

## What is Disability Management?

Disability Management is a program that you must follow to get any Short-Term Disability (STD) or Long-Term Disability (LTD) plan benefits you may be eligible for when you're ill or injured. It can also help you return to work quickly and safely after an illness or injury. In addition, the program keeps track of absences that are covered under the Family and Medical Leave Act of 1993 (FMLA), including those related to your own illness or injury, as well as caring for a seriously ill family member or bonding with a new baby.

The program is managed by trained medical and disability professionals in the Disability Management group who are familiar with Chevron jobs, policies and culture. The Disability Management group is part of the company's Health and Medical Services department in Corporate Human Resources.

### Who does it apply to?

The program applies to you if you're on the U.S.-payroll and you're covered under the company's Short-Term Disability and Long-Term Disability plans.

If you are a resident expatriate or rotational expatriate employee you have unique responsibilities under the program including who you must report your absences to. Please see the program's Web site listed at the end of this document for further details.

**Note:** You're not required to follow the program if you're employed by a Chevron company that provides you with a separate set of benefits.

### What do you need to do?

- Keep in touch with your supervisor while you're absent.
- Report your absence to Absence management partner, an outside vendor hired by Chevron:
  - if you're absent for more than five workdays in a row for your own illness or injury — whether it occurs on the job or off the job;
  - if you're absent for any period of time that may be protected under FMLA, such as when you have a serious health condition, need time off to care for a seriously ill family member, or for the birth, adoption or foster care placement of a child.
- Provide Absence management partner all information needed to certify your absence.

### How do you contact Absence management partner?

Use the online system at <https://chevron.myleaveproservice.com>. If you are a first-time user, you will need to register to create an account

- Use company email address or mobile number to register
- Email address or mobile number must be captured in Absence management partner's claim management system to allow registration

Or

Call Absence management partner through the HR Service Center at 1-888-

825-5247. Select option 5. Representatives are available from 6 a.m. to 5 p.m. Pacific time

(8 a.m. to p.m. Central time), Monday through Friday.

When you call, be prepared to provide:

- your birth date and Social Security number or personnel ID number (PERNR), which is located on your paycheck stub;
- your employing company, supervisor's name, work phone number and location;
- a brief description of your medical condition;
- your doctor's name, address and phone number.

### **What happens after contact Absence management partner?**

Absence management partner will provide you forms that you and your doctor need to complete so that Absence management partner can determine whether you're eligible for Chevron's disability benefits and whether your absence qualifies for job protection under FMLA.

Absence management partner keeps in touch with your supervisor and time administrator about the status of your absence, whether you qualify for disability benefits or job protection under FMLA, and when you're expected to return to work. Your supervisor and time administrator use this information to code your time off, based on your eligibility for disability benefits and job protection under FMLA. If your absence is related to an on-the-job illness or injury, Absence management partner coordinates with the company's Workers' Compensation group.

As needed, Absence management partner also helps you and your supervisor develop a return-to-work plan that can help ensure that your return is successful. In addition, if your absence lasts for a long time, Absence management partner continues to work with you and your doctors to determine whether you're eligible for LTD benefits.

### **Why does the company have the program?**

The company wants to make sure you're eligible for benefits when you're ill or injured or when you're off work for a reason that's covered under FMLA. In addition, the company wants to help you return to work as soon as you can safely return. That way, you're productive and contributing to the company's success.

### **What about confidentiality?**

Confidential medical or personal information is not shared with your supervisor or anyone else at Chevron, except for the company's Health and Medical Services staff.

### **Is the program voluntary?**

No. You're required to report your absence as described. If you don't cooperate and follow the process, such as providing proof of disability and an authorization for the release of medical or other information, you'll disqualify yourself from being eligible to receive disability benefits. In addition, if you're out for an FMLA-related reason and don't contact Absence management partner as required, your absence won't be recorded as qualifying for job protection under FMLA.

### **What is the Family and Medical Leave Act (FMLA)?**

The Family and Medical Leave Act of 1993 (FMLA) is a federal law that provides qualified employees with job protection for certain family and medical reasons. Job protection means

that when you return from an absence covered under FMLA, you must be restored to your original job, or to an equivalent job with equivalent pay and benefits.

**Who’s responsible for what?**

Here’s a brief overview of the key responsibilities under the program.

<b>Who</b>	<b>Responsibility</b>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Report absences as required and keep in touch with your supervisor and Absence management partner.</li> <li>• Understand and follow the program’s procedures.</li> <li>• Provide Absence management partner with requested information to certify absences.</li> </ul>
<b>Managers and Supervisors</b>	<ul style="list-style-type: none"> <li>• Refer to the weekly STD and FMLA status report to help you decide how to code employees’ time off.</li> <li>• Support employees’ compliance with the program.</li> <li>• Provide the Disability Management group with information about local absence and return-to-work procedures, as well as eligibility for leaves of absence.</li> <li>• Provide Absence management partner with needed information.</li> </ul>
<b>Time Administrators (TAs) or Time Data Recorders (TDRs)</b>	<ul style="list-style-type: none"> <li>• Refer to the weekly STD and FMLA status report to code employees’ time off in the SAP HR system.</li> <li>• Provide information about:               <ul style="list-style-type: none"> <li>– the amount of benefits available in Short-Term Disability (STD) Plan benefit banks;</li> <li>– STD Plan benefit payments;</li> <li>– tax withholding;</li> <li>– payments made under the Chevron Voluntary Disability Insurance Plan (California employees only).</li> </ul> </li> </ul>

