 1.) Have a conversation with your supervisor and/or HR contact. If it is possible for you to work remotely, then we will support you moving to remote working immediately.
- 2.) If your current job is not able to be done remotely, then you will need to enter our Short-Term Disability program.
- 3.) You will need to provide a statement from your personal health care provider stating that you should not work outside your home to your local HR contact.

- 2. I am an employee who is pregnant. I am not clear if I fall into the ‘high-risk’ category as shown on the CDC website. What should I do?**

A: Sonoco recognizes pregnancy as a high-risk condition under the CDC’s guidance. <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/pregnancy-breastfeeding.html> . Therefore, pregnant employees who are concerned about working during this time should follow the steps below:

1. Have a conversation with you supervisor and/or HR contact. If it is possible for you to work remotely, then we will support you moving to remote working immediately.
2. If your current job is not able to be done remotely, then you will need to enter our Short-Term Disability program.
3. You will need to provide a statement from your personal health care provider stating that you should not work outside your home to your local HR contact.

At this time, it is not our policy to count this time against your FMLA entitlements, so your current FMLA entitlement would still be available at the time of the birth of your child. (3/30/2020)

- 3. I am pregnant and considered in the ‘high risk’ category according to the CDC; am I still allowed to come to work or do I have to go on Short Term Disability?**

Yes, you are still able to work. The CDC provides a list of those considered at higher risk for illness, but it is not mandatory for anyone that would be ‘high risk’ to go on STD. Sonoco will not force anyone that falls into one of these categories to not come to work. If you wish to continue working, you may do so, but we recommend you consult with your personal health care provider before making such a decision. (4/15/2020)

- 4. I would feel more comfortable wearing a mask while at work. Will Sonoco provide masks for those that would like to wear one?**

The CDC has issued new, non-mandatory requirements for the use of face coverings in places where social distancing is difficult to maintain. While Sonoco has implemented social distancing

and other workplace controls, we recognize the comfort and confidence a face covering may give to employees. Unfortunately, there is currently a global shortage of PPE but Supply Management is working to acquire masks. When face masks become available in the marketplace Sonoco will make them available to employees. In the interim, employees are able to bring and wear their own masks if doing so does not create an individual safety issue. All masks should be approved by local plant leadership. (4/6/2020)

**5. What should I do if I observe another employee who appears to be unwell?**

If you feel comfortable doing so, you should quietly approach the employee and ask if they are ok and if they need help. If they decline assistance or you are not comfortable approaching, please notify your supervisor or HR and ask that they intervene.

**6. If someone I work with is diagnosed with COV-19? Will I be quarantined?**

No, you will not be quarantined. You will be alerted if someone at your location is diagnosed with COVID-19 and it is believed you have had close contact with that individual. If this is the case, you will be asked to self-monitor for symptoms and report any issues for a period of 14 days. (4/1/2020)

**7. What if I or a fellow employee becomes sick at work?**

If you begin to feel ill while at work, please find your supervisor and let them know immediately. You will be sent home and told to contact a healthcare provider. If you are tested and diagnosed with COVID-19 you will be asked to stay out of work until you no longer have a fever (100.4° F [38.0° C] or greater using an oral thermometer), signs of a fever, and any other symptoms, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants) AND have received medical clearance to return to work.

If you have a non-confirmed case you will be asked to stay out of work until you have been fever free for at least 72 hours, without the use of fever reducing medicine, all other symptoms (cough, shortness of breath) have subsided, AND at least 7 days have passed since your symptoms first appeared. (4/1/2020)

**8. Will I be told if someone at my location is sent to be tested for COVID-19?**

During the current outbreak, there will be many people who are tested and many people who may be quarantined due to symptoms without a positive test. Sonoco is responding to the COV-19 outbreak in alignment with the most credible guidance from world and national health organizations with the safety of our people and operations as the most important consideration. We have protocols consistent with CDC and WHO recommendations for self-reporting, and in some areas health screening so we can get the employee the medical care they need and policies for them to be away from work. We also have an Exposure and Action Matrix that matches the recommendations from the CDC. Not every exposure is the same, so we have options for all levels of risks. Sonoco has required the implementation of enhanced cleaning activities at all locations. This includes additional cleaning in common areas and on routinely touched items such as

doorknobs, bathroom fixtures, breakrooms, and timeclocks. We have a cleaning standard as part of our response to the COVID-19 issue that is aligned with the recommendations for cleaning and disinfecting by the CDC.

