



## Return to Workplaces

## Frequently Asked Questions

The following FAQs are updated regularly as guidance evolves. Please check back often for updates.

*\*Updated 7/26/2021\**

For additional information, visit the [COVID-19 Resource Center: Updated Guidance and Information](#).

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# General Return to Workplaces

## What are the criteria for a facility to pilot or shift phases?

The Return to Workplaces Task Force, with guidance from OGC and our medical experts, evaluates individual facilities based on the analysis of state and local restrictions, the Centers for Disease Control and Prevention (CDC) community transmission criteria, and qualitative input, such as current national and local virus status, variant activity, and vaccine deployment.

## What are the differences between Phase 2 and Phase 3?

The most significant changes in our guidelines as we move from Phase 2 to Phase 3 include (1) expanded team meetings (up to 50% room capacity) with no approval needed, (2) access to client site (LCSP/LBP authorization required for professionals, previously BRL approval was necessary), (3) domestic travel for client-related activities is allowed as necessary without approval (approval still required for all international travel), (4) small and medium-sized local events only not to exceed 50 people, and (5) removal of health declaration forms unless required by state or local law (refer to [interactive map](#) for complete listing). The following captures additional changes along with what remains the same. For a detailed breakdown of what is allowed within each phase, including Phase 1 and Phase 2, please go to the [COVID-19 Resource Center](#) on DeloitteNet.

### *What's new in Phase 3?*

- Expanded meetings are permitted. Although there is no cap on the number of attendees, conference rooms capacity are capped at 50% occupancy allowing social distancing, as necessary. All meeting spaces must be reserved through your local One Team.
- Local events with up to 50 participants are permissible outdoors and/or third-party venues, subject to state and local mandates.
- Client site access is allowed, as needed, in coordination with your account teams and our clients. On-site client work by professionals now requires LCSP or LBP authorization, whereas in Phase 2 BRL approval was needed. PPMDs should reference our [client site safety checklist](#) for guidance prior to going or sending others to a client site. In some instances, we have observed that clients have vaccine requirements that we need to make known to professionals prior to arranging on-site work. Keep in mind that many of our clients are working through their own return to workplaces approaches and may not be ready to have us on-site at this time.
- Professional domestic travel no longer requires approval for **client-related** activities (*LCSP or LBP authorization for on-site client work by professionals required in advance*).
- International travel is limited and still requires approval for both PPMDs and professionals via Magnet ([mobile](#) or [web](#)). On the homepage, click "Submit request" under "On-site access and international travel requests" to move through the approval process, which will get routed through your Business Risk Leader.
- Non-client related travel, such as internal meetings, learning programs, or events (including in-person Executive Accelerator experiences), is generally not permitted through September 6.
- Health declaration forms will no longer be required, unless local laws or regulation dictate otherwise. Use the [interactive map of all US facilities](#) to confirm requirements in each facility you will access. Where required, health declarations can be completed in in Magnet ([mobile](#) or [web](#)) on the "Home" tab.

### *What stays the same through Phase 3?*

- Masking and social distancing are not required in Deloitte facilities for those who are fully vaccinated (two weeks after the second dose in a two-dose series or two weeks after a single-dose vaccine).\*
- Reservations are required for individual spaces and meetings in Deloitte facilities.

*\* Note: All the above is dependent upon state and local restrictions; if you are in a state or locality that mandates masks and/or social distancing or requires proof of vaccination to allow the removal of masks and/or social distancing, the facility and those in it must follow the state and local guidance. If the local guidance requires such proof and a professional is not comfortable providing it, that professional will be required to wear a mask and continue social distancing.*

## I am not comfortable going back to the office, traveling, or meeting in-person at this time. Am I required to do so when my facility moves to Phase 3?

Deloitte is virtual first until September 6, 2021, in the US and January 3, 2022, in USI. Until that time, Deloitte PPMDs and professionals are empowered to decide if they are comfortable with in-person interactions—regardless of whether in a Deloitte

facility, client location, or neutral site. You should make the decision that you are most comfortable with for yourself and your family. If you are invited to attend a meeting in-person, please let your team leader know that you would like to participate virtually. If you are asked to attend a social event in-person, you should feel comfortable declining. If you have any concerns, please reach out to your PPMD or Talent leader.

## What is the difference between Phase 3 and September 6?

Deloitte has made a commitment that we will not require any of our PPMDs or professionals to come into the office, go on-site to client facilities, or participate in any in-person events until September 6, 2021 (January 3, 2022, for USI). This will remain the case regardless of which phase an individual facility is in until that date. The plan for the US post-September 6, 2021, is to lift virtual first and start transitioning into our “new normal.”

Phase 3 is our next step in our four-phased approach to Return to Workplaces. In Phase 3, these activities are now permissible: (1) expanded team meetings (up to 50% room capacity) with no approval needed, (2) access to client site (LCSP/LBP authorization required for professionals), (3) domestic travel for client-related activities is allowed as necessary without approval (approval still required for all international travel), (4) small and medium-sized local events only not to exceed 50 people, and (5) removal of health declaration forms unless required by state or local law. A list of Phase 3 characteristics is included on the [COVID-19 Resource Center](#).

