



Communications Worker of America, Local 1102
3950 Amboy Road
Staten Island, NY, 10308

President -Steve Lawton
Vice President- Sam Cocozza
Secretary Treasurer-Damian D'Albero

MEMORANDUM

3/4/20

**TO: Krista Abbruzzese, Sr. Human Resources Generalist
Conduent Inc.**

**FROM: Steve Lawton , President
CWA LOCAL # 1102**

RE: PANDEMIC PROTOCOLS FOR CWA REPRESENTED EMPLOYEES

CWA is concerned with the health and safety of the membership we represent. Our goal is to make sure we are providing our membership, your employees, the most comprehensive safety and prevention measures in an environment that encourages our membership to engage in open and free communication without fear of reprisal or negative impacts on pay or continued employment.

In an effort to ensure that CWA is aware of the Company's protocols in place to protect and prevent spread of the Coronavirus, the Union needs to get answers and have discussion around the questions listed below.

1. What are the employer's protocols in place?
2. Are the safety teams trained on the protocols?
3. What specific safety measures are in place to prevent infection while at work?
4. Is there a contact tracing process in place?
5. Is there a symptom or exposure reporting protocol or process?
6. Do you have a business/work contingency plan in case of a required shutdown?
7. What safeguards are in place to protect customers facing employees? (Walk in Center)
8. How will payment of employees be handled in case of shutdown?
9. How will payment of employees be handled in case of employees with positive tests? Confirmed exposure? Quarantined?
10. How will attendance absences/occurrences be handled as a result of any of the incidents in #8 and #9 above?
11. How will the above information be communicated to the Union leadership?
12. How will the above information be communicated to the employees?

The Union remains available to discuss further issues or concerns that arise in the future regarding protocols or processes as events change. Thank you for your cooperation and prompt attention in advance.

Dear member

Coronavirus is a national crisis that has called into question the workplace safety and health practices for all Conduent personnel at 1150 South Avenue. The current working conditions at E-Zpass pose a threat to our members, the tenants of the building, and the whole NYC area. Every day, hundreds of people from the tri-state area and beyond enter the facility through both the front and the rear entrances. We are concerned about the elderly and others who pass through the building, especially our Veterans who enter and share elevators with us.

Governor Cuomo, Mayor Di Blasio, and Federal officials have asked the public to keep safe distances and to avoid if possible, any public places where large amounts of people gather, including public transportation. They also recommend self quarantine if you are sick. The Chairman of the Port Authority is currently being quarantined after testing positive for the virus. Conduent's main clients are the state authorities and the NY public. Shouldn't they be in line with the state and city government?

The World Health Organization has reported that Coronavirus has an incubation period of 1-14 days, with 5.5 days on average. After infection, it is possible to be quarantined for well over four weeks. Currently, we only get ten days of sick pay. The company needs to open unlimited paid leave for anyone who tests positive or has a family member that tested positive for the Coronavirus, as this is the only way we can ensure we do not spread the virus. This leave should include time for parents of children dealing with school closures, elderly care, and other quarantine measures.

By law the Company is obligated to maintain a clean, healthy and sanitized work environment and to provide us with the supplies we need to keep our personal workspace safe.

We believe these precautions are the only acceptable way we can protect ourselves and the general public.

We need your participation!

1. Update your contact information using the following form.
<https://forms.gle/4mTpzon1u86WcTSx6>
2. If you are feeling sick create an incident report with your supervisor and ask for the incident report #. Update our database by entering the incident # here.
<https://forms.gle/4mTpzon1u86WcTSx6>
3. If you are traveling please inform management and report the Company's response here
<https://forms.gle/4mTpzon1u86WcTSx6>
4. Be ready to stand together in support of the safe and healthy workplace we deserve!