



COVID-19: Global Benefits & Compensation Information

Updated As Of September 9, 2020

As Salesforce continues to monitor the evolving Coronavirus COVID-19 situation closely, our number one priority is the safety, health, and wellbeing of our employees. Given this current global event and its impact on our employees, your families, and our business, we will set in place temporary policies that address Salesforce benefits and compensation considerations during this period.

- [📍 Health Plan Programs](#)
- [📍 Time Off & Working From Home \(WFH\) Compensation](#)
- [📍 Benefits to Support You](#)
 - [📍 Telemedicine](#)
 - [📍 Second Opinions](#)
 - [📍 Mental Health Support](#)
 - [📍 Flu Shots](#)
 - [📍 Child Care & Family Care Support](#)
- [📍 Tableau-Specific Benefits Information](#)
- [📍 Impact To Wellness & Onsite Child Care Facilities](#)

Health Plan Programs

Except for any changes outlined below, health plans within your countries will work per usual. Please follow the normal process of accessing care within your regional health plans. Select your location below to learn more about the specific benefits offerings available to you:

	A	B	C
1	AMER / LATAM	EMEA	JAPAC
2	Canada	Belgium	Japan
3	United States	Denmark	Australia
4	Argentina	Finland	Hong Kong
5	Mexico	France	India
6	Brazil	Germany	South Korea

7		Italy	Singapore
8		Ireland	New Zealand
9		Israel	
10		Morocco	
11		Netherlands	
12		Spain	
13		Sweden	
14		Switzerland	
15		UK	

Check out [Camp B-Well](#) for additional wellbeing resources to stay healthy and support your immune system.

US Benefits Updates:

As we continue to navigate the ever-changing course on Coronavirus, we need to rethink our care and adjust to this new normal. Many of our health and wellbeing programs can be accessed virtually from the comfort and safety of your own home.

It starts with Benefits Essentials, which support your and your family's fundamental needs through programs around medical care, time off, and retirement. [Check out our Virtual Benefits Essentials Starter Kit](#) to empower your health and wellbeing in these dynamic times.

COVID-19 Diagnostic Testing

For employees covered through the Salesforce Aetna, UHC or Kaiser medical plans, member cost-sharing will be waived for FDA-authorized COVID-19 diagnostic testing by authorized providers. This also includes the waiver of cost sharing for office visits or emergency room visits that result in an order for the administration of the test.

Health Insurance Coverage

For employees covered through the Salesforce Aetna, UHC or Kaiser medical plans, member cost-sharing will be waived for all in-network in-patient and out-patient services due to COVID-19 diagnosis. In addition mental health cost-sharing will be waived for all in-network services for services due to COVID-19 diagnosis.

For Tableau employees covered through the Premera Plan, member cost sharing and will be waived for COVID-19 related treatment.

If employees or their family members have experienced a job loss or loss of insurance coverage, the IRS does allow you to change your benefit election. This [concierge article](#) provides additional information and instructions.

Prescription Refill Extension

- **Aetna & UHC:** For employees enrolled in Aetna or UHC, where prescriptions are provided through CVS, employees can obtain an early refill of maintenance or specialty medications. Current restrictions on "refill too soon" limits have been lifted to allow employees to receive another refill regardless of when last filled. Please note: the early refill provision does not apply to controlled substances.
 - In addition, CVS Pharmacy will waive charges for home delivery of all prescription medications. To arrange home delivery, please contact Customer Care at [1-844-345-2824](tel:1-844-345-2824) or www.caremark.com

- **Kaiser:** For employees enrolled in Kaiser, Kaiser is managing requests for refill extensions on a case-by-case basis.

Healthcare Flexible Spending Accounts

As part of the CARES Act, several important provisions were made for users of health savings accounts (HSAs) and healthcare flexible spending accounts (FSAs) Effective January 1, 2020 over-the-counter drugs and medicines not prescribed by a physician are now allowed expenses under these plans. In addition, menstrual care products are now considered eligible expenses for reimbursement.

Please note that with over 20,000 new products now eligible, merchants will need time to update their systems to allow the new list of eligible products. In the meantime, CYC can submit manual claims for reimbursements.

Dependent Care Flexible Spending Accounts

Due to recent life events, employees may be eligible to increase or decrease their dependent care FSA elections for situation they may be experiencing, including a change of day care provider, the cost of care changes (unless care provider is a relative), or the need for care changes due to a job change or change of work hours. The instructions for how to request this change can be found in [Concierge](#).

Commuter Benefits

If you are a current participant in the Wameworks commuter benefit program, you may be interested in the following information regarding your contributions for parking expense and you did not utilize parking services during the month.