## What happens if trends worsen in a city where a Deloitte facility has already been moved to Phase 3?

The health, safety, and well-being of our PPMDs and professionals always comes first. While the decisions with respect to moving a facility to Phase 3 are made with careful consideration of sustained improvements, COVID-19 can be unpredictable. Should circumstances change that warrant a shift back to a prior phase, your Managing Partner will communicate this to all individuals assigned to that facility and all limitations and requirements will revert to the prior level.

## What should I do if I am concerned that people are not following the requirements and guidance?

When on-site, Deloitte expects all personnel, including contractors and guests, to follow Deloitte’s COVID-19 policies and guidance for whichever phase that facility is in. In addition, PPMDs and professionals have the choice to participate in-person at any meeting while we are virtual-first. If you feel that others are not following this guidance, you are empowered to say something if you are comfortable doing so, or report it as per our processes:

- If you are comfortable addressing the situation directly, politely remind the individual(s) of Deloitte’s guidance and requirements.
- If you are not comfortable addressing the situation directly, please report it to your project leader, manager/supervisor, Talent Business Advisor, Talent Relations, or the Deloitte Integrity Helpline at 1-866-850-1485.
- If you are not comfortable remaining in the workplace, you may leave and should alert your project leader or manager upon making the decision to do so.

# Deloitte facilities

## How can I find out what phase my facility – or any facility – is in?

The COVID-19 Resource Center includes an [interactive map of all US facilities](#) by state and city and indicates the current status of each facility. If you are assigned to a facility that changes phases, you will receive a message from your local Managing Partner. Once the COVID-19 surge in India lessens, we will add a separate list for USI – which remains virtual first until January 3, 2022. ([See below for additional information about Return to Workplaces for our USI colleagues.](#))

## Will I be able to enter a Deloitte facility if I am not vaccinated?

You will be able to enter a Deloitte facility if not vaccinated. However, our facilities will follow the CDC guidance for [fully vaccinated individuals](#): masks and social distancing will not be required for those who are fully vaccinated (defined as two weeks after the

second dose in a two-dose series or two weeks after a single-dose vaccine).<sup>\*</sup> If you are not fully vaccinated, we are asking that you wear your mask and social distance.

*<sup>\*</sup>Note: All the above is dependent upon state and local restrictions; if you are in a city or state that mandates masks and/or social distancing or requires proof of vaccination to allow removal of masks and/or social distancing, the facility and those in it must follow the local guidance. If the local guidance requires such proof and a professional is not comfortable providing it, that professional will be required to wear a mask and continue social distancing.*

## Will I be asked about my vaccination status to enter a Deloitte facility, and do I need to provide proof?

While we strongly encourage everyone to get and complete the vaccination process, we are not requiring anyone to get vaccinated in order to access our facilities unless otherwise required by state or local law or order. As a reminder, per CDC guidance those who are not vaccinated will be required to wear a mask and practice social distancing at Deloitte facilities, client sites (*if permitted*), and third-party venues.<sup>\*</sup> Please reach out to our [Talent Relations team](#) to discuss any medical or religious limitations you may have on your ability to return to on-site work post September 7. For other flexibility requests, please reach out to your Talent Business Advisor or Engagement Leadership.

*<sup>\*</sup>Note: All the above is dependent upon state and local restrictions; if you are in a city or state that mandates masks and/or social distancing or requires proof of vaccination to allow removal of masks and/or social distancing, the facility and those in it must follow the local guidance. If the local guidance requires such proof and a professional is not comfortable providing it, that professional will be required to wear a mask and continue social distancing.*

## What should I expect when I visit a Deloitte facility (i.e., coffee, water, bathrooms, common areas, etc.)?

Review this [Return to Deloitte Facilities FLIP guide](#) for general practices and information on everything you need to know about visiting a US Deloitte facility. A version for USI will be available soon.

## How far out can reservations be made for space in a Deloitte facility?

All seating in the facility, including specialty areas/facilities (Deloitte Digital/Heat/etc.), **require a reservation** through Magnet ([mobile](#) or [web](#)). An individual can have five non-concurrent workspace reservations per location. Reservations can be made up to 15 days in advance and individuals can snooze a reservation for 30 to 60 minutes.

## Are clients allowed in Deloitte facilities, and do we ask them about vaccination status to enter the facility?

Clients are allowed in Deloitte facilities and must be registered in Deloitte's visitor management system, [DGuest](#) prior to accessing a Deloitte facility for any reason (e.g., interview, meeting) to align with our safety protocols. We are not requiring that visitors or clients disclose their vaccination status to enter our facilities; however, Deloitte guidelines regarding masking and social distancing apply to all guests and clients in our facilities.

## Are there new procedures in the facility?

Review this [Return to Deloitte Facilities FLIP guide](#) for general practices and information on everything you need to know about visiting a Deloitte facility. For further questions or specific needs during your visit, contact your [local One Team](#).

## When do we expect to see our facilities in India move to the next phase?

We are carefully monitoring the situation in India and providing financial, medical, and well-being support to our professionals and their dependents as well as holding vaccination clinics. When it is safe to do so, we will refer to guidelines from India's central, state, and city governments; community transmission criteria; and qualitative input, such as current national and local virus status, variant activity, and vaccine deployment in making decisions about allowing a return to workplaces in USI. As a reminder, virtual first will remain in place until January 3, 2022, and MDs and professionals will not be required to come into facilities prior to such date.

