

ADAAA: Employee Process Instructions

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ADAAA: Employee Process Instructions

These guidelines apply to all U.S. employees of Conduent Business Services, LLC (Conduent) and its subsidiaries (the “Company”). Any reference hereafter to the Company is a reference to Conduent and its subsidiaries.

Review these instructions thoroughly and read the ADAAA policy on ConduentConnect.

Conduent will make reasonable accommodation for known physical and mental limitations of qualified applicants, employees and contractors, consistent with Federal and State laws, such as the Americans with Disabilities Act (ADA), and the Americans with Disabilities Act Amendment Act (ADAAA). This commitment is evident in our application and hiring practices, and our performance management practices.

Conduent will work with the employee and, where necessary, the employee’s healthcare provider(s) to try to identify a reasonable and effective accommodation.

INITIATING AN ADAAA CLAIM

Management must initiate all ADAAA claims on behalf of employees by submitting the ADAAA Referral form to the ADAAA Team.

If you are a qualified employee with a disability who needs an accommodation to perform the essential functions of your job, you must notify your manager. You do not have to explain your disability or provide any details about your medical condition to management but you must inform them of the difficulty you are having and how an accommodation will assist you in performing your job.

Workplace Accommodation Requests

Once you notify management of your need for an accommodation, they will open an ADAAA claim for you by submitting Conduent’s ADAAA Interactive Process Referral Form to Conduent’s internal Accommodations Team. In preparation for this, you must:

- Tell your supervisor the job function you are having difficulty performing or the program, facility or equipment you are having difficulty using or accessing
- Describe the accommodation you are requesting
- Describe how the accommodation you are requesting will assist you
- Provide your supervisor with relevant documentation from your medical provider that does not disclose your medical condition (optional)
- Give your supervisor your home email address
- Confirm in ESS that your home email and physical addresses are accurate

The ADAAA team will review the accommodation request from your manager. If your accommodation request is for time off and you meet FMLA eligibility criteria, your manager will refer you to MetLife to open a time-off claim under the FMLA.

If an ADAAA case is created, you will receive an email containing a packet to take to your healthcare provider for completion. Your supervisor will be notified when your packet was emailed, including the email address to which it was sent and the date the completed packet is due. He or she will alert you when they receive this information from the ADAAA team. If you do not receive your packet within 24 hours of this alert, you are required to email your supervisor.

DUE DATES, COMPLETED PACKETS & THE INTERACTIVE PROCESS

When you receive ADA's email and packet, read everything thoroughly. The email will provide the deadline by which the completed packet must be received from your healthcare provider by the ADA Accommodation Team. Before taking the packet to your provider, you must complete the employee portion of the packet, especially the "Authorization to Release Health Care Information Form." Signing this form allows your medical provider to release information about your disabling condition to the ADA Accommodations Team and, if necessary, will allow the Accommodations Team to discuss your condition and accommodation needs with your provider.

Your Responsibilities

Your completed ADA Provider Packet must be received by the Accommodations Team by the deadline communicated to you. You need to ensure your healthcare provider returns the completed packet directly to the Accommodations Team by the deadline provided. It is important that the packet information remain strictly between your medical provider and the ADA team. They should never return a completed packet to you or your supervisor or to any other Conduent employee. The Accommodation Team's email address (HRADA@Conduent.com) and fax number (214-887-7675) are included in the packet.

If the Accommodations Team does not receive a packet by the established deadline, your ADA case will be closed for no response. The ADA team will notify your manager via email when a case is closed due to no response.

If the Accommodations Team receives an incomplete packet, you will be notified and will be provided a final opportunity to supply the missing information. If the Accommodations Team does not receive all necessary information required to evaluate your accommodation request by the deadline, your ADA case will be closed. The ADA team will notify your manager via email when a case is closed for failure to provide necessary information.

Any preliminary accommodations granted by management may be revised based on the input received from your medical provider, including revoking accommodations not substantiated by a completed provider packet.

The Interactive Process

When the ADA Accommodations Team receives your completed packet, they will notify you and your manager that it was received and that it is in queue for review. An assigned case manager will evaluate the completed provider packet to determine whether you have a qualified disability under the ADA and if so, will continue the interactive process. They will review the recommendations made by your healthcare provider and, if necessary, will contact you, the provider, and/or the management team to obtain additional information needed to allow them to make an informed decision with regard to the requested accommodation.

As part of the interactive process, the ADA team will work to provide a reasonable accommodation that would enable you to perform the essential functions of your job. Once a reasonable accommodation has been determined, the ADA team will send an email to you and your manager confirming the approved accommodation(s).

In some cases, the Accommodations Team may not be able to accommodate your request as specified by your healthcare provider if it is unreasonable, unduly burdensome or imposes a safety hazard. The Accommodations Team will, however, work with you and/or your healthcare provider to determine whether a reasonable accommodation can be provided as defined under the ADA. The final accommodation provided by the Company may not be the accommodation you requested.

