

# Continuous Leave Requests

FOR ASSOCIATES IN WORKDAY



## Best Practices

### 1. PTCs and MMAs, delegate access

PTCs and MMAs will need to request/be given delegate access to viaOne express from their club manager or people partner. This will allow them to view all their associates on leave and help address any scheduling concerns.

### 2. Auto-forwarding rule

Club Managers and People Partners should set up an auto-forwarding rule for Sedgwick notifications and reports to go to their PTCs and MMAs. Sedgwick only sends notifications and reports to managers with direct reports.

### 3. Create a folder for Sedgwick

Additional managers will now be receiving emails from Sedgwick that they weren't getting before. To help keep your inbox clear, set up a rule in Outlook to have Sedgwick emails go into a Sedgwick folder.

## Process Changes

### Activation/Inactivation

Sedgwick is now responsible for activating and inactivating all associates in Workday, which means HR will no longer have that access. HR can't activate/inactivate associates. Sedgwick will send a file to process the activation/inactivation once a decision on the claim has been made and the first day absence has occurred. Until then, associates will continue to show as active in the system. HR will need to remove the associate from the schedule once Sedgwick tells them that the associate has filed for leave.

Sedgwick will reach out to the associate 8 days before the estimated return to work date. It's critical that the associate confirms their return to work before their return date so that they'll have access to the systems they need to do their job and avoid a pay issue.

If an associate isn't working and hasn't submitted a leave request within three days of the initial leave, please send them the Leave Request Letter. You'll find it in the Leave of Absence Toolkit > Management & HR Representative Section > Requesting Leave. If the associate isn't working and hasn't submitted a leave within five days of sending the Leave Request Letter, please contact Legal to discuss termination. In the meantime, if you know the associate is out on leave, you can call Sedgwick to initiate the leave for the associate.



## Support the Associate While on Leave of Absence

Here are some resources to help the associate while on leave:

- **Leave Status Report:**
  - You'll receive an email report each Wednesday from Sedgwick
  - Includes all associates who have submitted a leave to Sedgwick, the status, type, and leave dates, as well as other useful information
- **Status of leave:** Check viaOne® express to review the status of the leave
- **Other leave-related questions:** If you have questions or concerns not answered by viaOne, contact Sedgwick at [800-492-5678](tel:800-492-5678), Option 7 (for Supervisors or HR only)
- **Questions about pay:** If an associate doesn't feel their pay is correct, please contact Sedgwick. If the associate still doesn't feel their pay is correct after speaking with Sedgwick, please contact [LOAQOD@wal-mart.com](mailto:LOAQOD@wal-mart.com) or use the appropriate web form.

## Associates Returning to Work from a Leave of Absence

### Before an associate's return to work (RTW)

The associate should contact the facility once they know their return to work date. The associate may be returning with or without restrictions.

### When an associate returns from FMLA Leave or Job Protected Leave

- We'll reinstate the associate to their former position or to a position providing the associate with the same rate of pay, status, employment benefits, and other terms and conditions the associate had before they took FMLA Leave or Job Protected Leave.
- If associate can't perform the essential functions of their former job or an equivalent one and isn't eligible for a reasonable accommodation, we may offer them an open position for which they're qualified and which they can perform, or they may request a transfer to another open position.

### If associate returns to work after having used all of their available FMLA or Job Protected Leave

- The associate isn't guaranteed any position, including their previous position. Make reasonable efforts to help them apply for an open position they're qualified to perform, based on your facility's business needs at the time of the associate's return.
- The associate's hours scheduled and pay rate will be appropriate to the position offered.
- For more information please see the FMLA Leave of Absence Policy.

For business-critical reasons, if you bring an associate back to a different schedule, you'll need to make sure they're paid appropriately for the scheduled time worked after the leave ended. Please email [LOAQOD@wal-mart.com](mailto:LOAQOD@wal-mart.com) or fill out the appropriate web form with the associate's name, WIN, work schedule they should have returned to, and the work schedule they actually returned to. You'll be contacted on how to correct the associate's pay. If you returned the associate on the correct schedule, but the associate doesn't feel their pay is correct, please email [LOAQOD@wal-mart.com](mailto:LOAQOD@wal-mart.com) or complete the appropriate web form.

**IMPORTANT:** Please remind the associate to report their return to work to Sedgwick.

This step is necessary for all leaves to resume the associate's regular wages. Also, this is necessary to resume their pay, but also to ensure they have the correct access.

Sedgwick will reach out to the associate, typically within 8 days of the associate's scheduled return to work. The associate's return to work could be reported then, on the associate's medical release, by contacting Sedgwick, or by entering their return to work in viaOne® express. If the associate doesn't report their return to work to Sedgwick and has incorrect pay as a result, tell the associate to contact Sedgwick at [800-492-5678](tel:800-492-5678).



## Approvals and Denials

Here are more details on how to handle leave approvals and denials.

### Leave Approval

A leave of absence is classified as either discretionary or non-discretionary depending on the type of leave and eligibility.

#### **Non-Discretionary Leave of Absence Approval**

Sedgwick will approve non-discretionary leave of absence requests when they receive the correct documentation from the associate, and will send you a notice upon approval.

#### **Discretionary Leave of Absence Approval**

Managers will be required to review and decide on the discretionary leave of absence requests. If you get a notice asking for approval of personal discretionary leave, respond to Sedgwick within two business days.

Discretionary leave can be approved by the manager for family care, parental needs, bereavement, transfer, education, or other compelling reasons. Sedgwick will first determine whether the associate is eligible for the leave, and email you for an approval decision. If you need more clarification about the need for the leave of absence, please talk to the associate.