# Client site work and interactions

## **Are there any requirements prior to going to a client site?**

Prior to going on-site, PPMDs should reference our [client site safety checklist](#), which outlines basic safety standards client sites should meet. For additional guidance, please contact your Business Risk Leader.

## **If our clients ask us about Deloitte's protocols, what should we tell them?**

*The following language is approved to share with clients. Further client inquiries are referred to OGC.*

With regard to travel policies and well-being guidance for our personnel, our actions are informed by the latest guidance from health experts including the U.S. Centers for Disease Control (CDC).

Domestic travel for Deloitte employees is permitted for client-related activities. International travel for all Deloitte employees continues to be limited until further notice and requires advance approval. Limited in-person meeting and events are permitted; however, all Deloitte professionals are encouraged to conduct meetings and events virtually if feasible. Further, Deloitte professionals are discouraged from attending in-person non-Deloitte conferences, programs and events at this time.

Deloitte has undertaken efforts to ascertain vaccination status of our professionals in the aggregate for purposes of workspace planning. Unless required by state or local orders, regulation or law, we are not tracking our professionals' vaccination status on an individual basis, and all of our professionals are required to follow applicable CDC guidance and applicable state/local orders based on their personal vaccination status.

## **What if my client has their people working in their offices and they want me to come in?**

If you have a situation where your PPMD and/or client believe it is important for you to be on-site and you are comfortable doing so, US professionals can request authorization from their LCSP or LBP.

As a reminder, if you are asked to work at any location other than your home, it is at your discretion based on your unique circumstances to decide if you are comfortable in doing so until September 6, 2021, in the US and until January 3, 2022, in USI.

## **If a client has indicated Deloitte team members may return to in-person work at their site if they are vaccinated, but our stance is to not collect this information, how should account/team leaders handle this situation?**

Our approach to client-requested vaccinations is similar to how we have handled client requests for flu vaccines or drug testing in the past. Our personnel may opt out, but it may mean they are unable to be staffed on the project if the client is requiring vaccination. Account leaders should obtain the "Consent Opt-out" template from their Business Risk Leader, which is to be completed by practitioners indicating their consent to client COVID-19 screening or prevention measures (including vaccination status), or their decline to participate. Completed templates are to be maintained at the engagement level. Additionally, if the client is tracking or keeping any of the information related to our professionals' vaccination status, we request that they agree to a confidentiality statement to protect personal information.

## **What is our policy if a client requires Deloitte professionals to install an entry or contact-tracing app on our Deloitte issued-devices?**

Engagement leaders should reach out to your Business Risk Leader for any client-requested COVID-screening measure (e.g., questionnaires, apps, vaccinations, testing, etc.), including any third-party health declarations and contact tracing applications.

# Meetings and Events

## Can I schedule a group meeting in a Deloitte facility, and where do I start?

Yes, **all meetings** (regardless of size) must be coordinated through One Team to reserve a space that safely accommodates professionals (dependent on availability). To submit a meeting request to One Team, within Magnet, Go to the Find a Space tab and select Meeting. Any external guests must be registered through [DGuest](#). All meetings are required to be held between 8 a.m. – 6 p.m. local time, and catering is limited. Although there is no cap on the number of attendees, conference rooms capacity is capped at 50% occupancy to allow for social distancing, as necessary.

As a reminder, if you are asked to work at any location other than your home, it is at your discretion based on your personal circumstances to decide if you are comfortable in doing so until September 6, 2021, in the US and until January 3, 2022, in USI.

## What is allowed at third-party venues?

For Phase 3, gatherings up to 50 people (inclusive of Deloitte employees and clients) at local only third-party or outdoor venues are permitted. Masks and social distancing are not required for people who are fully vaccinated, where permitted by state/local law and venue policies.

## Can I invite my client or another non-Deloitte individual into the office for a meeting or working session?

Yes, non-Deloitte individuals may be invited into Deloitte facilities. All guests must be registered in Deloitte's visitor management system, [DGuest](#), prior to accessing a Deloitte facility for any reason (e.g., interview, meeting). Once registered, DGuest automatically sends guests "know-before-you-go" details (via email), including directions to a Deloitte facility, parking and building access information, and what to expect while in the facility (e.g., mask requirements). As a reminder, all visitors must be accompanied by Deloitte personnel while in Deloitte facilities.

## Can I hold an in-person account team meeting?

In Phase 3, local in-person account team meetings are permitted in our facilities, without approval. Although there is no cap on the number of attendees, conference rooms capacity is capped at 50% occupancy to allow for social distancing, as necessary.

## Can I schedule an in-person Greenhouse Lab?

Executive Accelerator offerings (e.g., Labs, Executive Program events) will remain virtual until September 6, 2021.

## (US) Can I attend an in-person learning program before September 6, 2021?

Learning programs will remain virtual until September 6, 2021.

## (US) Can I use Deloitte tickets to attend events?

Yes, Deloitte tickets will be available through [Ticket Manager](#). While in Phase 3, the size of the group using the tickets should not exceed 50.

