

FOR  
EVERYTHING  
YOU DO

## YOUR WORK/LIFE BENEFITS

## People Leader Guide to Leave of Absence

The following information guides you through your team members' (TM) leave of absence. Grainger is here to support you throughout this process.

**People Leader Leave of Absence Checklist**

**Direct your TM to contact the Grainger AbsenceOne Leaves Team to initiate the leave process.** They may contact the Grainger AbsenceOne Leaves Team at 888-477-3781 (select option #3 for Leaves and Disability).

- ▶ Your TMs will go through the intake process to start the leave process.
- ▶ The Grainger AbsenceOne Leaves Team will determine what leaves your TMs qualifies for.

**The Grainger AbsenceOne Leaves Team will send your TMs an initial packet:**

- ▶ Your TMs should review the initial packet and provide all necessary information to the Grainger AbsenceOne Leaves Team.

**Your TMs will receive either an approval or denial letter. The Grainger AbsenceOne Leaves Team stays in contact with them during their leave.** People leaders are updated on their TMs' status. People leaders may also use the AbsenceOne Portal to obtain leave status.

- ▶ If your TMs' leave is **approved**...

1. Keep an open line of communication with your TMs during their leave of absence.
  2. If leave is unpaid, confirm if your TMs want to use paid time off (PTO).
  3. If your TMs have questions about their benefits, refer them to the ESC.
  4. Reach out to HR and your TME if you have any questions.
  5. During the entire leave process, AbsenceOne will inform TM of what is needed to RTW. Seven days before estimated RTW, AbsenceOne will call TM to remind them of RTW process; RTW work release from HCP is needed at least two days prior to expected RTW date.
  6. If your TMs need an accommodation for RTW, the Grainger AbsenceOne Team will partner with the Grainger ADA lead to facilitate RTW. The Grainger AbsenceOne Leaves Team collects medical information to help in this decision. Grainger AbsenceOne Leaves Team will engage Grainger's ADA Compliance Lead.
  7. If your TM provides an RTW note to you, please forward to AbsenceOne.
  8. AbsenceOne will send notice to manager when RTW note is received. Correspondence should advise if Full Duty RTW is approved and include expected date.
- ▶ If your TM's leave is **denied**...
    1. Your TMs may be eligible for other types of leave.

**GRAINGER**  
FOR THE ONES WHO GET IT DONE

# People Leader Guide to Leave of Absence

## Here's what you should know:

1. The Grainger AbsenceOne Leaves Team is Grainger's disability and leave of absence administrator and will be your TMs' first point of contact regarding their absence:
  - ▶ Call 888-477-3781 and select option #3 for Leaves and Disability.
2. Family Medical Leave (FML) provides unpaid job and benefit protection during your TMs' leave, while short-term disability (STD) provides income replacement. STD, FML and any state leaves run concurrently, when applicable.
  - ▶ For more information on FMLA, go to <https://www.dol.gov/whd/regs/compliance/posters/fmlaen.pdf>.
  - ▶ The Grainger AbsenceOne Leaves Team will let your TMs know if they have a disability claim and if they are eligible for disability pay during their leave.
3. If your TMs' disability claim is approved, accrued/unused PTO may be used during the unpaid benefit waiting period (it takes seven days before disability claim payments are made). If no PTO is available, this period will be unpaid.
4. If your TMs have an intermittent leave, they are responsible for reporting the time used within 48 hours. Report any issues to your HR support.
5. Depending on what type of leave your TMs are on, PTO may accrue during their leave. During paid leaves, PTO accrues; PTO does not typically accrue during unpaid leaves.
6. Any incentive pay, such as commissions, is paid using a look-back average during your TMs' leave of absence.
7. During approved unpaid leaves, your TMs' portion of premiums for Grainger's Group Health Insurance plan(s) will accrue.

## Roles/Responsibilities for Other Stakeholders:

### The Grainger AbsenceOne Leaves Team

- ▶ Intakes all leaves/claims and remains in contact with TMs
- ▶ Follows claims process to collect medical records and makes determinations.
- ▶ Assists in RTW process

### HR

- ▶ Assists People Leader and/or TMs on how to report a leave
- ▶ Interfaces with Grainger AbsenceOne Leaves Team, as needed, to provide job descriptions and/or pay information if working transitional duty part time
- ▶ Assists in RTW of either those team members with restrictions and limitations by working with the Grainger ADA Compliance Lead to identify job tasks TMs can perform within their restrictions

### TME

- ▶ Assists with leave questions from TMs or People Leader

### Integrated Disability Manager (IDM)

- ▶ Ultimately responsible for the Grainger AbsenceOne Leaves Team relationship
- ▶ Handles escalated issues

### ESC

- ▶ Assists with leave and benefit questions
- ▶ Assists with escalated issues

### Escalation Process:

- ▶ TM works with the Grainger AbsenceOne Leaves Team to resolve issue
- ▶ If AbsenceOne examiner cannot resolve the issue, TM should ask to speak to AbsenceOne team lead
- ▶ If unable to resolve, TM reaches out to ESC to assist. ESC will reach out to integrated disability manager (IDM) to assist with resolution
- ▶ IDM/ESC work together with the Grainger AbsenceOne Leaves Team to resolve the TM issue

### Return to Work Process:

- ▶ The Grainger AbsenceOne Leaves Team report when TMs are able to RTW with or without restrictions
- ▶ If with restrictions, the Grainger AbsenceOne Leaves Team works with the ADA Compliance Lead to help facilitate RTW.
- ▶ If TM provided People Leader with RTW note, People Leader should forward it to the Grainger AbsenceOne Team.
- ▶ HR/People Leader work with TMs to return them to work
- ▶ People Leader monitors return to work
- ▶ The Grainger AbsenceOne Leaves Team stays in contact with physician to monitor and report changes in restrictions until TMs return to full duty