

COVID-19 Employee FAQs

THIS INFORMATION IS CURRENT AS OF MARCH 18, 2020. PLEASE CHECK BACK FOR UPDATES AS THEY BECOME AVAILABLE.

GENERAL EMPLOYEE FREQUENTLY ASKED QUESTIONS

Employees seeking additional information on this topic are encouraged to seek out reliable sources such as the World Health Organization (WHO) or the U.S. Centers for Disease Control and Prevention (U.S. CDC):

- [WHO: Novel Coronavirus 2019-nCoV](#)
 - [WHO: Short, Simplified Video Explaining the Coronavirus](#)
- [U.S. CDC: 2019 Novel Coronavirus](#)
- *Medical information contained in this document is based on information provided by the U.S. Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO).*

1. **What is 2019 novel coronavirus (now known as COVID-19)?**

2019-nCoV is a newly identified coronavirus believed to be responsible for a cluster of pneumonia cases first reported in Wuhan, China in December 2019.

Coronaviruses are a group of viruses that have a halo or crown-like (corona) appearance when viewed under a microscope. Coronaviruses are a large family of viruses that usually only cause mild illness such as the common cold but can cause more severe illness such as that seen in severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS).

2. **UPDATED What are the typical signs and symptoms of COVID-19 infection?**

The most common symptoms of COVID-19 are fever, cough and breathing difficulty. Additional symptoms that have been reported by persons with COVID-19 include diarrhea, body aches and pains, fatigue, and sore throat. These symptoms may also occur with other viral illnesses such as the common cold or flu, which makes it difficult to distinguish 2019-nCoV from other viral illnesses.

3. **UPDATED How long will it take for symptoms to appear if a person is exposed to COVID-19?**

Symptoms may appear in as little as 1 day or as long as 14 days after exposure.

4. **What should I do if I think I have been exposed to COVID-19 or experience symptoms at work?**

Employees who experience symptoms should remain at home or return to their home and call their healthcare provider or local public health authority for direction. Employees with symptoms should also separate themselves from others and notify their supervisor if they must work from home. Employees who test positive for COVID-19 should follow all direction and instructions from the local public health authority.

5. **Is there a treatment or vaccine for the illness?**

There is no specific treatment. Treatment consists of supportive care and managing symptoms. There is currently no COVID-19 vaccine.

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6. **UPDATED** How can I help protect myself from infection?

Measures to reduce risk of exposure include the following:

- Practice good hand hygiene by washing hands frequently with soap and water for at least 20 seconds. If soap and water are not available, alcohol-based hand sanitizer may be used.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid contact with sick individuals.
- Stay home if you are sick.
- Cover your mouth when coughing or sneezing.
- Avoid crowded places and large gatherings when possible. Avoid close contact and maintain distance from others when possible, especially in public places.
- Avoid handshaking and kissing when greeting others.
- Avoid contact with animal markets, as well as undercooked meat products.
- Clean and disinfect frequently touched objects and surfaces using an appropriate disinfectant that is effective against viruses as recommended by the WHO and U.S. CDC, U.S. Environmental Protection Agency (U.S. EPA) or other appropriate government body. Local Environmental Health and Safety personnel can help identify an appropriate cleaner.

7. **What is Caterpillar's current travel guidelines?**

Please click here for the most recent [travel advisory](#).

8. **If I've recently traveled to any of the [U.S. CDC Level 3 countries](#), what should I do?**

For those who have traveled to the [U.S. CDC Level 3 countries](#) (personally, or for business), you will be asked to work from home while in self-quarantine for 14 days upon your return and self-monitor for symptoms of illness. Notify your supervisor or HR representative before departure and upon return. If you develop symptoms, contact your healthcare provider or local public health authority for direction and note your recent travel history. Employees who have returned from [impacted countries in Europe](#) on or after March 2, 2020, should observe the 14-day quarantine period upon their return.

If your local government has issued more restrictive directives than the U.S. CDC, please comply with these guidelines and contact your supervisor or HR representative for more information.

9. **If I've traveled to any of the impacted areas recently, have completed a 14-day self-quarantine and don't have symptoms, may I return to work?**

Yes, but before returning to work, please contact your supervisor and/or HR representative for further instructions. Or, if you are working from home already, continue working from home.

10. **If I'm working from home, can I use social media to communicate with my team / co-workers?**

Caterpillar encourages the use of company approved applications, such as O365 to conduct business. Collaborative social media platforms should only be used to communicate non-confidential information and employees should follow enterprise procedures [1:39 – Collaborative and Social Media Guidelines](#) and [1:46 – Caterpillar Confidential Information](#). In some cases, approved facility social accounts may share non-confidential updates as it relates to facility closings.

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11. How should parts or other commercial products coming in from impacted areas be handled?