## I want to have a team event. By now everyone should be vaccinated. Do we have to wear masks?

As a reminder, Deloitte remains virtual first until September 6, 2021, in the US, and no one is required or expected to attend an event or meeting in-person. When possible, please include people virtually. Phase 3 guidance allows for small and medium-sized team events/meetings, providing they include 50 people or fewer when held at an outdoor or third-party venue. In a Deloitte facility, there is no cap on the number of attendees, but conference rooms capacity is capped at 50% occupancy to allow for social distancing, as necessary. Masking and social distancing is not required for those who are fully vaccinated. Finally, we can't assume everyone is fully vaccinated, or even has plans to become vaccinated, nor should we ask for vaccination status in an open forum. If scheduling an event, refer to [this document](#) for guidance on how to discuss vaccination status.

# Travel

## Can I book travel?

Between now and September 6, domestic travel is permissible for client-related activities and can be booked directly through Trips on DeloitteNet (LCSP or LBP authorization for on-site client work by professionals is required in advance, replacing the requirement for BRL authorization).

International travel for all PPMDs and professionals continues to be limited and always requires advance approval via Magnet ([mobile](#) or [web](#)). On the homepage, click “Submit request” under “On-site access and international travel requests” to move through the approval process, which will get routed through your Business Risk Leader.

Any other travel for in-person events, learning programs, or internal meetings is not permitted unless your business provides alternative guidance.

For USI PPMDs and professionals, travel is suspended. Any exceptions will require business/functional leadership and “[Ask Risk](#)” approval.

## If I have planned personal travel, do I need to get approval or cancel my travel plans?

We are not restricting personal travel, but we are encouraging our professionals to weigh the potential risks of travel and to consult a medical advisor before traveling (including the possibility that return travel may be impacted should the situation change) when determining whether to continue with existing travel plans. Please consult the [CDC site](#) for US travel guidance and the [MOHFW](#) for USI travel guidance as guidance continues to change.

Prior to visiting any Deloitte facility, client site, or otherwise interacting in person with Deloitte personnel or clients, professionals in the US returning from personal travel are required to follow CDC guidelines for [domestic travel](#) or [international travel](#), as applicable, as well as abide by applicable state and/or local travel orders upon return from such travel. All international travelers are required to be tested prior to returning, and there may be [additional requirements](#) depending upon the country from which you are returning.

Within the US, some states have quarantine regulations and other COVID-19 travel restrictions. Be sure to check [each state, county, and city](#) order if you are planning travel to another state.

## If I get sick while traveling for business, what steps should I take?

Please immediately notify [US Emergency Support](#), and they will reach out with appropriate next steps regarding contact tracing and self-quarantine protocols.

## I am a Deloitte PPMD or professional with temporary US work authorization (ex: H-1B, L-1, F-1). Am I restricted from?

All Deloitte PPMDs and professionals should review Deloitte-specific travel restrictions and government travel restrictions and advisories before deciding to depart the US, as there may be Deloitte-specific restrictions on certain work-related travel, as well as country-specific restrictions that may impact one’s ability to enter another country and/or return to the US. It is recommended that individuals in a temporary visa status have a valid US visa in their passports before traveling internationally due to the uncertainty regarding future US visa appointments and processing times.

If you travel internationally and require a new visa stamp because yours has expired, you will require a visa interview at a US Consulate, typically in your home country. Should the guidance with COVID-19 change and additional travel restrictions be placed on or within certain countries, you may be unable to obtain a US Consulate appointment, and therefore will be unable to return to the US until you are able to obtain a US visa stamp.



## I'm traveling internationally. Can I work from another country?

Personnel are strictly prohibited from engaging in International Telecommuting. This is true whether or not personnel have a role that is client-facing, performs work that is chargeable to a client, or is permitted to enter another country and work without a special visa. Engaging in International Telecommuting may have significant legal, tax, and compliance implications and is not supported by the US Firms. If you have any questions related to international telecommuting, please reach out to the [Ask Risk mailbox](#) for guidance.

## For international travel, with dates of travel subsequent to September 6, is approval required for PPMDs and professionals?

Yes, all international travel (client and non-client) requires approval for both PPMDs and professionals regardless of the date of expected travel, until further notice. To request approval, on the homepage of Magnet ([mobile](#) or [web](#)), click "Submit request" under "On-site access and international travel requests" to move through the approval process, which will get routed through your Business Risk Leader.

## COVID-19 vaccination (US)

### What does fully vaccinated mean?

In general, people are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine

If you don't meet these requirements, regardless of your age, you are NOT fully vaccinated. Keep taking all precautions until you are fully vaccinated. If you have previously been diagnosed as positive for COVID-19 or have the antibodies, you are not precluded from this requirement. Refer to the [CDC guidelines](#) for additional information.

### I am fully vaccinated and want to meet in person without a mask with a colleague. What am I allowed to ask?

In Phase 3, masking and social distancing is not required in common areas, meeting rooms, or enclosed offices in Deloitte facilities for those who are fully vaccinated (two weeks after the second dose in a two-dose series or two weeks after a single-dose vaccine).\* Consider [this guidance](#) when discussing vaccine status, masks, and participating in any in-person events.

*Reminder:* Those who wish to wear a mask should feel empowered to do so, and no one should feel pressured to remove their mask until they are ready.

