

RETURN TO WORKPLACES MANAGER GUIDEBOOK

COVID-19: A guide to your role
as a manager as we return to
company offices and sites

YOUR ROLE

As a manager, you are critical to helping our employees maintain a safe work environment. You'll want to ensure you:

- Understand and follow our policies pertaining to COVID-19 workplace behaviors
- Effectively communicate and hold your team accountable to these policies
- Know who to contact for help related to COVID-19 issues in the workplace including supporting employees who raise concerns about returning to the workplace
- Know where to find information when needed

This guide outlines what you need to know now. **We know we need to be agile and make adjustments** if our environment changes, so expect updates to the online version of this guidance as needed.


WHAT TO EXPECT

No employees who have been working from home will or should return to the workplace until their Business Unit Leadership advises they should do so.

The Return To Workplaces Task Force is working diligently to ensure that appropriate mitigation measures are in place before advising employees it is safe to return.

Any employee that is asked to return to the workplace by their Business Unit Leadership will receive guidance and training before returning.

Return to Workplace Process

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- Notification from BU Leadership that employee will be returning to workplace
 - Employees provided with guide and link to training by email
 - Employee reads guidance and takes training
 - Employee takes self health screening test before going to the workplace
 - Employee returns to the workplace
 - Employee takes self health screening test **each day** that they are going into the workplace

① **Your first task as the manager of someone returning to the workplace is to encourage your employee to read the guide provided and take the training.** You can access that guide and training [here](#).

The Employee Guide and training will answer many of the employee's (and your) questions on returning to work. You should read this guide too.

If an employee asks you something that you don't know or aren't sure about, contact your HR Business Partner for guidance.

FAQs

As a People Manager, it's possible that you will be the first point of contact for an employee for questions on returning to the workplace. Here are some **Frequently Asked Questions** to help you answer most things you could be asked.

Q. I have been contacted by the Company to return to my workplace or location, what steps should I take prior to arriving in the workplace?

A. Employees will be provided with guidance and training which will explain the next steps. Employees will be provided with plenty of time to make necessary arrangements and plan/prepare for your return.

Q. I can't seem to access the passcard.warnermedia.com site (for Self Health Screening) or am having problems using it. Who do I contact?

Email: HRServices@warnermedia.com

Phone: U.S. +1 833 352 0109 or click [here](#) for instructions on dialing Internationally.

For weekend support: Please use HRServices@warnermedia.com

Q. I have questions about how to answer some of the questions on the Self Health Screening.

A. Contact the COVID Response number manned by the HR Services desk (information above) or your HR Business Partner for guidance.

Q. I don't feel comfortable answering the questions in the Self Health Screening. Do I have to take it?

A. Local law permitting, everyone returning to a workplace or location needs to complete a Self Health Screening before travelling to a workplace or location. If the employee would like to discuss this, they should contact their HR Business Partner.

Q: I completed the Self Health Screening and got a red passcard. What do I do now?

A. Information on what to do in this scenario can be found in the Employee Guide which is sent to all employees when they are advised that they will be returning to the workplace. It can also be accessed [here](#).

Q. If I am nonexempt, will I be compensated for my time to complete the Self-Health Screening?

A. Before you leave to head into the office, we will ask you to take your temperature and complete the Self Health Screening via the passcard site. Once cleared, you can start your journey to the office, and you will enter in your start time on your timesheet the time in which you completed your passcard.

Q: I didn't take the Self Health Screening before I left home. Now I'm at my office location, what should I do?

A. For locations that have self-serve stations, employees will be directed to a self-serve station to take their temperature and complete the screening:

If green – they will show security, be issued with a colored wristband for that day and be permitted to enter.

If red – they will be asked to go home, to inform you (their Manager) that they will not be in the office and then will be directed to follow further directions (found in the Employee Guide [here](#)) based on the reason for a red passcard.

See next page for information where self-serve stations are not available.

FAQs Continued

Continued from previous page:

For locations where self-serve stations are not available, the employee will be directed to go home to take the health screening and then can enter based on the outcome of it. As a manager, you will be able to access a report in the [passcard site](#), "Team Summary", that will allow you to see who from your team cleared, not cleared, and has not completed. **Please make sure you check this daily.** For instructions on how to access the Team Summary report, please click [here](#) (see Supervisor Passcard Instructions).

