COVID-19 Employee FAQ Illness & Remote Work

Temporary Procedures due to COVID-19 Effective 9/03/2020

Prevention Information & Illness

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 healthcare provider for guidelines. Also, please notify your manager.

What should I do if I feel ill?

You should not come to work if you are ill or feel ill. 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 have COVID-19 symptoms.

What should I do if I have been exposed to someone diagnosed with COVID-19?

Based on CDC guidelines if you have been in ***close contact*** with someone who has COVID-19 you will need to quarantine at home for 7-10 days after your last contact with that person. It is important to stay at home during this period of time due to the time it takes to develop the illness. Please contact Employee Experience to determine when to start and end quarantine.

People who have been in close contact with someone who has COVID-19—excluding people who have had COVID-19 within the past 3 months.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

What do you consider close contact?

• You were within 6 feet of infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated. *This includes individual exposures added together over a 24-hour period; e.g., three 5-minute exposures for a total of 15 minutes.
• You provided care at home to someone who has been diagnosed with COVID-19
• You had direct physical contact with the person (touched, hugged, or kissed them)
• You shared eating or drinking utensils
• They sneezed, coughed, or somehow got respiratory droplets on you

Steps to take when in quarantine based on CDC guidelines:
• Stay home and monitor your health
• Stay home for 7-10 days after your last contact with a person who has been diagnosed with COVID-19. Please contact Employee Experience to determine when to start and end quarantine.
• Watch for fever (100.4◦F), cough, shortness of breath, or other symptoms of COVID-19
• If possible, stay away others, especially people who are at higher risk for getting very sick from COVID-19

Do my teammates need to quarantine if I have been in close contact with someone diagnosed with COVID-19?
No, your teammates will not be required to quarantine if you have been in close contact with someone diagnosed with COVID-19. Please notify your manager and Employee Experience regarding the exposure and for further guidance.

Can I work remotely while I am quarantined?
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 need to take PTO. If your PTO is exhausted you will need to take leave without pay.

What if I am diagnosed with COVID-19?

Follow the protocols given to you from your healthcare provider.

Based on CDC guidelines you should isolate yourself from others if you have been diagnosed with COVID-19. Teammates who are in isolation should stay home until it's safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific "sick room" or area and using a separate bathroom (if available).

Steps to take when in isolation based on CDC guidelines:
• Follow the protocols given to you from your healthcare provider.
• Monitor your symptoms. If you have an emergency warning sign (including trouble breathing), seek emergency medical care immediately.
• Stay in a separate room from other household members, if possible.

• Use a separate bathroom, if possible.
• Avoid contact with other members of the household and pets.
• Don't share personal household items, like cups, towels, and utensils.
• Wear a cloth face covering when around other people, if able.

Do my teammates need to quarantine if I have been diagnosed with COVID-19?
Employee Experience will work with managers to inform fellow teammates of their possible exposure to COVID-19 but maintain confidentiality as required by the American Disabilities Act (ADA).

Employee Experience will use the close contact guidelines noted above as one of the guiding factors to determine if a teammate needs to quarantine.

The Bank will communicate to all teammates the exposure in the workplace. The Bank will convey all of the measures and steps they are taking to keep teammates healthy and safe.

Can I work remotely while I am in isolation?
If you are feeling well enough to work remotely with your COVID-19 diagnosis 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 be eligible for some pay through the Families First Coronavirus Response Act (FFCRA). Please see the explanation of Families First Coronavirus Response Act (FFCRA) on the Wabli Site and contact Employee Experience.

Who needs to quarantine?

People who have been in close contact with someone who has COVID-19—excluding people who have had COVID-19 within the past 3 months.

Anyone who has had close contact with someone with COVID-19 should stay home for 7-10 days **after their last exposure** to that person. The best way to protect yourself and others is to stay home for 7-10 days if you think you've been exposed to someone who has COVID-19. However, anyone who has had close contact with someone with COVID-19 and who meets the following criteria does **NOT** need to stay home.