*\*Note: All the above is dependent upon state and local restrictions; if you are in a city or state that mandates masks and/or social distancing or requires proof of vaccination to allow removal of masks and/or social distancing, the facility and those in it must follow the local guidance. If the local guidance requires such proof and a professional is not comfortable providing it, that professional will be required to wear a mask and continue social distancing.*

### If vaccinations are not required, then how will vaccinated and unvaccinated professionals interact?

In accordance with CDC guidance, those professionals who are fully vaccinated may remove their masks and not practice social distancing if permitted by state and local rules, laws, or orders-or venue guidelines (for third-party, non-client sites), as applicable. Those who are not fully vaccinated must continue to wear masks and practice social distancing while in the office or while otherwise interacting in person with Deloitte personnel, clients, or other third parties on behalf of Deloitte.

Above all, trust will be the basis of our success in this new environment as we move through our phased approach. It is important to adhere to applicable guidelines. If other Deloitte professionals are not masked, you should trust that they are vaccinated and in



compliance with firm expectations, and you should not inquire further. If you have any questions or concerns about whether someone is vaccinated, please direct those to the [Talent Risk and Relations mailbox](#).

## **(US) I'm not vaccinated, but I had COVID-19. Do I follow the CDC guidelines for vaccinated or unvaccinated?**

A negative COVID-19 test result or a blood test indicating the presence of COVID-19 antibodies is not a substitute for the vaccine, and *will not replace* our [US Firms' COVID-19 safety protocols](#) at a Deloitte facility or client site or for interacting with other Deloitte or client personnel. You will be treated as unvaccinated. The CDC recommends you should be vaccinated regardless of whether you already had COVID-19.

## **What if I have a medical reason and I cannot wear a mask?**

If you would like to request a medical accommodation, please contact the CoRe Contact Center at 1-800-Deloitte (+1 800 335 6488 for US-only toll free or 1800 2582 2222 for India-only toll free) or reach out to our [Talent Relations team](#) to begin the accommodation process. Talent Relations will then work with you through the interactive process.

## **What do I do if I become aware that a colleague or team member has been diagnosed with COVID-19?**

In order to protect the privacy of our professionals, we ask that you route all information through Talent Relations through the [US Emergency Support](#) who will share information on a need-to-know basis only. Protection of personal health information (PHI) is very important to us. You should not disclose another person's PHI other than in connection with your discussions with Talent Relations.

## **What steps will be taken if we learn about a confirmed case of the virus in our workplace?**

If we learn about a confirmed case, we will coordinate with local health authorities and perform all recommended steps, which can include notifying potentially impacted professionals and deep cleaning. If you had direct contact with the sick individual, you will be asked to self-quarantine for a specified period of time depending upon the circumstances.

The sick individual will undergo isolation until they meet the end-of-isolation criteria.

## **Is testing for COVID-19 covered under our medical plans?**

Yes, COVID-19 testing and testing-related visits are covered with no member cost share.

## **How will my vaccine status information be protected if collected?**

This information is personally identifiable information subject to our [Privacy Policy APR 910](#). Only those people with a business need to know will have access to this information.

## **Are COVID-19 vaccines covered under our medical plans?**

For US professionals, COVID-19 vaccines are covered with no member cost share. Guidance for USI professionals is provided [below](#).

# **Working virtually**

## **Will we be required to work in-person after September 6, 2021, in US and January 3, 2022, in USI?**

We are lifting our virtual-first work status in the US on September 7. Your actual date of return to the office or client site will be determined by your respective business leaders based on business and client needs. Please reach out to our [Talent Relations team](#) to discuss any medical or religious limitations you may have on your ability to return to on-site work post September 7. For other flexibility requests, please reach out to your Talent Business Advisor or Engagement Leadership. USI will remain virtual-first through January 3, 2022.

## What if I moved to a new location during COVID-19?

In our current virtual-first environment, we recognize that some of you moved or stayed in alternate locations. If you have moved to a new state or major metropolitan area and your preference is to not return to your former location, please ensure your permanent home address is current in DeloitteNet and initiate a conversation with your leaders about your office assignment and the possibility of transferring offices. Over the coming weeks, each business and enabling area will communicate specific office and transfer information along with next steps if applicable.

## USI specific

### Can I travel from my current office city?

All international business travel (other than repatriation flights) continues to be limited until further notice. We are not restricting personal travel, but you should weigh the potential risks of personal travel. See also, the FAQ on working outside your current office city ("home").

### Since I am working virtually, can I travel overseas and continue working from there?

Personnel are strictly prohibited from engaging in International Telecommuting. This is true whether or not personnel have a role that is client-facing, performs work that is chargeable to a client, or is permitted to enter another country and work without a special visa. Engaging in International Telecommuting may have significant legal, tax, and compliance implications and is not supported by the US Firms. If you have any questions related to international telecommuting, please reach out to the [Ask Risk mailbox](#) for guidance.

### I am a USI professional on an overseas assignment (US/Non-US). Can I travel back to India?

The Indian Government's Ministry of Health and Family Welfare issued a travel advisory regarding travel restrictions into India (see [here](#)).

For up-to-date travel guidance, visit the [Ministry of Health and Family Welfare website](#).

