



To: All U.S.-based associates
From: Donna Morris, Chief People Officer
Date: Nov. 20, 2020
RE: **Return to office update**

Since our last update, COVID-19 cases have unfortunately continued to rise across the U.S., including where we have the majority of our campus office associates in Arkansas, California, New Jersey and New York. While there is positive news on potentially successful vaccines, health experts suggest broad access will likely take a number of months.

As a result, we will continue working in a primarily remote manner until July 5, 2021. We expect to begin phasing larger numbers of associates back into our offices after this date. If circumstances change and we can transition to having more associates working from the office prior to that date, we will certainly be flexible given personal needs, etc. We will continue to provide periodic updates in the meantime, but please let us know if you have questions at any time. Global Tech associates, watch [Tech>FWD](#) for updates as you transition to working virtually on a permanent basis.

Our longer term view is that we still believe in the importance of working together in campus offices for the majority of the organization as our primary way of working. It's important culturally, and it aids in collaboration, innovation and speed. We also believe that we have the opportunity to increase flexibility into our work days. There will be roles, especially in technology as we've previously announced, that will continue to work primarily in a remote way. The majority of us will return to working primarily with our teams in an office environment when it is safe to do so. For those in Northwest Arkansas, we also look forward to the continued construction progress of our new Home Office.

Accessing offices

As a reminder, some of our office spaces are available to use, as needed. If you choose to work in any office, you will need to complete a [health screening](#) prior to entering. In Northwest Arkansas, you also need to [reserve a time slot](#). Masks will be required unless you are working alone in an enclosed space, such as a conference room. Please continue following [6-20-100 guidance](#) and [CDC guidelines and local mandates](#). New badging tools will help ensure adherence to safety measures.

Approval required to work from a new location

In this interim period of time, if you are looking to work from other locations within the United States on a short, temporary basis as a result of this extension, you will need to get approval from your manager. You should be aware there may be pay, benefit and tax implications in doing so. **Once we return to campus offices, any requests to relocate on a regular basis will require additional approval.** Managers, [click here](#) for remote location guidelines.

COVID-19 self-reporting protocols for office associates

Beginning Monday, Nov. 23, we ask all corporate office associates who test positive for COVID-19 to report their case through the confidential [COVID-19 Corporate Campus](#)

[Reporting Tool](#) within 24 hours of notification. You may also contact your direct supervisor or your People Partner about your positive test, if you choose. Associates who are exposed but do not receive a positive test do not need to report it in the COVID-19 reporting tool. Please refer to the [FAQs](#) for additional questions. *Note: This process does not apply to field-based associates, such as those in stores, clubs and supply chain facilities.*

Staying healthy and well this holiday season

Given the busy time of year and changing seasons, it is important to ensure you are looking after your well-being. Here are a few resources, ideas and suggestions:

- Dr. Tom Van Gilder, our Chief Medical Officer, and I recently discussed helpful tips on remaining healthy, how to approach this busy holiday season and more. Check it out [here](#).
- [Here are some “remote style” celebration tips](#), and please share your ideas and celebrations on our [Remote Working Community](#) page on Workplace.
- Please continue to use resources available to you, such as [Resources for Living](#), and schedule Paid Time Off (PTO) to recharge.

As we enter the holiday season, I want to say thank you. Collectively, teams across the organization have been focused on supporting our associates, customers and members, while [driving remarkable results](#) with new ways of working during this pandemic.

Happy Thanksgiving to all of you, your family and friends.

