

COVID-19 Employee FAQ Illness & Remote Work

Temporary Procedures due to COVID-19 Effective 3/13/2020

Prevention Information & Illness

What should I do if I feel ill?

You should not come to work if you are ill or feel ill. Contact your manager if you do not come to work. If you have COVID-19 symptoms, please call your healthcare provider. Contact your manager and Employee Experience regarding the potential for FFCRA Leave.

If you are diagnosed with COVID-19, please follow physician protocols. Contact your manager and Employee Experience regarding the potential for FFCRA Leave and return to work procedures.

How do I conduct a daily wellness check?

Teammates are encouraged to conduct a daily wellness check before work. Fever, cough and difficulty breathing are the most common symptoms of Coronavirus (COVID-19). While these symptoms alone do not necessarily mean you have the illness, we ask each of you to take precautions to keep our workplace safe.

1. High Temperature. Do you feel hot to the touch on your face or back? Does anyone in your household?
2. New, Continuous Cough. Have you started coughing repeatedly? Does anyone in your household?
3. Shortness of Breath. Are you experiencing unexpected shortness of breath? Do you have persistent pain or pressure in your chest?
4. Other. Are you feeling extreme fatigue, headache, body aches, etc.?

If you answered YES to any of the items above, please contact your physician for guidelines. Also, please notify your manager and Employee Experience.

What should I do if I believe I have been exposed to COVID-19?

If you come in contact or are caring for someone diagnosed with COVID-19, please contact your physician for guidelines, follow protocols and notify your manager and Employee Experience.

If it is confirmed that you have been exposed to COVID-19 positive case, you will be asked to self-quarantine for 14 days from the date you were exposed.

Please also discuss with your manager the option to work remotely. Your manager will discuss this option with IT and Employee Experience. If it is possible that you are able to work remotely, it is

expected that you maintain contact with your manager regarding the work you are performing and the time you are working so it can be properly recorded.

If you are not able to work remotely, you will receive full compensation. We will continue to evaluate this as the situation evolves.

What are the symptoms of Coronavirus:

Coronavirus Disease (COVID-19) What you need to know

As the spread of COVID-19 (novel coronavirus) has reached the United States, it is important that we are ready if this outbreak becomes more widespread. According to the Centers for Disease Control and Prevention (CDC), for the general American public, who are unlikely to be exposed to the virus at this time, the immediate health risk from COVID-19 is considered low.

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed COVID-19 cases.

Common Symptoms*

- FEVER
- AFTER 2 TO 7 DAYS, A DRY COUGH DEVELOPS
- MILD BREATHING DIFFICULTIES
- GASTROINTESTINAL ISSUES
- DIARRHEA
- GENERAL BODY ACHES

Severe Symptoms

- HIGH FEVER (100.4°F OR HIGHER)
- PNEUMONIA
- KIDNEY FAILURE

Transmission

Coughs or sneezes from infected person or touching contaminated objects

*Symptoms may appear 2-14 days after exposure.

Visit [cdc.gov](https://www.cdc.gov) for the most current information.

SANFORD
HEALTH PLAN

What happens if FNB has a confirmed case and the employee affected has been in the office?

If an FNB employee is confirmed to have COVID-19 infection, FNB will work with managers to inform fellow teammates of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the American Disabilities Act (ADA). Teammates exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure. The Bank will proactively communicate to all teammates regarding potential exposure in the workplace. The Bank will convey all of the measures and steps they are taking to keep teammates healthy and safe.

If I am insured through FNB's health plan, what is the coverage for me and my dependents, if applicable, for COVID-19?

Please see Wabli for the COVID-19 FAQ's for SHP Members.



If I tested positive for COVID-19 and quarantined, what are the next steps?

When a teammate who tested positive for the COVID-19 virus has successfully completed a period of quarantine, which could be up to 14 days, and is safe to return to the workplace, here are the steps we follow:

1. The teammate who had tested positive receives a letter of notification from the Department of Health, that they have successfully completed a period of isolation and are no longer considered able to transmit the novel coronavirus, also known as COVID-19. The letter notes that travel and movement restrictions are removed and the individual can return to work, school, or other activities.
2. Prior to returning to work, the teammate provides the letter from the Department of Health to Employee Experience, who works with the teammate and their manager on a return-to-work plan.

For reasons of privacy and confidentiality, we do not share the name of the teammate directly impacted. We continue to encourage all teammates to proceed with incorporating good hygiene and practice social distancing in the workplace to minimize the risk of infection.

If I tested positive for COVID-19, quarantined, and have returned to work, am I still susceptible to COVID-19?

The medical community is still unsure. Please continue to take everyday preventive steps as described by the CDC:

- Wash your hands frequently.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Is FNB limiting visitors to the branch locations?

Yes. Starting Thursday, March 19, 2020, our bank lobbies will be closed to ensure that teammates and customers are as safe as possible. Customer interaction inside branch locations must be by appointment only because of social distancing and limiting person-to-person contact remains the most effective way to limit the spread of Coronavirus.

