



COVID-19: Employees' Questions Answered

Benefits and Policies

Q: How will the CARES Act impact UP employees?

A: Railroad employees are covered under the Railroad Unemployment Insurance Act (RUIA), implemented by the U.S. Railroad Retirement Board. Under the CARES Act:

- The current 7-day waiting period will be waived for unemployment and sick leave benefits under the RUIA, through Dec. 31, 2020.
- Unemployed railroad workers will receive the same \$600 per week enhanced benefit that would be received by unemployed non-railroad workers, through July 31, 2020.
- Unemployment benefits under RUIA are temporarily extended to allow for an additional 13 weeks of payments.

Q: Under the CARES Act, can employees withdraw from Vanguard 401k accounts?

A: The CARES Act changes some withdrawal rules for those directly impacted by COVID-19. [Learn more here.](#)

Q: Under what conditions will Union Pacific compensate agreement employees while quarantined?

A: UP will compensate agreement employees for up to 14 days if the employee is directed to quarantine themselves by local health department personnel or UP Health and Medical Services personnel because the employee worked with a co-worker who tested positive for COVID-19.

Q: Will hearing and vision tests be postponed if there is no one open to do it?

A: UP worked with federal regulators to obtain a 60-day extension for hearing and vision tests.

Q: Will employees receive hazard pay since we are reporting to work and potentially exposing ourselves and our families?

A: No, employees are not exposed to a greater risk by reporting to work. Employees can protect themselves by maintaining social distancing, practicing proper hygiene, and cleaning tools and equipment.

Q: Will we consider adjusting the TE&Y attendance policy to encourage employees to stay home when sick?

A: Yes; TE&Y employees quarantining or ill from COVID-19 will not be docked attendance points as long as they contact the Nurses Line at 402-544-7011 and are placed on a Medical Leave of Absence.

Q: Who do I contact for COVID-19-related pay issues?

A: Contact Payroll Services or create a payroll ticket for questions related to COVID-19 timekeeping and payroll. Tickets are responded to within one business day. These calls should not be directed to the Nurses Line.

Q: With many schools and daycares closed, does UP offer any child care resources?

A: Available to all employees, the [Bright Horizons Care Advantage](#) provides access to the largest self-select online database of caregivers, vetted with basic background checks. One component is [Sittercity](#), a comprehensive online database of babysitters and nannies. UP provides this resource free

of charge (unless selecting the 'Premium' membership); employees are responsible for arranging for, screening and paying for care. Care Advantage also includes similar resources for eldercare through Years Ahead.

In Omaha, UP's Child Development Center remains available to nonagreement employees whose children are currently enrolled. Additionally, UP made special arrangements for on-site employees in need of child care services to take advantage of the center, which can accommodate infants and children under age nine. Employee questions and interested families should visit the UP Child Development Center webpage for registration information and call (402) 544-5439.

During the COVID-19 pandemic, UP continues exploring child care resources to support systemwide employees as they work on the front lines moving freight.

Business and Operations

Q: Does the travel exemption letter exempt employees from state quarantine restrictions, like what Texas enacted for travelers from Louisiana?

A: States like Texas with local travel quarantines make special provisions for essential workers like UP employees. Carry your UP and Department of Homeland Security Travel Restriction Exemption Letter – it's your passport to go to work.

Q: Are we taking advantage of lower volumes to perform maintenance?

A: UP will continue maintaining the railroad appropriately. Teams are tactically looking at where we can increase our maintenance footprint during this time.

Q: With carloadings down and expected to further decline, how will we stay afloat financially?

A: UP is a strong financial company. We generate strong cash flow in normal times, which partially protects us against downturns – presuming we continue operating the business well. We still must compete, which means we have to maintain the safest, most reliable and most efficient service products and railroad possible.

Q: What is the strategy for rebounding business once the crisis has passed?

A: Marketing and Sales remains engaged with current and prospective customers through the COVID-19 pandemic. Many of our customers are considered essential to the nation's economy, and we're positioned to serve them (or continue to serve them). Using collaborative tools like video conferencing, the Sales team is staying engaged with customers and helping keep their supply chains moving.

Q: My company vehicle is due for preventive maintenance – should I still enter a service shop?

A: We ask that employees continue to bring vehicles in for preventive maintenance as planned while also adhering to CDC guidelines for COVID-19. It is recommended to clean vehicle surfaces prior to driving back from servicing. Any employee concerned with their ability to do this in a safe fashion should address it with their local leadership, and alternate plans may be taken.

Q: What should I do if I'm stopped while commuting to work and local authorities do not honor the Union Pacific and Department of Homeland Security Travel Exemption document?

A: Employees should call UP's Response Management Communications Center (RMCC) at 1-888-UPRR-COP (877-7267). The RMCC will then connect UP's Police Department with local authorities.

Communities

Q: Can you recommend charities we can donate to that would help our employees and communities?

A: It's critically important Friend to Friend Network has the resources needed to support employees. Donate by visiting the [Friend to Friend Network webpage](#) or searching Friend to Friend on the Employees site. Through April 30, UP will match any new donations made.

Organizations within the community needing assistance include local food banks, the American Red Cross and United Way.

Health and Medical

Q: What are COVID-19 symptoms?

A: The symptoms of COVID-19 range from mild to severe respiratory illness. Symptoms can include: fever, cough and shortness of breath. Symptoms may appear two to 14 days after exposure.

Q: What should I do if I get sick or have symptoms?

A: If you've been exposed to COVID-19 or have tested positive, follow UP's [COVID-19 notification process](#) .

Q: How can one distinguish allergy symptoms from COVID-19?

A: If your allergies are not responding to your normal treatments, speak to your health care provider. If you are uncertain if it could be COVID-19, contact your [Occupational Health Nurse](#) or Nurses Helpline at 402-544-7011.