Leading public health authorities such as the WHO and U.S. CDC have advised that the likelihood of COVID-19 being spread via commercial products is low and that it is safe to handle goods and packages, such as parts, originating from areas where COVID-19 has been reported.

12. NEW Is Caterpillar implementing a broad work-from-home directive?

Employees who work in office locations and whose work can be performed remotely should work from home beginning Thursday, March 19 through Tuesday, March 31, 2020. This decision applies globally, apart from our team in China, which has existing protocols in place. We will continue to assess the remote work option and will provide updates on returning as appropriate.

Supervisors will need to confirm that the work can be performed remotely using the criteria listed below:

- If the employee and supervisor determine that the employee is able to complete his or her work from home and has the proper equipment to do so, the employee should work from home beginning Thursday, March 19 through Tuesday, March 31, 2020.
- If the employee and supervisor determine that the employee is able to complete his or her work from home, but does not have the proper equipment to do so, the employee should make arrangements with their supervisor to secure the necessary tools as soon as possible and proceed to work from home.
- If an employee and supervisor determine that the work is a critical function that cannot be performed remotely, then the employee should continue to work in the office.

13. NEW Are we shutting down production facilities? What are we doing to limit exposure/address safety in the factory setting?

Our production areas will continue operations so that we can meet global customer's needs, while still adhering to local regulatory requirements. We are taking extra precautions to be sure that all work areas are properly and frequently cleaned and disinfected, consistent with guidance from the U.S. Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), local health authorities and any specific regulatory requirements.

14. NEW How are we handling employee meetings, other meetings and large-scale events?

Employees should conduct meetings virtually. Vice president approval is required for in-person meetings of 10 or more employees or any other business critical meetings with external parties (i.e. suppliers, customers, etc.).

Caterpillar's participation in large-scale events will be suspended unless a virtual alternative is available. Caterpillar will also forego large customer and dealer events at its global Demonstration and Learning Centers and will temporarily close the Caterpillar Visitors Center in Peoria.

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15. **UPDATED** Where can I find more information on working remotely?

Instructions, resources and security considerations for working remote are available at gis.cat.com/workingremote. Leaders should encourage employees to review each section to ensure a successful remote working experience.

As a reminder, Office 365 tools like Outlook, Teams and SharePoint can be accessed with just a simple Internet connection. Many employees can work remotely without connecting to a Virtual Private Network (VPN).

For additional IT support, chat with a live agent in Microsoft Teams by typing **chat@itatworkchat.com** in the search bar, or visit ITatWork.cat.com for many self-service features or contact your local [IT Service Center](#).

Employees can also call the Enterprise Service Center line (U.S.): +1-309-494-4357 OR +1-866-685-4357; (Brazil) +55-19-2106-2206; (EAME): +44-28-2826-5222; (Asia-Pacific): +65-68-28-7435

16. **NEW** If I am working on a confidential project can I take my work home with me?

Talk to your leader about expectations to manage work that may require you to access and use company confidential information. Review and follow the guidance of [Enterprise Procedures](#) regarding use and access of [confidential information](#), technical information and information security when working in the office or remotely. Hard copy documents and other physical records containing confidential information, including any customer information or other non-public information, should not be removed from the company's premises without specific authorization. Work requiring regular and routine access to such materials should generally not be done remotely.

17. **NEW** Where can I find tips for staying productive while working from home?

If you're not used to working at home, it can take some getting used to new challenges that you might not have at the office. Below are a few tips to help you adjust to working from home during the COVID-19 pandemic:

- Establish a dedicated workspace if possible. Ideally, this should be a separate room where you can close the door to be more focused.
- Maintain normal work hours
- Limit distractions
- Stay healthy

Additional resources for working remotely are also available on CLMS. Please search the following course names or IDs in CLMS.

Trainings for All Employees:

- Preparing to Successfully Work from Home (104309)
- Being Productive While Working from Home (104308)
- Lead Meetings Remotely (105210)
- Office 365 Teams (104700)
- Office 365 OneDrive (102609)
- Office 365 Core Applications (102649)

Trainings for Leaders:

Building Trust in a Virtual Environment (101938)

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18. NEW What support is available for employees and families who are experiencing stress or personal challenges during this time?

Caterpillar's Global Employee Assistance Program (EAP) is available to all regular full-time and part-time employees and their immediate family members to provide support for a wide range of personal and emotional concerns. In addition, in many locations around the world, EAP and work-life services can provide assessments and referrals to local childcare resources, to the extent local resources can support the demand. Services beyond the referral will be at employees' expense.

All EAP services are confidential and free of charge. Caterpillar's EAP can be reached 24/7 by calling 1-866-228-0565 or 1-309-820-3604. Global access numbers by country can be found at CaterpillarEAP.com. For more information visit EAP.cat.com.

19. What if I have a question not addressed here?

If you have further questions, please contact your supervisor or local HR representative, who can escalate issues and questions to your business unit human resources representative.