The Company may be unable to provide an accommodation if you do not participate in the interactive process or do not return your ADA paperwork as requested. An employee who refuses a reasonable accommodation provided by the Company will be held to generally applicable performance and attendance standards.

INTERMITTENT OR CONTINUOUS LEAVE

If a reasonable accommodation of intermittent leave will be provided, e.g., to handle treatments or flare-ups, it

is important to follow your site's procedures for calling in absences, etc. Except in unusual circumstances, you are expected to follow the site's usual and customary call-in procedures to report unscheduled, unplanned absences. Review the site's requirements with your supervisor or manager.

You may elect to use accrued paid time off (accrued but not used PTO, sick, vacation, or floating holiday time) for approved leaves under the ADAAA. Before you begin your continuous LOA, provide your manager a written statement with your anticipated "return to work" date and whether you wish to debit your accrued sick, vacation, floating holiday and/or PTO bank to cover any of your time off. This will allow your manager to submit your accrued time off with pay hours to payroll each pay period to ensure you are paid accurately and on time.

If you are on continuous LOA or a reduced work schedule, and elected STD benefits as part of your benefits coverage (contact MetLife) or are in a state that provides Temporary State Disability benefits (see instructions on ConduentConnect related to filing state disability claims), you may be eligible to receive Short-Term Disability (STD) payments. You may use accrued PTO/vacation/sick time during your STD waiting period AND to supplement your STD pay, once payments begin, until your accrued time off with pay is exhausted. You are expected to inform your manager in writing of STD benefits you will receive, if any, and when you expect to begin receiving them.

Employees are not entitled to receive more than 100% of their normal bi-weekly gross pay while on an approved LOA. If you should receive more than 100% of your bi-weekly gross pay, you must notify your manager and Payroll (Workplace Solutions Center; Option 1) so the error can be corrected. Where permitted by law the Company reserves the right to make deductions from an employee's future pay to recover overpayments.

Note: *Neither the submission of a claim nor the granting of benefits for Short Term Disability (STD) benefits, Long Term Disability (LTD) benefits, State Disability, or Workers Compensation provides job protection. You must follow the ADAAA process—including providing timely responses to requests for information—to ensure absences related to your disabling condition are pre-approved. Failure to do so may result in time off being denied protection as well as disciplinary action up to and including termination under the terms of the Company's Attendance Policy.*

Scheduled and Planned Intermittent Leave

You are required to coordinate your leave schedule with management **in advance** for all **planned** intermittent leave (doctor appointments, therapy, treatments, etc.) unless it is not medically possible to do so. You must make a reasonable effort to schedule intermittent leave or a reduced schedule so as not to disrupt business operations.

An employee's failure to provide advanced notice when possible or coordinate scheduled intermittent absences may result in corrective action up to and including termination.

Unplanned/Unscheduled Intermittent Leave

Except in unusual circumstances, you are required to follow your site's usual and customary call-in procedures to report unplanned/unscheduled absences related to intermittent leave approved under the ADAAA. You are expected to indicate whether or not your absence is ADAAA-related at the time you call to report your unscheduled absence(s).

If you fail to follow usual and customary call-in procedures with no reasonable excuse, it may result in disciplinary action up to and including termination under the terms of the Company's Attendance Policy.

Tracking Intermittent Absences

You and your manager are required to track absences related to ADAAA via your site's customary workplace practices. An ADAAA tracking sheet is located on ConduentConnect for your use. ADAAA-related absences exceeding the number of approved absences may be handled as unexcused absences under the Corporate

Attendance Policy.

Continuous Leave of Absence

If it is determined that a reasonable accommodation of continuous leave will be provided, your manager will put you on “Leave of Absence” to reflect your medical LOA. After your continuous leave of absence is approved by the Accommodations Team you are not required to call in to report absences occurring as part of your continuous leave.

Note: Your manager may complete a transaction in GEMS placing you on a continuous Leave of Absence (LOA). This does not mean that your request for an LOA has been approved. A notification from ADAAA will be sent to you if and when an LOA is provided.

Before you begin your continuous LOA, provide your manager with a written statement with your anticipated “return to work” date and whether you wish to debit your accrued sick, vacation, floating holiday and/or PTO bank to cover any of your time off. This will allow your manager to submit your accrued time off with pay hours to payroll each pay period to ensure you are paid accurately and on time

SHORT-TERM OR TEMPORARY STATE DISABILITY BENEFITS

Employees on continuous LOA or a reduced work week schedule as a result of a disabling condition may be eligible for company-purchased short-term disability (STD) or temporary state disability benefits. If you elected STD as part of your healthcare coverage through the Company, contact MetLife to initiate your STD claim. If you live in a state that provides “Temporary State Disability” benefits, review the instructions located on ConduentConnect for the procedure to file a temporary state disability claim in your state. States providing temporary disability benefits are listed below.