Fly backs are not available for short- and medium-term assignments. Fly backs are only available for those on long-term assignments but please note that any travel will be at your personal risk. If you are unable to travel due to new government restrictions, your assignment will come to an end and you will be changed to USI payroll. There are no restrictions on a personally expensed trip, but please be aware of state and local rules and regulations regarding testing and quarantine in both origin and destination countries.

Please reach out to your immediate leadership or the [Ask Risk mailbox](#) for any questions or concerns you may have.

### I have general global mobility and immigration questions. Whom should I contact?

Global Mobility and immigration questions regarding USI professionals should be routed to the [Immigration](#) and/or [Global Mobility](#) team.

### What happens if I am diagnosed with COVID-19 and cannot work?

Should a USI professional test positive for COVID-19, he/she can utilize up to 120 APA hours. Beyond these 120 APA hours, they can also avail nine days of additional paid medical leave over and above their current casual/sick leave limit. For time-charging purposes, USI professionals with a confirmed case of COVID-19 should continue to charge time to APA for up to 120 hours. In the event you charge more than 120 hours of APA, any time charged to APA in excess of 120 hours will be moved to the applicable PTO category after you return from leave.

The person can contact 1-800 DELOITTE or send a message to the [US Emergency Support](#) mailbox. In order to protect the privacy of the impacted individual, all information should be routed to this mailbox, who will share information on a need-to-know basis. To report the diagnosis, contact the India toll free via mobile at 1800-2582-2222 and press "6" when prompted. (*Note: This number and email address should NOT be used for emergency response to a medical crisis. Contact your nearest available medical center instead.*) Refer to the [Emergency Wallet card](#) for Deloitte emergency procedures and key contact information.

If you or your healthcare provider feel that a leave of absence is necessary due to your illness, contact the Talent team via 1800 DELOITTE or [US Emergency Support](#) mailbox.

## **What happens if I cannot work virtually due to lack of dependent care options and/or caring for a sick family member?**

USI professionals should refer to the broader time-charging guidance: Charge APA (approved absence) for up to the equivalent of 15 business days (or 120 hours), using the time in a manner that is best suited to stabilize your situation. Subsequently, use PTO (CL and PL).

## **Can the new 40 hours of APA be back dated for prior PTO for COVID-19 related time off?**

No, APA hours should not be backdated to cover prior PTO utilized. However, you can use the APA for any time off needs going forward for illness, to care for your family, or to take a mental health break as needed.

## **Does APA need to be used all at once or can it be used in increments as needed?**

The APA hours can be leveraged by the professional as needed, which could be all at once or spread out over multiple weeks or months.

## **For what purposes can APA hours be used?**

APA hours are intended to be flexible and leveraged by professionals in whatever manner they need for purposes such as:

- To take time off for your own illness or recovery from vaccination side effects
- To care for your family, should they become ill or need assistance related to vaccinations or vaccination appointments
- To take a mental health break should you require time off due to anxiety, stress, or other reasons

## **Does the current USI medical insurance policy cover expenses for COVID-19 treatment?**

The costs of medical expenses for COVID-19 treatment will be payable as part of the family floater cover and in accordance with the applicable terms and conditions of the current USI medical insurance policy. Pre- and post-hospitalization will be payable as per the policy terms and conditions.

For more details on coverage, eligibility, and COVID-19 hospitals, please access information on medical insurance on Talent On Demand, Benefits card.

Deloitte employees can call Bajaj Allianz on the dedicated direct number 020-67031700 for all queries or concerns related to medical insurance policy at any given time.

Employees can also call the toll-free number: 1800 103 2529.

For any urgent support where you are unable to contact Bajaj Allianz on the above numbers, you can call Sreenivas Mangillipalli at mobile number 09989725911 or email at [usindiainsurancebenefits@DELOITTE.com](mailto:usindiainsurancebenefits@DELOITTE.com).

## **Does the current USI medical insurance policy cover medical expenses during home quarantine period?**

Home quarantine treatment means treatment availed by the insured person at home for COVID-19, on positive diagnosis in a government-authorized diagnostic center, which, in normal course, would require care and treatment at a hospital but is instead taken at home, up to maximum of 14 days provided that:

- Medical practitioner advises the insured person to undergo treatment at home
- There is a continuous active line of treatment with monitoring of the health status by a medical practitioner for each day through the duration of the home care treatment
- Maintenance of a daily monitoring chart, including records of treatment, administered and duly signed by the treating doctor
- Both cashless and reimbursement facility shall be offered under home care expenses for services prescribed by the medical practitioner

- For reimbursement of home quarantine medical expenses, a prior approval from the insurer needs to be taken before availing such services
- Please email Bajaj at [hat@bajajallianz.co.in](mailto:hat@bajajallianz.co.in) from your Deloitte email ID with self/dependent name, employee ID, and diagnosis details

The following medical expenses are covered: Diagnostics tests (at home or center), consultation charges, nursing fee, medications prescribed in writing, medical procedures for pre-natal medicine administration, and cost of pulse oximeter, oxygen cylinder, and nebulizer.

The above benefit is not applicable to any asymptomatic COVID-19 patients following self-isolation and self-monitoring. The maximum reimbursement for home care treatment would be within the limit of INR 25,000/- per instance and applicable only once during the policy period (this will be part of sum insured).