- If your election is for the WageWorks parking card, the funds will remain on the card available for future use
- If your election was for the “pay me back” option for parking, submit a \$0 claim and receive the amount as a credit to use toward a future order
- If your election was a “pay my provider” option for parking, no adjustments will can be made unless the parking vendor returns the funds to WageWorks. Once the funds are received they are applied to the account as a credit to be used toward future parking elections.
- For additional information, contact [Wameworks](#) or by calling [1-877-924-3967](tel:1-877-924-3967)

Non-US Country Specific Benefits Updates:

No adjustments to any country-specific benefit programs at this time.

Tableau-Specific Benefits Updates:

As a reminder for Tableau employees, we have harmonized with Salesforce benefits programs effective April 1. US Premera members can continue to refer to the [Tableau-Specific Benefits Information](#) for information specific to Premera.

Time Off & Working From Home (WFH) Compensation

As the world adapts to deal with Covid-19, some local governments are adjusting policies to address immediate concerns and needs.

From March 5, 2020 the Italian Government introduced with [Decreto Cura Italia \(Decreto legge 17 marzo 2020, n. 18\)](#) Special Parental Leave - a statutory leave for parents who need time off to look after their children during the Covid-19 emergency period. Please refer to [this](#) Concierge Article for more information.

In March 2020, the French Government introduced a [Special Parental Leave](#) - a statutory leave for parents who need time off to look after their children during the COVID-19 emergency period if they cannot work remotely and/or if they are struggling to balance their work responsibilities with care of their children. For details on this new policy, check out the [COVID-19 - Special Parental Leave \(France\)](#) article in Concierge.

In Spain, according to the [Royal Decree-Law 8/2020, 17 March](#) those employees who, due to guardianship reasons, have a child under the age of twelve or a disabled person that does not perform a paid activity, will be entitled to a reduction in working hours of up to 100%. To learn more check out this [article](#).

For information on PTO Carryover Changes (EMEA) refer [here](#).

Whether you're [sick](#), have been asked to work from home, or you're taking care of your loved ones, we have outlined [compensation guidelines](#) to keep you informed. These guidelines apply to both Salesforce and Tableau employees.

- **You ARE able to work from home (WFH) and ARE NOT sick:** If you're under self-quarantine due to exposure, notify the GO Center (GOCenter@salesforce.com)
 - Regular pay will continue
 - Abide by current WFH provisioning and policies in place. Location-specific work from home requirements may be issued, and guidance on that can be found [here](#).
- **You are NOT able to work and ARE ill with the virus:** Complete our [Confidential Reporting Form](#). A rep from GSS will respond within 48 hours.
 - Regular pay will continue for up to the first 30 days/4 weeks
 - We have established a temporary Special Sick Time Plan which will provide employees up to 30 days/4 weeks of regular pay. This temporary time will not accrue or be subject to pay out. The benefits team will track via your required action to notify the GO Center.
- **You have ill family members:** Initiate a request for time off under our [Global Family Care Leave](#). For AMER (US and Canada), this is done via Matrix Absence Management. For all other regions, this is done via Workday
 - Pay will transition from regular to leave pay
 - Employees have access to Global Family Care Leave
- **You are mandated to WFH (child care not available):** Notify your manager and establish a plan with them
 - Regular pay will continue
 - Abide by current WFH provisioning and policies in place. Location-specific work from home requirements may be issued, and guidance on that can be found [here](#).
- **Your job does not support WFH (for example: receptionist, cleaning support, etc.):** Work closely with your manager to determine a plan for you, and continue to submit timecards for hours worked
 - Regular full base pay will continue during this period – this will not include overtime or other pay differentials
 - Work closely with your manager, who will assist you with understanding the company direction and how it will impact you

Benefits to Support You

At Salesforce, we offer comprehensive benefits packages that are inclusive of our full Ohana and support you and your family in all life stages. Below is a list of benefits you may find particularly useful at this time.

Telemedicine

To get access to medical advice without having to travel to a medical facility, we have telemedicine services in several countries.

	A	B	C
1	Countries	Is Video Doctor consultation available?	How to use the service
2	US	Yes; Aetna	Aetna members: You can obtain video or telehealth services through Teledoc; register here to create an account, or call 855-835-2362 Check out the Teledoc FAQ for more information Copayments for telehealth services will be waived through May 31, 2020
3	US	Yes; UHC	UHC members: You are eligible for Doctor on Demand and Amwell - you can register as a patient to use one or both To access Doctors on Demand, register online or via the mobile app (iOS or Android) and to access Amwell, create an account online or via the mobile app (iOS or Android) You also have the option of using the Virtual Visit option directly with UHC All copayments will be waived through May 31, 2020
4	US	Yes; Kaiser	Kaiser members: Call the advice number on your Kaiser Permanente membership card for assistance, or participate in a video visit at kp.org/mydoctor/videovisits using your Kaiser username and password
5	UK	Yes	Video consultations are offered by Vitality GP; you can also dial 111 or use the online coronavirus service to find out what to do next https://111.nhs.uk/service/covid-19
6	Sweden	Yes	Employees can use mindoktor.se (online service) for free
7	Finland	Yes	Video consultations are available at Terveystalo (Occupational Health) and the medical insurance
8	Norway	Yes	Health phone and Online-doctor service are available through DNB
9	Brazil	Yes	Available through "Telemedicina," the Careplus service for this
10	Argentina	Yes	Available through Osde App

Second Opinions

If you would like to get a second opinion about a condition that you or a family member has been diagnosed with, we have second opinion services globally.