- Drive-ups will remain open to provide services to our customers and communities. Anyone handling money, documents, bags, or taking items from customers should use provided gloves and hand sanitizer and practice regular handwashing techniques.
- Please encourage customers to use online or mobile banking or to contact customer service (605-335-5200) to handle transactions.

Please review the customer communication and the door signs so you're familiar with how we will share this "Lobby Closed" message with our customers and community.

Beginning Thursday, April 9, FNBSF made three significant changes to branch hours:

- **Benson Road and Harrisburg will be closed to customer traffic**—lobby and drive thru. As a reminder, all lobbies are already closed at all branches.
- All FNBSF branches **drive-rup hours are being adjusted to 9 AM-4 PM.**
- **57th St and Arrowhead will no longer be open on Saturdays.** Western Mall, Dell Rapids, Brandon, and Flandreau will continue to be open on Saturdays.
- South Louise will continue to be closed.

Remote Work Information

Is there an option for my position to work remotely?

If there is an option for your position to work remotely, your manager will discuss with you the possibilities and expectations for this. If you are able to work remotely it is expected that you maintain contact with your manager regarding the work you are performing and the time you are working so it can be properly recorded.

What if my position does not allow me to work remotely?

Our goal is to have a combination of positions that can work remotely align with a smaller number of teammates in the office at any given time. This will allow us to create a safe social-distancing

environment. Not all positions will be able to work remotely because of the nature of the work teams perform.

How will remote work be prioritized?

Our Business Continuity Planning manuals identify critical roles within the bank are of the highest priority to maintain during emergent situations. We will follow these guidelines and requests for remote access will be prioritized accordingly.

What if I cannot come to work due to the need to care for a loved one?

Please refer to the following documents for greater details:

1. Explanation of Families First Coronavirus Response Act (FFCRA)
2. FFCRA Employee Rights

Travel Information

Should I be expected to travel for work?

As of today, no business travel on behalf of FNBSF will be permitted.

Are there any restrictions on personal travel?

In the event state and local health departments provide directives regarding travel restrictions, we will comply.

We strongly discourage teammates from any personal travel or from attending any events that bring them in contact with large numbers of unidentified people. Air travel, cruise ships, and public events (concerts, sports events) with large numbers of people are examples.

If you choose to exercise personal travel plans, you are required disclose those travel plans (location, mode of travel, or the event) to their manager and Employee Experience. You could be subject to a 14-day quarantine period away from the bank conditional on the mode of travel, location of travel, or event attended.

If you are asked to self-quarantine, please discuss with your manager the option to work remotely. Your manager will discuss this option with IT and Employee Experience. If it is possible that you are able to work remotely, it is expected that you maintain contact with your manager regarding the work you are performing and the time you are working so it can be properly recorded.

If you are not able to work remotely, you will receive full compensation. We will continue to evaluate this as the situation evolves.

If I choose to cancel my personal travel plans and I incur an expense, can I get reimbursement from the Bank?

If you choose to cancel your personal travel plans, you may be reimbursed for expenses incurred. Please contact Employee Experience to discuss your situation.

What should I do if I or someone I live with has traveled to an at-risk area recently?

If you or someone you live with has traveled to or through an affected region by mass transit (plane, train, ship/boat), you will be asked to self-quarantine for 14 days after returning. Please contact Employee Experience to discuss further.

If you are asked to self-quarantine, please discuss with your manager the option work remotely. Your manager will discuss the option with IT and Employee Experience. If it is possible that you are able to work remotely, it is expected that you maintain contact with your manager regarding the work you are performing and the time you are working sit can be properly recorded.

If you are not able to work remotely, you will receive full compensation. We will continue to evaluate this as the situation evolves.

What should be considered when arranging/attending industry events involving large numbers of people?

We ask employees to use strong discretion if they wish to attend local industry events/conferences. Please alert your manager with any plans to attend and wherever possible avoid gatherings with large crowds.

Facilities Updates

What additional preventative measures are we taking?

What precautions do I take as a teammate?

- Teammates, assess your own symptoms prior to starting your work day. Daily Wellness Checks are encouraged for the safety of yourself, your families, our teammates, and customers.
 - o See the “Symptoms of COVID-19” resource on Wabli and included above
- Do increase the frequency of cleaning commonly touched surfaces

What routine and extra environmental cleaning and disinfection are we doing?

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.

- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Disposable wipes have been provided so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by teammates before each use.
- UV lights on air handling units
- Changing air filters frequently
- Extra bathroom cleaning

Ongoing Efforts

What else is underway at FNB that I might not be aware of?

A dedicated task force has been created to review the most current guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local authorities. This task force is also actively managing the Pandemic Response Plan.

Questions?

The impact that COVID-19 is having on each of us, our families, our teams, the organization, and our community is growing and changing daily. As always, we remain available to answer questions, or clarify concerns. Please visit with your manager or email your Employee Experience team at firsthr@fnbsf.com.