Q: Why isn't UP issuing protective masks?

A: The CDC [recommends wearing cloth face coverings](#) in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders. Union Pacific does not have a supply of cloth face coverings to provide to employees. As you consider the CDC recommendation and decide how you will integrate the use of these cloth face coverings into your lives at work and in your other activities, please follow the CDC recommendations for [Do-It-Yourself coverings](#) .

Q: If I touch a surface, such as a doorknob or grocery store handle, a COVID-19 positive person touched a few minutes before me, will I become infected?

A: If you do not touch your eyes, nose or mouth, and wash your hands after touching frequently used surfaces in public, you will not become infected. This is why proper hygiene is important – wash your hands often and thoroughly, especially if interacting with other family members, such as a child or grandparent.

Q: What is considered a possible COVID-19 exposure?

A: The CDC states a possible risk for exposure includes living with an individual who tested positive or spending a minimum of 10 minutes or more within 6 feet of an infected individual. Unless meeting the above criteria, the following examples are not considered exposure:

- Walking through a public area or being in a building where an infected individual with a confirmed COVID-19 diagnosis has been.
- Attending the same public event, such as a sporting event, concert or large group gathering, that an infected individual also attended.

Q: A co-worker was quarantined because a family member has COVID-19; if I worked with him yesterday, should I quarantine?

A: If the co-worker is not symptomatic and is being quarantined, employees who worked with him can

continue working unless instructed otherwise by the local health department or UP's Health and Medical Services Department.

Q: How do I return to work after quarantine or recovery?

A: An Occupational Health Nurse or Health and Medical Services Department representative will complete with you a short questionnaire. If your responses meet criteria, HMS may authorize your return to work. UP's chief medical officer will have final decision-making authority in all return-to-work decisions.

Q: Are employees with underlying health issues being identified and asked to work from home?

A: Employees concerned they have an underlying condition that may put them at greater risk should contact their health care provider. If the provider makes recommendations, communicate them to your Occupational Health Nurse or Workforce Resources Business Partner.

Safety and Hygiene

Q: How is UP promoting social distancing with Maintenance of Way employees?

A: A few examples of how Engineering is reducing the risk of exposure and promoting better social distancing of employees are by breaking large groups up into smaller job briefings; staggering seats in buses, reducing riders by about 50%; practicing social distancing while entering and exiting buses; and disinfecting buses and seats between uses.

Q: How is UP addressing social distancing in company vehicles?

A: Transportation is asking van drivers to only transport one crew at a time. Engineering is staggering seats on buses, reducing riders by about 50%. UP is conducting field audits to ensure CDC guidelines are being followed. Concerns should be addressed through the Safety Hotline and categorized under 'COVID-19 Safety Concerns.'

Q: Can we test employees coming into and leaving work?

A: No; at this time, UP does not have access to COVID-19 tests.

Q: If your away-from-home terminal is in a high-risk area, can we deadhead crews home?

A: UP has protocols in place to deadhead crews where possible.

Q: It only takes one employee to jeopardize a workgroup – how is UP ensuring employees follow all policies?

A: It's the personal responsibility of every employee to protect themselves, their co-workers, their families and their communities. Along with holding yourself accountable for staying home when sick, demonstrate Courage to Care for your co-workers.

If a co-worker displays symptoms – a fever, dry cough, difficulty breathing – take immediate action. While maintaining social distancing, respectfully approach them, let them know you are concerned and care, and remind them of the importance of staying home when ill and following the proper notification process. If a co-worker displays obvious symptoms but refuses to acknowledge it, or if you feel uncomfortable approaching them, call your local manager or Occupational Health Nurse or the Nurses Hotline at 402-544-7011.

Q: Are we allowed to bring in cleaning products from home?

A: Yes, if products follow CDC guidelines. However, if you're bringing cleaning products from home because your work location does not have an adequate supply, please notify UP through the Safety Hotline under the 'COVID-19 Safety Concerns' category.

Q: What cleaning process takes place after a suspected or confirmed COVID-19 employee leaves Union Pacific property?

A: The virus can live and potentially infect other people for up to 48 hours on a surface, but only if other people touch a contaminated surface and then touch their eyes, nose or mouth. Based on Centers for Disease Control and Prevention (CDC) guidance, UP follows the below cleaning and disinfection direction for facilities and equipment with suspected or confirmed COVID-19 disease:

- Up to 48 hours after the employee's departure, the facilities and/or equipment the ill employee had frequent contact with will be disinfected with the HazMat team Biohazard Cleaning Process.
- After 48 hours, UP employees may perform normal cleaning and sanitization of frequently touched surfaces, such as tables, doorknobs, switches and locomotive armrests.

Q: Cleaning supplies are challenging to purchase nationwide – what is UP doing to acquire these essential items?

A: UP's Supply Department works hard every day to secure items like hand sanitizer, more of which is expected to arrive in early April and be strategically distributed systemwide. We've also acquired the ingredients to create our own hand sanitizer and will begin producing our first batch this week. Additionally, the Supply team worked with field employees to create a diluted bleach mixture that can be used to clean frequently used surfaces.

Q: Should my work unit be doing a bio-hazard deep cleaning of facilities and equipment?

A: UP has a cleaning process in place for facilities and equipment, including specialized cleaning procedures for COVID-19 exposures. Nevertheless, employees are encouraged to wipe down frequently used contact surfaces such as tabletops and locomotive armrests.

Q: Where can I locate cleaning supplies?

A: Hand sanitizers and surface wipes are available in applicable locations. Employees should see their supervisors regarding the availability of hand sanitizers and surface wipes. If sanitizer or disinfectant are unavailable employees may make their own or submit a safety hotline for supplies.