It is also important to note, employees who do not clear the Self Health Screening will contact you to inform you of their absence. **Do not ask questions about why they did not clear**, but instead make sure they are clear on what their next steps are (see the [Employee Guide](#) for information on next steps). If the employee is not sure of next steps, they should contact their HR Business Partner.

Q. I have been exposed to COVID-19. What do I do?

A. The employee should contact their medical provider or practitioner and then their HR Business Partner (with details of the medical guidance they received). You should also contact the HR Business Partner and advise them that you received this information.

Q. I have been diagnosed with/tested positive for COVID-19. What do I do?

A. The employee should contact their HR Business Partner immediately. You should also contact the HR Business Partner and advise them that you received this information.

Q: Why is my team being asked to return while some teams are not?

A: The company is focused first on the safe return of employees in production roles and roles that cannot be performed at home without impacting productivity and efficiency. In addition, to keep the workplaces as safe and healthy as possible, employees must practice physical distancing which prevents buildings from exceeding certain capacities.

Q: Will everyone be required to wear face coverings?

A: Everyone in workplaces will be required to wear face coverings. However, face coverings are not required while seated at a workstation or desk. Some roles may require more specialized PPE. Where that is the case, the company will provide it and provide instructions for use.

Q: Will I be provided with Personal Protective Equipment (PPE) or must I provide my own?

A: Most people will be permitted to wear their own face coverings. If they do not have one, the company will have a supply. For roles that require more specialized PPE, the company will provide it and provide instructions for use.

Q: Will I be provided with cleaning materials to clean my own workspace?

A: Workplaces will be professionally cleaned on a frequent basis. Additional cleaning materials will be provided for use by employees. Employees should not bring their own cleaning supplies to the workplace.

FAQs Continued

Q: How many people can I expect returning to my building when I come back to the office?

A: The real estate task force estimates most offices will operate with an initial capacity below 50%.

Q: Can I request what days I'm in the office and what days I work remote?

A: At this time, we are focused on identifying teams that will return to work on a fulltime basis as well as those teams that will work 100% remote. In the future, we may be able to consider alternative work arrangements.

Q: Will the cafeteria/dining hall/kitchen be open when I return to the workplace?

A: Each workplace or location will be different. Cafeterias may be open, but they will only serve prepared, individually wrapped foods. Employees will be asked to physical distance and to follow guidelines in these areas.

Q: Will conference rooms be open and available for use?

A: Some conference rooms might be available for use. However, communal areas like lobbies and conference rooms will have restricted capacities. Employees will be asked to physical distance and to wear face coverings in hallways and other shared spaces.

Q: Will elevators and stairs be regulated?

A: Elevators will have limited capacities. Employees will be asked to social distance and to wear face coverings in hallways and other shared spaces.

Q: Will desk and floor layouts remain the same?

A: While the workplace will feel very different for those who are able to return to the WarnerMedia offices, there will be few furniture or floor layout modifications.

Q: What do I do if I'm feeling overwhelmed/what resources are available to me?

A: The Employee Assistance Program resources are available 24/7 to all WarnerMedia employees. To learn about all of the wellness resources available, go to the [Global Wellness Resources website](#). Employees can also reach out to their HR Business Partner for additional guidance.

Q: What precautions are in place to help me feel safe about returning to work?

A: While every location might require slightly different guidelines, WarnerMedia is designing plans for returning to the workplace around advice from health organizations (like the Center for Disease Control and World Health Organization), medical consultants and safety experts. Employees will be asked to practice social distancing of 6 feet/2 meters, and limits will be placed on communal areas like reception areas, elevators, conference rooms and cafeterias. The company will follow heightened cleaning and disinfecting guidelines and will distribute Personal Protective Equipment, such as face coverings, where appropriate.

Q: Will some teams be working remote indefinitely?

A: It is possible that some teams may be asked to work remote for now and the foreseeable future. This will be determined by a number of factors including safety and local government guidance, work productivity, capacity of offices and the overall employee experience.