### **Does the current USI medical insurance policy cover medical expenses during quarantine period?**

Medical expenses during quarantine period will be payable when billed in the hospitalization expenses as per the terms and conditions of the USI medical health plan.

All medical expenses (including OPD) incurred on domiciliary basis (home quarantine) provided the medical advice suggests the same will also be payable.

### **Does the current USI medical insurance policy cover expenses incurred for COVID-19 tests?**

Expenses incurred for COVID-19 tests are covered under the current USI medical insurance policy, if it is prescribed by a qualified physician as per ICMR guidance for testing and if the testing is conducted at a government-authorized testing center.

### **Where can I get myself and/or my dependents tested for COVID- 19? Will Deloitte facilitate the testing?**

All COVID-19 testing is governed by government mandates and processes. Testing center-related information varies from state to state and is periodically updated by the government.

USI professionals can also leverage COVID-19 home testing support through our vendor MediBuddy. The process involves selecting a date and lab of convenience for the test through the COVID test option on the Doctors on Call portal.

### **Where can we avail treatment for COVID-19? Do I need to avail treatment only at network hospitals for insurance coverage?**

COVID-19 treatment is allowed at the government-approved [list of hospitals](#). The list includes some of the network hospitals that are currently empaneled with Bajaj Allianz General Insurance for cashless treatment. However, if the treatment is taken at the non-network hospitals or if the insured member has not availed cashless facility at a network hospital, you will need to settle the hospital expenses and then can claim the reimbursement through DTE.

### **How can I submit the medical insurance reimbursement claim?**

To simplify the online claims submission process, Bajaj Allianz has upgraded their [E-card portal](#) so USI professionals can submit their medical insurance reimbursement claims exclusively through the CDC (Claim by Direct Click) option. This change provides real-time access to claim status and accelerates process completion.

We encourage you to familiarize yourself with the new process using the CDC option on the [Bajaj Allianz Health E-card portal](#).

**Please note:** The former option of submitting claims via email to [Document.upload@bajajallianz.co.in](mailto:Document.upload@bajajallianz.co.in) will no longer be available after May 15, 2021. In case of any pending requirement pertaining to the said claim, professionals can expect emails from [health.admin@bajajallianz.co.in](mailto:health.admin@bajajallianz.co.in) / [document.recovery@bajajallianz.co.in](mailto:document.recovery@bajajallianz.co.in).

## **Are rotators (on short/medium/long-term assignments) to US/member firms also covered under the USI medical insurance? Are their dependents covered?**

The USI Medical Insurance program continues to be active for all rotators (excluding permanent transfer cases) and their dependents even during their onsite assignment. However, the scope of the insurance policy extends only to claims where the treatment has been undertaken in India.

For the duration of an employee's assignment in the host country (US/other member firm), they will also be covered under a separate insurance policy which will address claims related to treatment undertaken in the host country. Professionals can reach out to [Global Mobility](#) for more details.

## **What are the criteria and eligibility for the additional medical insurance protections? Does this apply to all full-time employees? If this is the case, why does someone have to increase their base insurance limit?**

The criteria remain the same as for current insurance coverage for all full-time employees, their spouses and children. For COVID-19 related medical expenses, the additional support will now be extended to parents as well. Although Deloitte is extending additional financial support up to 100% of the insurance coverage, it is advisable that professionals enhance their medical coverage to meet any uncertain financial needs that may arise in future, given the potential expenses associated with COVID-19.

## **If enhanced coverage is selected, can this be reset to base coverage during open enrollment?**

Enhanced coverage would continue until the next employee promotion/level change that leads to change in coverage limit. The professional cannot roll back to base coverage until then if they choose to enhance the coverage now.

## **Can testing done prior to the enhanced enrollment be reimbursed?**

Yes, they are covered as part of the Medical insurance coverage. Please refer to [FAQs on COVID-19 Medical Insurance coverage](#) for more details.

## **Will USI professionals be required to get vaccinated before accessing office facilities?**

Deloitte currently does not require you to get vaccinated against COVID-19 in order to access our facilities. However, we highly encourage you to get a vaccine as and when it becomes accessible to you following [Ministry of Health and Family Welfare's](#) guidelines. Getting vaccinated will not only protect you, but also protect people around you, particularly people at increased risk for severe illness from COVID-19. The combination of getting vaccinated and following government guidelines to protect yourself and others will offer the best protection from COVID-19 for all of us.

## **Will Deloitte reimburse the cost of COVID-19 vaccination for its professionals?**

Yes. Deloitte will reimburse the full actual cost of vaccines received through a credible provider for all its professionals. Deloitte will also reimburse the actual cost of vaccination of all family members currently enrolled in the USI medical insurance program.

## **Can I get the cost of my parents and in-laws' COVID-19 vaccination reimbursed?**

USI professionals can get the actual cost of COVID-19 vaccination reimbursed for up to six family members currently enrolled in the USI medical insurance program. This may include spouses, eligible children, parents, or in-laws.

## **How will the COVID-19 vaccination reimbursement process work?**

COVID-19 vaccination at the government hospitals is provided free of cost. At the private health care centers, USI professionals may have to pay for COVID-19 vaccination and claim that amount via the expense reimbursement process in DTE.