Note: *Neither the submission nor the grant of a claim for Short Term Disability (STD) or Long Term Disability (LTD) benefits provides job protection. You must follow the ADAAA process—including providing timely responses to requests for information—to ensure absences related to your disabling condition are pre-approved. Failure to do so may result in time off being denied protection as well as disciplinary action up to and including termination under the terms of the Company’s Attendance Policy.*

Employees must file their own claims directly with the state.

- a. **NY and HI:** MetLife administers the plans for these states. Employees must call MetLife to initiate a claim.
- b. **CA** (http://www.edd.ca.gov/Disability/DI_How_to_File_a_Claim.htm)
- c. **NJ** (http://lwd.state.nj.us/labor/tdi/worker/state/sp_clt_menu.html) and click on “How to Apply.”
- d. **RI** (www.dlt.ri.gov/tdi/ or call 401-462-8420) Employees select “Benefits/Temporary disability Insurance/File a TDI Claim.”

SUBMITTING PAY DURING CONTINUOUS LOA

If you elect to use accrued but not used PTO, sick, vacation, or floating holidays during your continuous LOA, your manager must submit pay information to Payroll each pay period for you. Your manager may contact you for information regarding the use of your accrued but not used time off with pay each pay period if you did not make them aware of how to apply it prior to beginning of your leave.

Follow the Time Off with Pay Policy for guidance on the use of vacation, sick, floating holiday or PTO time.

STATUS CHANGES DURING LEAVE

You are expected to keep your manager (and MetLife or the State if you are receiving STD payments) apprised if you have reason to believe the length of your leave may need to change while on LOA, and immediately advise them of any changes that may require an additional accommodation, for example, an extension of your leave. You should contact your manager and MetLife *immediately* if your situation changes and work with your MetLife case manager to provide updated Healthcare Provider Certification necessary to extend STD or to begin the long-term disability (LTD) process.

If your healthcare provider recommends more time off than initially approved, the ADAAA Team will require updated information from your healthcare provider so that they can determine if you are eligible for additional leave as an accommodation.

It is best to communicate with your ADAAA Case Manager several weeks prior to your anticipated return to a regular work schedule to discuss this and/or any additional accommodations you may need upon your return to a regular work schedule.

RETURNING FROM A CONTINUOUS LEAVE OF ABSENCE

Obtain Return-To-Work Release

You must notify your manager (and MetLife or the State if you have an approved STD or LTD claim) at least three business days in advance of your return from continuous LOA or to a regular work schedule. Ask your manager if your organization requires more advanced notice to reinstate computer and building accesses.

You are required to provide a return-to-work release on the date you return or prior to your return to a regular work schedule or from an intermittent or continuous leave. To maintain employees' privacy, a generic "LOA Return to Work Release Form" (RTW form) is located on ConduentConnect for your use. The RTW release should indicate that you are able to return to a regular work schedule and list any restrictions, limitations or requested accommodations as well as the duration for identified limitations, restrictions or accommodations.

If restrictions are listed in your RTW release, your manager will submit a copy of it to the Accommodations Team. Based on the RTW release, the Accommodations Team may engage you, your manager and/or your healthcare provider in the interactive process.

Request for Extension of LOA

Approximately two weeks prior to the end of your approved leave of absence, the Accommodations Team will send a letter to your home address on record. If you do not expect to be able to return to work on the next regular workday after your leave end date, you may request a continuation of your leave of absence. To do so you must inform Conduent's ADAAA department of your intent as soon as you believe you will need additional leave but no later than the initial scheduled return to work date.

To support your leave request the ADAAA department must receive a physician statement no later than 5 calendar days after your initial return to work date. The statement must be sent via fax to 214-887-7675 or via email to HRADAAA@conduent.com. The physician statement must provide the following information.

- Your proposed return to work date
- The reason for additional leave
- Why the initial estimate of a return date was inaccurate
- How the additional time will allow you to return to work on new date proposed, and
- Any recommended workplace accommodations that would allow you to return as of the date of the physician statement or earlier

This information will allow the Conduent ADAAA department to fully evaluate your request for a leave of absence extension. Please ensure that this statement is received no later than 5 calendar days after your initial return to work date.

If, by the deadlines above, you fail to provide notification of a request to delay your return to work date, or we do not receive the physician statement, we will consider that you are no longer interested in working with Conduent and your employment will be terminated.

LIMITED NATURE OF THIS DOCUMENT

This document should not be construed to confer any express or implied contractual relationship or rights to any employee not expressly provided for by ADAAA. State or local leave laws may also apply and may grant additional rights.

Laws and regulations, and the interpretation of laws and regulations can change and often do. To the extent that anything contained in this document is prohibited by law, it is the Company's intention that applicable law shall control. The Company reserves the right to revise, rescind, deviate from or supplement the information in this document whenever the Company deems such changes appropriate, with or without notice.