THINGS YOU SHOULD DO

- Be calm, caring, and compassionate – this is a difficult time for many people and your empathy is crucial.
- If you hear of a confirmed case, ALWAYS contact your HR Business Partner or the Warner Media task force so that they can take action to minimize risk to others.
- When you have employees in the workplace, access the Team Summary view in the [passcard site](#) daily to ensure those in the office have completed the Self Health Screening and been cleared. For instructions on how to access the Team Summary, click [here](#) (see Supervisor Passcard Instructions).
- Protect employee confidentiality – you should not ask employees questions about why they did not clear the screening but if anything is shared with you, provide information you have been given by the employee about their concerns or symptoms to your HR Business Partner ONLY.
- Instruct any employees that are in the office with COVID-19 symptoms to go home immediately and then advise your HR Business Partner.
- Instruct all employees in the workplace to follow social distancing guidelines.
- Familiarize yourself with the guidance and support resources available to you and your employees on WarnerMedia One – details on the Resources page at the end of this guide.
- Consider taking training with [WM Learning](#) on Leading with Empathy and/or Navigating the New Normal. These courses, available mid July, cover how to have open conversations with your team about changes to their work (either longer term working from home or returning to the workplace) and how to help them build resilience and adaptability in this challenging time.

THINGS YOU SHOULD NOT DO

- Employees who do not clear the Self Health Screening will contact you to inform you of their absence. **Do not ask questions about why they did not clear**, but instead make sure they are clear on what their next steps are and if they are not, direct them to their HR Business Partner.
- **Do not require an employee to get tested.** If an employee asks if they should get tested, you can say “We recommend you call your medical services provider or doctor for guidance.”
- **Do not require employees to get a medical clearance/release form to return to work** unless directed to do so by HR.
- **Do not request medical proof of COVID-19 test results or diagnosis**, which will be handled by HR if necessary.
- **Do not discuss individual employee situations or their medical condition(s) with other employees or other supervisors.** Discuss ONLY with your HR Business Partner.

PERSONAL PROTECTIVE EQUIPMENT

Here is where you can obtain PPE and cleaning supplies. Note that options 1 and 2 are recommended as they require less contact.

Method	Mechanism	What is Provided
From BU Rep	If you get to a desk and need personal PPE, contact your HR Representative or Onsite Facilities Manager and they will provide guidance on where you can receive the product. If you are unable to attain product via your HR Representative or Onsite Facilities Manager, contact Property Management via the PPE Hotline or the PPE Mailbox (info below).	<ul style="list-style-type: none"> • Face Coverings • Personal Hand Sanitizer • Surface Disinfectant • Disposable Gloves*
Help Desk Delivery	For PPE needs that can't be met by your HR Representative or Onsite Facilities Manager, call +1 404-878-2200 or email your needs via this form: Get.PPE.	<ul style="list-style-type: none"> • Face Shields* • KN95 Masks* • Gowns*
Central Pick Up in Major Locations	<p>If you are located at one of the buildings below, you can visit one of the central pick up stations (hours will vary):</p> <p><u>CNN Center</u></p> <ul style="list-style-type: none"> • 3rd floor, North Tower in the former Insider Advantage space (down the hall from the bridge entrance) <p><u>Techwood</u></p> <ul style="list-style-type: none"> • At reception desk in The Gate (bldg. 1000) <p><u>Hudson Yards</u></p> <ul style="list-style-type: none"> • 1st Floor Lobby • Tech Hub in the sky lobby on the 35th floor <p><u>The WB Lot</u></p> <ul style="list-style-type: none"> • Fitness Center 	<ul style="list-style-type: none"> • Face Coverings • Personal Hand Sanitizer • Disposable Gloves

* Available Upon Special Request

Please try to wear a face covering when you arrive at any WM location. However, face coverings will be provided at access points that have WM Security if needed.

ADDITIONAL RESOURCES

For more information on COVID-19 and Returning to Workplaces:

Check out the [WarnerMedia One Return to the Workplace](#) page. Here you'll find:

- Information on our planning and approach to returning to the workplace
- Answers to frequently asked questions pertaining to returning to the workplace and restarting productions
- Information on conditions and phases for returning to the workplace
- Communications related to returning to the workplace

There are also pages specific to [WarnerMedia Productions](#) and [WarnerMedia Workplaces](#)

Check out the [WarnerMedia One COVID-19 Guidelines and Updates](#) page for information on:

- Travel and operational measures
- Working remotely resources
- Personal Protective Measures – things you can do to stay safe and healthy
- Answers to frequently asked questions on all sorts of things related to COVID-19

The [COVID-19 Expense Policy](#) outlines reimbursement guidelines for necessary and reasonable expenses incurred while working remotely in response to the COVID-19 pandemic.

WarnerMedia offers counseling resources to employees around the world, you'll find more information on the [Employee Assistance Program](#) page.

Finally, don't forget that your manager and HR Business Partner are also a resource to you and if you have questions, you can reach out to them.