

Associate FAQ

- **What should I do if I feel sick and how do I come back to work when I feel better?** If you are home, stay home and notify your supervisor. If you are at work, notify your supervisor and go home. Notify your MAU Leader through your established call-in process. If you have had coughing, shortness of breath, and fever in line with the symptoms associated with COVID-19, please self-quarantine for 14 days. You may return to work on day 15 as long as you are symptom free. When managing other types of illness, do not return to work until you are symptom- and fever-free for a minimum of 24 hours without the support of a fever-reducing medication. Reach out to your MAU Supervisor for any updates on client specific return to work guidelines.
- **What if I suspect someone in my household has coronavirus?** Please notify your MAU Leader and self-quarantine until test results are available to rule out Coronavirus. If a test confirms a positive result in your household, please continue to self-quarantine. Notify your Supervisor of your exposure and your conclusive test results.
- **How do I get paid if I have to take time off?** MAU encourages employees to utilize a combination of resources to assist during work interruptions caused by this illness including Unemployment and Short-Term Disability. In the event of a larger client shutdown there will be client-specific communication about how time off is to be covered.
- **What about my attendance points?** Associates who are sick or exercising caution in a self-quarantine will be covered with No Points/No Pay for time missed. However, policies around call-in procedures apply. It is important to stay in communication with your MAU and Client Leaders in order that they may continue to make decisions based on the most up-to-date information available.

- **What if I have recently/am planning to travel outside the country?** MAU asks that you self-report and self-quarantine for 14 days upon your return to the United States to protect those who work in your area from possible exposure.
- **What if I am healthy, but need to change my schedule due to a school closing?** MAU and Client leadership are actively monitoring the variety of ways the Coronavirus response is impacting our workforce. MAU encourages our front-line leaders to provide flexibility and creative problem-solving around balancing safety, individual needs and serving our valued clients business needs. Speak to your manager about remote or flexible work options

If you are in a high-risk group, please speak to MAU about how we can best support a safe and healthy work environment for you.

MAU Associate Responsibilities

We ask that every associate take the following actions:

- Proactively update your contact information via the [MAU Employee Portal](#).
- If you experience symptoms of Coronavirus at work, follow established callout procedures and leave the MAU or Client facility. LIMIT your contact as much as possible on your way out. Self-quarantine for 14 days.
- Self-report any possible exposure or recent/upcoming travel.
- Participate daily in 5s and sanitize your areas.
- Wash your hands with soap and water for at least 20 seconds IMMEDIATELY upon entry into any MAU or MAU Client facility, when returning from the restroom, when returning from a break or meal, and when returning from a group meeting. Consider doing it more often or using hand sanitizer with at least 60% alcohol as needed.

- Stay engaged with communication channels that your employer uses to provide updates (texts, emails, intranet).

MAU's Preventative Measures

MAU is taking the following action as preventative measures to live safety and reduce risk to our associates:

- Limiting travel to business-critical needs and with client approval.
- Implementing the no handshake rule until further notice.
- Meetings involving MAU employees from different markets will be held via video-conference.
- Suspension of large gatherings until further notice.
- Flex work scheduling, part-time scheduling, shift flexibility (where feasible).
- Enabling remote capabilities, with manager approval, in situations where the nature of the work lends itself to working effectively and will not have a negative impact on operations.
- Posted communications/updates around hygiene best practices to mitigate spread of the virus.
- Up-to-date communication between MAU and Client Leadership to address specific needs that arise in our facilities.
- Requiring deep clean as part of daily 5s standards.
- Up-to-date communication about any new impacts from positive test results or government mandates.
- To ensure reduced risk we are implementing a health assessment to all visitors and new employees before they enter a facility.

Resource Links

General

CDC – www.cdc.gov

Short-Term Disability (Epic - BMW, 3Ci, Bosch Warehouse) 877-308-1045

Short-Term Disability (Benefits in a Card – All Other Associates) 844-886-5373

Unemployment Information

- Alabama: <https://labor.alabama.gov/uc/ICCS/>
- Georgia: <https://dol.georgia.gov/file-unemployment-insurance-claim>
- Indiana: <https://www.in.gov/dwd/2359.htm>
- Kentucky: <https://uiclaims.des.ky.gov/ebenefit/eben.htm>
- North Carolina: <https://des.nc.gov/apply-unemployment/filing-your-unemployment-application>
- South Carolina: <https://dew.sc.gov/individuals/apply-for-benefits/claims-process>
- Texas : <https://twc.texas.gov/jobseekers/applying-unemployment-benefits>
- Utah: <https://jobs.utah.gov/ui/home>
- Wisconsin: <https://dwd.wisconsin.gov/uiben/apply/>

MAU Central Information Email – CoronaVirusResponse@mau.com

MAU Care Partners – www.mau.com/carepartners

SC Testing Facility Information – www.scdhec.gov

For additional resources that may assist you if you are financially impacted by the Coronavirus, please see the resource on our website.

If you require financial assistance for a critical need, please ask your MAU contact about MAU Cares.