

Frequently Asked Questions

Employee Attendance and Pay

- 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 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 live in a different city than the location I work. If the city I live in calls for everyone to shelter in place, can I still come to work?**

Yes, you can still travel to work but the leader at your location will need to provide you with a “Sonoco Essential Employee” letter explaining that you work for a business that has been deemed vital to Americans’ health and well-being. This letter will need to be shown to state or local law enforcement should your reason for travel be questioned.
(4/1/2020)

5. I am being quarantined by my healthcare provider due to an exposure/COVID-19 testing, what should I do?

You may work remotely, if possible. If remote work is not possible, you will receive your normal base pay for the period of the ordered quarantine. Once the quarantine period ends, you may return to work. As with all employees, employees returning from quarantine will be subject to the Employee Health Screening, which requires employees to be free of 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). (4/1/2020)

6. I have a member of my household with a high fever and other symptoms that is being tested for COVID-19. Our family is being quarantined until the test results are returned within 72 hrs. Will I be paid during this time?

Yes, you will be paid for the time the healthcare provider has asked everyone in the home to quarantine. At the end of the ordered quarantine you may return to work by passing the Employee Health Screen, just like any other employee. (4/1/2020)

7. My children’s schools/daycares have closed, and I do not have childcare for them. Is there a policy I can use to take time off while the school is closed? (USA)

Yes. Where areas adjacent to the Sonoco site experience school closures, employees may work remotely if possible or take up to 5 days (40 hours) unpaid time, with no consequences per the site attendance policy to arrange alternative childcare. Employees seeking time off under this provision should provide their supervisor with proof of the child’s enrollment at an impacted school/daycare. The unpaid hours do not have to be taken consecutively but can spread across the period of the school closure to bridge childcare arrangements. This provision does not apply to parents who unilaterally choose for their child not to attend school under their own personal risk analysis.

If you need continuous time off to care for your child(ren) you can do so with vacation time. After you have exhausted your 2020 vacation, you may then utilize unpaid leave in 4 week increments up to 12 weeks, with no discipline. While using unpaid leave your benefit premiums will accrue until you return to work. After the exhaustion of the 12 weeks, you must return to work or be terminated. (4/1/2020)

8. 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.

In addition, Sonoco's Employee Assistance Program (EAP) is ready and available to work with employees experiencing increased worry and anxiety as a result of the COV-19 outbreak. Contact information for the EAP is below. They are also offering webinars to support employees on specific topics relative to the COV-19 outbreak. That schedule is posted on the Sonoco Corona Virus website. (3/14/2020)



Call GuidanceResources®
anytime for confidential assistance.

Call: 855.380.5534
Go online: guidanceresources.com

TDD: 800.697.0353
Your company Web ID: Sonoco123

9. What is Sonoco doing regarding the CARES Act?

The U.S. Federal Government will issue stimulus checks, courtesy of the CARES Act, starting during the next three weeks. The Internal Revenue Service (IRS) reports that the payments will be distributed automatically, with no action required for most people. The law provides \$1,200 for each adult and \$500 for each child under 17. A married couple with two children will receive \$3,400. Citizens will receive a paper notice in the mail no later than a few weeks after your payment has been disbursed. This notice will contain information about where the payment was deposited and in what form. If you cannot locate the payment at that point, please contact the IRS. Any adult with a Social Security number will receive a payment, as long as they are not dependents of someone else. Adults will receive the payments for the children in their household. Payments begin phasing out for individuals who have an adjusted gross income above \$75,000, for heads of household (often single parents) at \$112,500 and for married couples at \$150,000. The payments are reduced by 5% of the individual or couple's income above those levels. Individuals with no children with incomes over \$99,000 and married couples with no children with incomes over \$198,000 will not qualify for a stimulus payment.

However, the CARES Act does contain some provisions designed to ease access to participant 401(k) resources to help during this crisis. The two main proposed changes are:

- increasing loan limits and
- providing affected employees who are not terminated the ability to withdraw funds penalty free

Empower, Sonoco's retirement plan administrator, is now fully operational and able to administer the 401k provisions of the CARES Act. Employees who have been diagnosed with COVID-19, have had a spouse or dependent diagnosed or are experiencing adverse financial consequences due to being furloughed, quarantined or laid off, having their paid work hours reduced, being unable to work due to childcare or having to close or scale back a business due to coronavirus may contact Empower (844-465-4455) now to discuss options. Under the CARES Act, participants may request existing loan payments suspended through the end of 2020, request a new loan of up to \$100,000 or 100% of their balance (also with deferred payments to the end of the year, if they do not already have 2 loans outstanding) and/or request a withdrawal of up to \$100,000 penalty free with special tax treatment. Please direct inquiring employees to contact Empower at 844-465-4455 or log on at www.empower-retirement.com/Sonoco for more information. (4/9/2020)