In the US, you can reach out to [Grand Rounds](#) to get a second opinion about a condition or help to find a medical expert.

Outside the US, you can reach out to [Best Doctors](#).

Mental Health Support

We recognize that this global situation can be very troubling and cause stress and anxiety. Salesforce offers all employees globally, access to counselors through our [Employee Assistance Program \(EAP\)](#). We highly recommend employees who are experiencing stress or anxiety to seek professional help.

Here is a resource from our US EAP vendor, Concern EAP, on [how to manage your mental wellbeing](#)

Note: Any onsite EAP counselor co-located within a Salesforce office will not work within the office; however, they are offering virtual counseling sessions. Please contact your EAP provider to adjust your scheduled sessions to a virtual

meeting.

Flu Shots

Obtaining a flu shot this year is more important than ever! Our flu shot program varies by country and region. Please visit [Concierge](#) to see what options are available in your country.

Child Care & Family Care Support

COVID 19 Global Family Care Leave

In response to employees who find themselves in **extreme child/elder caregiver hardship situations** due to mandated schools/daycare/eldercare facility closures, with no alternative options for care, or those finding themselves in a new and/or expanded child/elder caregiver role, **we are temporarily expanding our [Global Family Care Leave](#) policy to include child/elder care for extreme hardship situations. This expansion immediately takes effect now through FY2021.**

Global Back Up Child Care

In the US and Canada, [Bright Horizons](#) provides backup childcare services. The Out-of-Network \$100/day immediate reimbursement will be in effect through the month of **June**. To access, you **must** submit your reservations to Bright Horizons in advance of the days of care. Past unreserved services cannot be submitted for reimbursement. Effective July 1, 2020 Bright Horizons search service program that sources care providers for you will be the primary service provided. Out-of-Network care you source, and get reimbursed for, will not be available unless Bright Horizons cannot find care on your behalf.

UPDATE: In US and Canada you are now eligible to utilize the [Global Backup Care Program](#), effective June 1. For care you want to source on your own and be reimbursed for directly from Salesforce, you'll have **5** use it or lose it days per month available to you through August 2020. We will continue to evaluate the program after that time.

As a reminder, Bright Horizons will no longer offer direct access to Out-of-Network Care as of July 1, but will continue to provide ongoing support the US and Canada by assisting in finding caregivers.

As the situation is continually evolving, you may want to prepare, regardless, for the loss of back up care or no back up care. Important meetings you need to attend, hours that you may need to be off-line to care for your family, and responsibilities that you may need help with from another team member, are things you should discuss with your manager.

Support For Employees in a New Caregiver Role

If you're a new parent or recently started taking care of a parent or another family member, you may feel extra pressure during this time. Please take the time to ensure you are taking care of yourselves. Talk to an [EAP counselor](#) if you need support and also review this guide on [10 Tips for Caregivers](#).

Child Care FAQ

- Are there exposure limitations on back up care support during this time?
 - Bright Horizons, our US and Canada back up care program, has guidelines regarding the use of back up care in the event of an exposure. We ask that all families follow their guidelines to ensure that all stay safe and healthy during this time. Please check [Bright Horizons' website](#) for updated information regarding this topic.
- How do I talk to my children about Coronavirus/COVID-19?
 - Here is one resource on [Talking to Children About Coronavirus \(COVID-19\)](#) from the American Academy of Child and Adolescent Psychiatry. While tailored to a US audience, there are many great tips that you may be able to use to help you and your children during this time.