Please ensure to keep the original receipt of payment and related documentation with you for use in the DTE expense claim process. Under DTE, please choose "Qualified Expense- Vaccination." Please use the following LPE codes to claim the cost of COVID-19 reimbursement in DTE.

WBS Code	Entity Name	Project Name
LPE05743-01-01-01-0000	Deloitte AERS India Private Limited	COVID Vaccinations-Advisory (USI)
LPE05744-01-01-01-0000	Deloitte FAS India Private Limited	COVID Vaccinations-FAS (USI)
LPE05745-01-01-01-0000	Deloitte AERS India Private Limited	COVID Vaccinations-Audit (USI)
LPE05746-01-01-01-0000	Deloitte Special Projects India Private Limited	COVID Vaccinations-CSIN (USI)
LPE05747-01-01-01-0000	Deloitte Consulting India Private Limited	COVID Vaccinations-Cons (USI)
LPE05748-01-01-01-0000	Deloitte Tax India Private Limited	COVID Vaccinations-Tax (USI)
LPE05749-01-01-01-0000	Deloitte SVCS India Private Limited	COVID Vaccinations-SVCS (USI)

### Is there a time limit for claiming reimbursement for COVID-19 vaccinations?

Government of India allowed COVID-19 vaccinations for all Indian citizens above the age of 60 and those between the age of 45 and 59 with comorbidities from 1 March 2021. For claiming reimbursement, proof of payment and vaccination need to be dated on or after 1 March 2021.

### Will Deloitte facilitate COVID-19 vaccination for its employees and their dependents?

We are collaborating with Deloitte India to organize vaccination drives through various private hospitals and health care providers across India. On-site drives have been conducted in Mumbai, Gurugram, Hyderabad, Bengaluru, and Pune. We have also organized off-site vaccination drives in other major cities like Kolkata, Chennai, Ahmedabad, Vizag, Jaipur, and Ghaziabad among several others. In the coming weeks, while we continue working to organize vaccination drives for you and your dependents, we highly encourage you to get yourself vaccinated whenever vaccines become available in your location.

In addition to these efforts, we have also tied-up with MediBuddy to extend vaccination facility to our professionals and their dependents. Professionals can visit the [Doctors on Call](#) page on DeloitteNet and book vaccination slots (for both 1<sup>st</sup> and 2<sup>nd</sup> dose). MediBuddy has partnered with leading private hospitals across locations to provide vaccine slots for Deloitte professionals & their dependents. Please note, professionals will have to make upfront payment while booking the appointments and the cost can then be reimbursed using DTE..

Deloitte is reimbursing the actual cost of COVID-19 vaccination for all professionals and their family members who are currently enrolled in the USI medical insurance program.

### Is there a facility for cashless COVID-19 vaccination at the network hospitals listed under the USI medical insurance program?

COVID-19 vaccination at the government hospitals is provided free of cost. In case of private health care centers, professionals may need to make the payment and then claim it through DTE. Deloitte is also working with various private hospitals and health care providers to organize vaccination drives for Deloitte employees and their dependents in several major cities. You will be notified about such drives in your location, based on the information provided in the Vaccination Support Survey in May 2021.

### Are there resources if I need financial assistance?

[USI Loans and Salary Advance Program](#): Professionals in need of financial assistance for personal and/or medical needs can [apply](#) for a medical emergency loan or salary advance. You can now access a medical emergency loan of a maximum of four months gross salary or INR 3,00,000 (whichever is lower) recoverable in 12 months. For more details, please reach out to the [US Emergency Support](#) mailbox.

### Will the childcare benefits provided through the USI Deloitte Cares program be extended?

Yes, these benefits have been extended through December 31, 2021.

## Where can I find information regarding travel into India?

For up-to-date travel guidance, visit the [Ministry of Health and Family Welfare website](#) and [Directorate General of Civil Aviation](#), Government of India.

## Where can I find more details about flights to India?

For latest guidance on traveling to India, please refer to the [Air India website](#) and Indian [Bureau of Immigration](#).

Please also refer to the following [document](#) for additional guidance.

## Now that offices and client sites in the US are opening up, are USI professionals allowed to travel for on-site assignments, including long-term assignments and permanent transfers?

Domestic and International travel for USI PPMDs and professionals remains suspended. Any exceptions will require business/functional leadership and [Ask Risk](#) approval.

## I have relocated away from my assigned USI office location. Can I continue working virtually from the new location?

In our current virtual-first environment, we recognize that some of you moved or relocated to alternate locations. As of now, we plan to continue with our virtual-first work status in USI till January 3, 2022. If your preference is to not return to your assigned office location, you should discuss the possibility of transferring offices with your manager and business leaders.

## Will I be required to move back to my assigned office location city on or before January 3, 2022?

As of now, we plan to continue with our virtual-first work status in USI till January 3, 2022. We will refer to guidelines from India's central, state, and local governments; and qualitative input, such as current trends of new and active cases, variant activity, and vaccine deployment, in making decisions about re-opening our offices, when it is safe to do so. Your actual date to return to your assigned office location after January 3, 2022 will be determined by your business leaders based on your role, industry alignment, business and client needs.



### About Deloitte

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