If someone at an operating site is diagnosed with COVID-19, there is a contact tracing process in place that identifies other individuals in the facility who likely had “close contact” as defined by the WHO and CDC. You will be alerted if someone at your location is diagnosed with COVID-19 and it is believed you have had close contact with that individual. If this is the case, you will be asked to self-monitor for symptoms and report any issues for a period of 14 days. There will also be a broad communication to all persons working at the site, while respecting personal privacy, and an outline of steps taken or in progress. (4/2/2020)

**9. What is Sonoco doing to keep us safe at work?**

Sonoco is responding to the COV-19 outbreak in alignment with the most credible guidance from world and national health organizations with the safety of our people and operations as the most important consideration. We have protocols consistent with CDC and WHO recommendations for self-reporting, and in some areas health screening so we can get the employee the medical care they need and policies for them to be away from work. We also have an Exposure and Action Matrix that matches the recommendations from the CDC. Not every exposure is the same, so we have options for all levels of risks. Sonoco has required the implementation of enhanced cleaning activities at all locations. This includes additional cleaning in common areas and on routinely touched items such as doorknobs, bathroom fixtures, breakrooms, and timeclocks. We have a cleaning standard as part of our response to the COVID-19 issue that is aligned with the recommendations for cleaning and disinfecting by the CDC. (3/17/2020)

**10. I have been ill, but not diagnosed with COVID-19. When may I return to work?**

The Center for Disease Control guidelines requires that you must be free of fever (100.4° F [38.0° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants), AND at least 7 days have passed since your symptoms first appeared before returning to work. (4/1/2020)

**11. If someone is sick at work what steps will we take to clean the work area?**

We have a cleaning standard as part of our response to the COVID-19 issue that is aligned with the recommendations for cleaning and disinfecting by the CDC.

**12. I am worried about all the common areas and the chance for contaminated surfaces. Are we doing any extra cleaning?**

Sonoco has required the implementation of enhanced cleaning activities at all locations. This includes additional cleaning in common areas and on routinely touched items such as doorknobs, bathroom fixtures, breakrooms, and timeclocks.

**13. I have heard a lot about how long a virus can live on various surfaces. What are we doing about all the stuff we handle each day from outside of our facility?**

There is a lot of information in the news today from various sources. Sonoco has chosen to follow the guidance and advice of the Center for Disease Control and the World Health Organization, the world's leading experts in virus transmission. Both organizations have stated that the likelihood of transmission on shipped materials is very low and there are no documented cases of such at this time.

**14. What if an employee is exposed, outside of work, to someone who is sick with the virus?**

We have an Exposure and Action Matrix that matches the recommendations from the CDC. Not every exposure is the same, so we have options for all levels of risks. These can include everything from self-monitoring for symptoms while working, up to a 14 day at home isolation, depending on the level of risk associated with the individual's exposure. (4/1/2020)

**15. I see that many of the office staff has begun working remotely. Why is it safe for us to work here and others are working remotely?**

Sonoco has many roles and given technology some of them can now be done remotely. We also have roles that will not ever be done remotely. Where we have the opportunity to have employees work remotely without business disruption, we may utilize this to increase the safety of those working onsite by limiting exposures and promote social distancing and community health. Some groups will utilize remote working on a rotational basis to ensure coverage and increase the space between employees to reduce the risk of exposures and transmissions. At Sonoco, ALL of our people are important, and we will work to ensure that each individual job is done in the safest manner possible for the employee, the site, and the communities in which we live and work.