Discretionary Leave of Absence requests can be approved or denied by the manager based on a number of factors, including:

- The needs of the business
- The associate's overall job performance
- The reason for the leave
- The amount of leave already taken by the associate

Failure to respond to the discretionary leave approval notification from Sedgwick will result in an auto-approval if the leave request is for a current time frame. If the leave request is for a future dated time frame, the discretionary leave will be denied and the associate will need to resubmit the leave request.

### Leave Denial

If an associate's leave is denied, please take the following steps:

1. Adjust PTO balance, if necessary by:
  - Adding back any PTO deducted from the associate's PTO balance for the waiting period, and deduct PTO reported for unpaid time—as noted on the Closure Notification from Sedgwick.
  - In viaOne® express you can see the PTO requested by the associate by selecting the related link and work schedule once you're in the associate's claim.
2. If the associate's leave is denied and they've been overpaid, Sedgwick will initiate the recovery on your behalf. No action is needed.
3. As directed by Sedgwick, send the Leave Denial Letter and attempt to reach the associate by phone. Don't take any disciplinary action until all action items listed on the the email from Sedgwick have been completed. You must work with with next-level HR and legal counsel before considering termination for absences under the attendance policy. Please refer to the What You Need to Do under the Managing Denials Section of the Leave of Absence Toolkit.
4. See the "Return to Work" section for more information on action needed when a leave is denied.

### Open Door Access

If the associate's request for a leave of absence has been denied, the associate can use the Open Door processes. If the associate's leave decision was made by Sedgwick:

- The associate should first contact their specialist at Sedgwick and ask to review their leave decision.
- If they aren't satisfied with the outcome, they should ask Sedgwick to do a formal review of the decision by following the appeal/review process in the denial letter.
- If the concern remains, contact [LOAQOD@wal-mart.com](mailto:LOAQOD@wal-mart.com)
- If the associate's leave decision was made by their manager:
  - Follow the Open Door Step By Step Process

**If leave ends or is denied, the associate doesn't return to work, or doesn't contact Sedgwick when the leave ends:**

- Contact the associate by phone:
  - Ask when the associate will submit medical information, or when they plan to return to work if the leave was denied due to not submitting this information
  - Ask the associate if they are requesting an extension or disputing the decision
  - Confirm the associate's RTW date, or if they will be voluntarily terminating
  - Discuss any accommodation needs
  - Tell the associate their pay has been stopped and will resume once they return to work
- Send the associate the End of Leave Letter
- When an associate reports their RTW date to Sedgwick, but doesn't actually show, notify Sedgwick immediately. It will prompt Sedgwick to remove the RTW date that has been sent to Walmart. Then, if they still haven't reported their RTW after 8 days from the end of leave, Sedgwick will place the associate on an "unapproved absence" status. Next, you will need to work with legal counsel before taking any termination action.

Please refer to What You Need to Do under the Managing Denials Section of the Leave of Absence Toolkit.



**REMINDER**

City or state paid sick leave or other mandated benefits may be available to associates in your area. For more details, please go to [WalmartOne.com/LOA](https://WalmartOne.com/LOA).



**How Hourly Associates Short-Term Disability Benefits Work**

Benefits start after a waiting period of seven calendar days from the date of associate's approved disability. During this waiting period, the associate can use any earned and unused PTO hours to cover 100% of their income. If the associate doesn't have enough PTO, they can take the time as unpaid.

Once the associate's short-term disability claim is approved, the basic benefit provides up to 50% of their weekly salary (\$200 weekly maximum) after the waiting period for up to 25 weeks, as long as the associate continues to have a disabling condition as defined by the plan. If the associate has enrolled in enhanced short-term disability coverage, then the short-term benefit pays up to 60% of the associate's weekly wages without a weekly maximum limit.

Keep in mind, there's a one-year waiting period from the associate's hire date before short-term disability benefits are available. As soon as they're eligible, they're automatically enrolled in basic coverage.

**How Salaried Associates Short-Term Disability Benefits Work**

Benefits start after a waiting period of seven calendar days from the date of associate's approved disability. During this waiting period, the associate can use any earned and unused PTO days to cover 100% of their income. If the associate doesn't have enough PTO, they can take the time as unpaid.

Once the associate's short-term disability claim is approved, salaried associates will get 100% of their weekly salary for the first six weeks. If they remain disabled and eligible for benefits after the first six weeks of disability payments, the salaried short-term disability plan will pay 75% of their base pay for up to an additional 19 weeks.

Salaried associates are covered by the short-term disability plan as of their date of hire.



## Information & Resources

**Toolkit:** The Leave of Absence Toolkit for associates has information about the leave process, plus links to related tools and information on [WalmartOne.com/LOA](https://WalmartOne.com/LOA).

**Leave policies:** Policies for these programs are available under the Resources Guide on the WIRE.

**Other benefit resources:** Benefit resources for help when associates are away from work are available on [WalmartOne.com/RFL](https://WalmartOne.com/RFL)—including options such as Resources for Living® and the associate’s medical plan healthcare advisor.

**Sedgwick contact information:**

- Phone: [800-492-5678](tel:800-492-5678)
- Fax: [859-264-4372](tel:859-264-4372) or [859-280-3270](tel:859-280-3270)
- Email: [walmartforms@sedgwicksir.com](mailto:walmartforms@sedgwicksir.com)

**Accommodation Service Center (ASC):**

- Phone: [855-489-1600](tel:855-489-1600)