

FNB Teammates,

Thank you for continuing to work together as we determine how we can best serve our customers and one another during this pandemic. The Pandemic Response Team met this afternoon and I want to share some updates about decisions we've made and also some points of clarification/resources as we start our next work week.

- **Teammate Communication:** Marketing is setting up an external, employees-only webpage/blog where we will update everyone as things develop. We encourage you – if you're on- or offsite – to check that site frequently. If communications need to be shared that are more urgent, we'll use email or OneCall Now to share details with you. When the website is ready, we will share the link with all of you.
- **Remote Work:** IT is in the process of setting up remote work for essential employees. We are defining essential according to our Business Continuity Plan and the urgency and importance that positions have with moving money for customers or communicating/serving customers with concerns or issues. The timing of remote work availability will be based on priority, hardware availability, and the completeness of integration of some applications into our remote work environment. Your managers will be reaching out to you to share more detail about remote work if it's appropriate.
- **Team Rotations:** Some teams will be exploring A-B team structures, where part of a team will be out of the office and working from home, while others are in the office. The purpose of this is to ensure that we have adequate staffing in critical roles while also ensuring that people aren't unnecessarily in more crowded work spaces. Team managers have been asked to consider how to structure A-B rotations and we will consider beginning those rotations next week.
- **Micros closed, Harrisburg Drive-Up Only:** We are suspending our service to the micro branches for next week. Three of the facilities have requested that we do not come. We have communicated with them that we will not be there. Harrisburg will be open only in the drive thru next week due to staffing constraints. We will update more as we learn more.
- **Travel and 14-Day Quarantine:** So many variations of travel exist that it is difficult to provide a blanket directive for every case of travel. As a team,

we're committed at FNBSF to keeping our people safe. We are discouraging voluntary personal travel and, in particular, air, ship/boat, or train travel or traveling to large events that are still happening (concerts, sporting events). If an employee is traveling (either returning from vacation or planning to travel), managers should contact Employee Experience to discuss next steps and whether or not a 14-day quarantine is appropriate. If it is, we also can explore remote access options with IT.

We're very optimistic that the steps we are taking and the Pandemic Response Team's thoughtful approach and discussion will help us keep our teammates safe, customers well-served, and make the best decisions as this situation evolves. We will be meeting over the weekend to monitor developments and pass along information to you.

Please be sure to reach out to Employee Experience with staffing-related questions. Have a wonderful weekend, be well and safe, and remember that we appreciate you.

Bill