

# AEO INC.

## TEMPORARY LAYOFF ASSOCIATE FAQs | CANADA

### **AEO has placed me on a temporary layoff – what does that mean?**

A furlough is a temporary, unpaid leave of absence due to business conditions resulting from COVID-19. You remain employed by AEO. The expectation is for associates to return to work when business conditions return to normal.

### **AEO has placed me on a temporary layoff – what does that mean?**

A temporary layoff, is a temporary, unpaid leave of absence due to business conditions resulting from COVID-19. You will continue to remain employed by AEO. The expectation is for associates to return to work as business conditions return to normal.

### **While on a temporary layoff, can I file for Employment Insurance?**

Yes! Typically, Employment Insurance (EI) provides regular benefits to individuals who lose their job through no fault of their own (for example, due to shortage of work, seasonal or mass lay-offs) and are available for work. You may also apply for Canada Emergency Response Benefit (CERB) – if you have stopped work because of COVID-19, the CERB may provide you with temporary income support.

You can apply for benefits even if you have not yet received your Record of Employment (ROE). Please visit [www.canada.ca](http://www.canada.ca) for more details on the types of benefits available and their eligibility. Please contact the Government of Canada immediately to initiate a claim online or using the toll-free number at 1-800-206-7218. Please note they may be experiencing higher than average call volumes. If not urgent, use the online option. AEO will send your ROE directly to Service Canada.

### **Will AEO cover 100% of the cost of my health benefits while I am on a temporary layoff?**

If you are currently enrolled in AEO medical/prescription drug, dental and vision benefits, those benefits will continue and AEO will pay for 100% of the premiums to keep these active for the entire month of May. Your employer-paid life insurance, AD&D, Short-Term Disability Insurance & Long-Term Disability Insurance will also continue. You will also continue to be eligible for the associate discount where applicable. We will continue to assess the anticipated length of the temporary layoff and provide you with updated information beyond May.

### **Can I use my vacation time off during the layoff?**

No. A layoff is a mandatory, unpaid leave. Your vacation balances will remain intact and you will maintain your tenure with AEO. Vacation will be available to you upon your return to work.

### **How long will this last?**

We do not know how long the country and AEO will be impacted by the COVID-19 outbreak. We will continue to monitor the situation and listen to our federal, provincial and

local governments. AEO's primary objective is to care for the welfare of our associates. We must also work to sustain the continued success of AEO.

**Will my system access continue?**

AEO system access will remain active during the temporary layoff (with the exception of NEST). However, please remember that any individuals who are on a temporary layoff have been advised not to perform any work effective the day that you have been placed on a temporary layoff. Please continue to ensure any of your equipment or materials are safely maintained at home.

**How will AEO keep me informed?**

Associates will be contacted by their supervisor once the temporary layoff is complete, either through Zipline or other communication outlets.

**Does AEO have an Employee Assistant Program (EAP)?**

AEO is pleased to provide our benefits-eligible associates and their families with an Employee Assistance Program (EAP). This benefit can assist with personal, family and other day-to-day challenges. The EAP, which is administered by Morneau Shepell, can be reached at [www.workhealthlife.com](http://www.workhealthlife.com); 1-800-387-4765 (EN); 1-800-361-5675 (FR).

**Who can I contact about my Health & Dental Benefits inquiries?**

For questions about your online account or benefit inquiries, call the Sun Life team at 1-866-881-0583, Monday to Friday, 8:00am to 8:00pm.