- My childcare has fallen through / my child's school has been closed because of COVID-19. What assistance can you provide?
 - To better support our families across the globe, we have temporarily activated a Global Back Up Child Care program (for everywhere outside US/CAN). This program provides up to \$100/day, for up to 20 maximum days of total care, for dependents under the age of 18. Learn how to take advantage of this program in the [COVID-19: Global Back Up Child Care Concierge article](#)
 - In the US and Canada, [Bright Horizons](#) provides backup childcare services. In the event they cannot provide you with a care provider, we have made adjustments to our plan so they will provide you with \$100/day to pay for a childcare provider of your choosing.
-

Tableau-Specific Benefits Information

- [Time Off & Working From Home \(WFH\) Compensation](#) guidance applies to all Salesforce and Tableau employees.
 - [Child Care & Family Care Support](#) guidance applies to all Salesforce and Tableau employees.
 - Tableau's telephone medical programs (also called telehealth or telemedicine) vary by country. In the US:
 - Premera members: You can obtain video or telehealth services through Teledoc. Register [here](#) to create an account or call 855-332-4059. Check out the [Teledoc FAQ](#) for more information.
 - Premera members: 24-Hour Nurseline. Call 800-841-8343 to discuss your symptoms and get advice on where to go for care.
 - Premera Medical Plans will waive cost shares and deductibles for all COVID-19 related testing and treatment (both inpatient and outpatient) effective January 1, 2020.
 - I want to get a flu shot. Can I get flu shots through Tableau programs?
 - US Premera members: You can get a flu vaccination at almost any in-network pharmacy or doctor. Your flu shot is free if you go to an in-network doctor or pharmacy. Just show your Premera ID card. You may need to pay up-front at your pharmacy. Go to [premera.com](#) to download and submit a medical claim form to be reimbursed. You can find an in-network doctor or pharmacy by visiting [premera.com](#) and using the [Find a Doctor](#) tool.
 - If you are outside of the US, or are in the US and have enrolled in an Aetna, UHC, or Kaiser health plan through Salesforce benefits enrollment, please refer to the [Health Plan Programs](#) section above.
-

Impact To Wellness & Onsite Child Care Facilities

During any government-mandated or Salesforce mandated work from home situation, any onsite (in-building) wellness center and onsite child care facilities will be temporarily closed. Circumstances may change, so please check this page regularly. **We anticipate that our WFH guidance will extend through at least January 2021, which includes all onsite centers.**

- Impacted Centers (Scroll down to FAQ for more details):
 - Little Ohana Childcare (Salesforce West in San Francisco)
 - San Francisco Onsite HQ Wellness Center (123 Mission St) **Nutrition consultations will continue telephonically.**
 - Onsite San Francisco EAP Counselor: **NOT AVAILABLE ONSITE. Available for virtual meetings.**
 - Bellevue, Washington Onsite HQ Wellness Center (Location varies)
 - Hillsboro, Oregon Onsite HQ Wellness Center (4th Flr)

- Indy Onsite HQ Wellness Center (Gibson Building, 1st Flr)
- SLC, Utah Onsite HQ Wellness Center (Ground Level)

Little Ohana FAQ

- Why is Little Ohana remaining closed?
 - For the health and safety of all our families and staff, it was decided to close Little Ohana, our onsite daycare center, because we are co-located within a Salesforce office (Salesforce West - San Francisco) that is affected by the Working from Home mandate.
- My child attended Little Ohana. Where can I get more information?
 - Families whose children were attending Little Ohana have been invited to enroll in the 221 Main Bright Horizons Center, opening September 14. For Little Ohana families who have chosen to not enroll at 221 Main we will keep you posted about the reopening of Little Ohana as information becomes available.
- Where can I send any questions about Little Ohana?
 - If you had a child at Little Ohana and have any specific questions, please reach out to the Little Ohana staff at littleohana@brighthorizons.com. If you have any general questions about Little Ohana, please post on the Employee Success Chatter group.
- Are teachers and staff compensated during this closure?
 - We are ensuring that staff and teachers not encounter financial hardship as a result of the closure and are continuing to evaluate the ongoing situation.
- Is 221 Main St, our other San Francisco daycare and preschool center closed?
 - 221 Main St Center is a Salesforce-sponsored center with community (non-Salesforce) children. It is not co-located in a Salesforce office and is considered an off-site childcare option. Because of these reasons, 221 Main St Center will be reopening on September 14, 2020 at reduced capacity per COVID-19 mandates. All 221 and Little Ohana families have been invited to enroll at 221 Main Street.

Onsite Fitness Classes & Wellness Centers FAQ

- What is happening to our onsite wellness centers or fitness classes in the event of a recommended Work From Home situation?
 - Any onsite fitness classes or wellness centers co-located within a Salesforce office will close if a Work From Home recommendation is instituted in the same location. In the meantime, fitness classes are being held virtually via Google Hangouts: [View the virtual class schedule on Google Calendar](#).
- Are the fitness instructors and staff compensated during this closure?
 - We are ensuring fitness instructors and other staff of our onsite wellness centers do not encounter any financial hardship as a result of the closure and are continuing to compensate them during this time.
- May I use my Wellbeing Reimbursement to purchase gym equipment?
 - We are not changing our policies around Wellbeing Reimbursement, but check out this [Concierge](#) article to see how you can use this benefit while WFH