Who	Responsibility
<p><b>Human Resources Business Partners</b></p>	<ul style="list-style-type: none"> <li>• Provide counsel and information about: <ul style="list-style-type: none"> <li>— how the program works;</li> <li>— local absence and return-to-work procedures;</li> <li>— eligibility for a leave of absence.</li> </ul> </li> <li>• Help employees return to work, including performing job searches.</li> </ul>
<p><b>Employee Assistance and WorkLife Services Advisors</b>  Call 1-800-860-8205 or 1-925-842-3333 (collect calls accepted) 24 hours a day for confidential help.</p>	<ul style="list-style-type: none"> <li>• Help employees get appropriate treatment for mental health issues.</li> <li>• Provide counsel on: <ul style="list-style-type: none"> <li>— personal issues that may be affecting an employee’s ability to work or preventing an employee from returning to work;</li> <li>— emotional issues related to a disability or a family situation;</li> <li>— alcohol or substance abuse, or other issues.</li> </ul> </li> <li>• Help employees return to work.</li> </ul>
<p><b>Payroll Operations</b></p>	<ul style="list-style-type: none"> <li>• Review lost-time reports for employee absences.</li> <li>• Pay benefits as instructed.</li> <li>• Monitor disability information in SAP HR for continuation of disability insurance.</li> <li>• Track disability information and keep others informed.</li> </ul>
<p><b>Workers’ Compensation</b></p>	<ul style="list-style-type: none"> <li>• Review claims to determine if they are occupational or nonoccupational.</li> <li>• Administer workers’ compensation benefits.</li> <li>• Manage occupational disability cases through to completion.</li> </ul>

Who	Responsibility
<p><b>Chevron Medical Clinics</b></p>	<ul style="list-style-type: none"> <li>• Educate employees and supervisors about the program.</li> <li>• Provide information to help Absence management partner manage disability cases.</li> <li>• Schedule fitness-for-duty exams and functional capacity evaluations.</li> <li>• Use the weekly STD and FMLA absence reports.</li> <li>• Help employees return to work after an illness or injury.</li> <li>• Provide services and support for local absence control programs.</li> <li>• Provide medical guidance for chronic medical conditions.</li> </ul>
<p><b>Personal Data Maintainers (PDRs)</b></p>	<ul style="list-style-type: none"> <li>• Accurately enter an absent employee’s leave into SAP HR.</li> <li>• Before entering the leave in SAP HR, ensure that the data has been properly recorded by the time administrator/time data recorder (TA/TDR).</li> <li>• Maintain confidentiality.</li> </ul>
<p><b>Chevron Disability Management Advisors and Nurse Case Managers</b></p> <p>Call 877-230-8564.</p>	<ul style="list-style-type: none"> <li>• Answer difficult questions and address concerns about absences.</li> <li>• Help employees return to work.</li> </ul>

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<p><b>Absence management partner</b>            HR Service Center:            1-888-825-5247,            option 5            or            Online at  <a href="https://chevron.myleave.proservice.com">https://chevron.myleave.proservice.com</a></p>	<ul style="list-style-type: none"> <li>• Certify employees' eligibility for STD or LTD benefits, and time off under FMLA and certain state laws.</li> <li>• Provide status of claims.</li> <li>• Help employees return to work.</li> <li>• Manage and pay LTD Plan benefits.</li> </ul>
<p><b>Human Resources Service Center representatives</b>            HR Service Center:            1-888-825-5247,            option 2.</p>	<ul style="list-style-type: none"> <li>• Provide information about:               <ul style="list-style-type: none"> <li>— how benefits and service are affected while employees are on leave;</li> <li>— disability plan benefits;</li> <li>— general benefits issues.</li> </ul> </li> <li>• Provide applications for leaves of absence.</li> </ul>

**Where can you find more information?**

- You can access the Chevron Disability Management Web site from the HR-U.S. home page on the intranet or you can go directly to the Internet at <http://hr2.chevron.com/disabilitymanagement> to find complete details about how the program works, including information about all of your responsibilities.
- The Chevron summary plan descriptions (SPDs), which you can access from the HR-U.S. home page on the intranet or directly on the Internet at <http://hr2.chevron.com/spd>, include details about your disability benefits, including eligibility and how to apply.
- More information about leave of absence policies are available on the U.S. HR intranet Web site at <http://hr.chevron.com/northamerica/us/>. Choose **Leaves of Absence** in the **Employee Benefits** section.
- The Employee Assistance and Worklife Services Web site on the intranet at <http://hr.chevron.com/globalprograms/eap/> includes contact information and resources for employees and supervisors.
- Absence management partner representatives are available to answer your questions. Call the HR Service Center at 1-888-TALK2HR (1-888-825-5247), option 5. Call 610-669-8595 if you're outside the U.S. and can't access a toll-free number.
- Contact Chevron's Disability Management Program at 1-877-230-8564, by email at [corpidm@chevron.com](mailto:corpidm@chevron.com), or by fax at 1-866-679-6156.