**16. Is the plant I work at going to remain open even if there is a 'stay at home' order in place?**

We are in the midst of an unprecedented global health crisis. The vast majority of Sonoco's businesses and sites have been deemed essential, either by government order or their designation under the Department of Homeland Security's Guide to Critical Infrastructure. Sonoco's products are used daily in homes, businesses, and throughout the medical system to help people stay clean and healthy. Without the production and distribution of these products, we risk seeing widespread shortages of these essential daily-use products across the United States and Canada. Production is especially critical right now to meet the sudden increased consumer and retail demand.

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and we will work to ensure that each individual job is done in the safest manner possible for the employee, the site, and the communities in which we live and work.

Employees who live and/or work in an area that is under a Shelter in Place or Safer at Home order should continue to report to work as scheduled unless advised differently by their supervisor or plant management. If you have questions or concerns about work at this time, please contact your supervisor or Regional HR Manager. (4/2/2020)

#### **17. What if I am not comfortable going to work due to fear of infection from COVID-19?**

We are in the midst of an unprecedented global health crisis. The vast majority of Sonoco's businesses and sites have been deemed essential, either by government order or their designation under the Department of Homeland Security's Guide to Critical Infrastructure. Sonoco's products are used daily in homes, businesses, and throughout the medical system to help people stay clean and healthy. Without the production and distribution of these products, we risk seeing widespread shortages of these essential daily-use products across the United States and Canada. Production is especially critical right now to meet the sudden increased consumer and retail demand. However, even employees who do not fall into high-risk definitions by the WHO or CDC, are grappling with personal anxiety as the situation unfolds as well managing their own family situations which can introduce elements of risk unseen by the company. Sonoco will not be in a position where we force people to work when they feel unsafe, whether that feeling is from the work they perform, the environment in which they perform work, or the landscape they traverse to get to work. Any employee who wishes to self-quarantine for personal reasons and is not able to work remotely will be allowed to do so, with no attendance discipline applied, using the process and considerations below. (3/26/20)

##### Process

Employees in this situation will follow these steps:

- 1) Have a conversation with your supervisor and HR about your concerns about working, including your plans to return to work.
- 2) You will be required to first utilize all current or accrued vacation.
- 3) Once vacation is exhausted, you will be placed on an unpaid leave of absence. The unpaid leave of absence will need to be taken in 4 week increments to manage your benefits as well as provide scheduling continuity for the site and is for a maximum of 12 weeks.
- 4) At the end of 12 weeks, if you are not willing to return to work, then you will be terminated. (This policy is subject to change depending on the US's situation relative to the COVID-19 pandemic. You will be notified of any changes within one week of the planned end date of your leave.)

##### Considerations

- No eligibility for unemployment: Employees on unpaid leave status are not eligible to apply for unemployment. Unemployment requires an employee be ready, willing, and available to work.
- If you become ill while on unpaid leave, you will not be eligible for Short Term Disability (STD). Eligibility for STD requires that you are on active employee status, and employees on leave are inactive.

**18. I am currently working from home due to COVID-19. At work I share an office with someone, where we are less than 10' apart. What are the plans to address our return to our offices when it is a shared space, especially considering the fact that there will be a recurrence of the virus?**

The public health implications of COVID-19 are still evolving. Our employees, no matter their location, are our most valuable asset. Until we have broader assurance about the rates of infection, potential for re-infection, and resurgence of COVID-19, Sonoco leadership continues to support working remotely. We will only reopen our offices when it is safe to do so and with specific workplace protocols in place. These protocols will address the number of people in offices, access to buildings and common areas, ongoing Employee Health Screenings, and many other issues. One of those issues will be the one you have identified, the shared office space. As part of the preparation for a return to work in the future, leadership is considering how to address these spaces in response to COVID-19 conditions in a specific location at a specific time as well as individual employee situations. Options include a change in office design or location, alternating work schedules, or continued remote working. You should look forward to upcoming corporate communications about return to work timelines and then specific communications from your manager or supervisor. There will be an opportunity for you to review the plans for your working space at that time and to express any concerns you may still have to your line manager and/or HR before returning to work. (4/21/2020)