- Has COVID-19 illness within the previous 3 months **and**
- Has recovered **and**
- Remains without COVID-19 symptoms (for example, cough, shortness of breath)

After stopping quarantine, you should

- Watch for symptoms until 14 days after exposure.
- If you have symptoms, immediately self-isolate and contact your local public health authority or healthcare provider.

- Wear a mask, stay at least 6 feet from others, wash their hands, avoid crowds, and take other steps to prevent the spread of COVID-19.

When can I return to work if I had been diagnosed with COVID-19?

When you can return to work depends on different factors for different situations.

Employee Experience will work with you to determine your return to work based on CDC guidelines.

Also, please know, the SD Department of Health (DoH) releases teammates from the required period of isolation (due to illness) or quarantine (due to exposure) resulting from the novel coronavirus, also known as COVID-19. Due to successfully completing their stay-at-home period, our teammates are no longer considered to be at risk of spreading COVID-19 due to their illness or exposure and are able to return to work.

Here's the guidance from the CDC:
https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html

General Question: I think or know I had COVID-19, and I had symptoms. When can I be around others?

- 10 days since symptoms first appeared **and**
- 24 hours with no fever without the use of fever-reducing medications **and**
- Other symptoms of COVID-19 are improving*

**Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation*

Most people do not require testing to decide when they can be around others; however, if your healthcare provider recommends testing, they will let you know when you can resume being around others based on your test results.

Note that these recommendations **do not** apply to persons with severe COVID-19 or with severely weakened immune systems (immunocompromised). These persons should follow the guidance provided by the CDC.

If I get tested for COVID-19 after being exposed to a person who tested positive for COVID-19 and receive negative results, can I return to work before the quarantine ends?

No. COVID-19 has an incubation period of up to 14 days. For example, a teammate could get tested today and test negative; and then in 10 days, the teammate could get tested and test positive. This is due to the 14-day incubation period of COVID-19. The Department of Health's guidance is to quarantine for 14-days after the last contact with the person who tested positive for COVID-19.

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.

Cases of reinfection of COVID-19 have been reported but are rare. In general, reinfection means a person was infected (got sick) once, recovered, and then later became infected again. Based on what we know from similar viruses, some reinfections are expected.

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:
•Explanation of Families First Coronavirus Response Act (FFCRA)
•FFCRA Employee Rights

What are COVID-19 Vaccination Options? The CDC has confidence in the vaccine options available and has made recommendations for those who should get the vaccine first, and then each state makes its own plan.

The SD Department of Health has established expected vaccine availability for SD Residents. Financial Services is considered a part of the "Other Critical Infrastructure Workers" and are in Phase 1E of distribution for the vaccine. The vaccine availability for Financial Services is March 22nd, 2021. Please contact your primary health provider to schedule, if interested.

How long does protection from a COVID-19 vaccine last? We don't know how long protection lasts for those who are vaccinated. Experts are working to learn more about both natural immunity and vaccine-induced immunity. CDC will keep the public informed as new evidence becomes available.

Do I need to wear a mask and avoid close contact with other if I have gotten 2 doses of the vaccine? Until more is known, fully vaccinated people should continue to wear masks and stay 6 feet apart from other people in other settings, like when they are in public or visiting with unvaccinated people from multiple households.

Have You Been Fully Vaccinated?

People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series
- 2 weeks after a single-dose vaccine

If it has been less than 2 weeks since your shot, or if you still need to get your second dose, you are NOT fully protected. Keep taking all prevention steps until you are fully vaccinated. Check out: When You've Been Fully Vaccinated | CDC

If I have already had COVID-19 and recovered, do I still need to get vaccinated with a COVID-19 vaccine?

Yes, you should be vaccinated regardless of whether you already had COVID-19. That's because experts do not yet know how long you are protected from getting sick again after recovering from COVID-19. Even if you have already recovered from COVID-19, it is possible—although rare—that you could be infected with the virus that causes COVID-19 again. Learn more about why getting vaccinated is a safer way to build protection than getting infected.

To mask or not to mask?

The CDC encourages everyone to wear a face covering when unable to socially distance because some people with COVID-19 never show symptoms; the extra layer helps prevent the spread of the infection.

- **Why mask?** You could spread COVID-19 to others even if you do not feel sick. The mask protects other people if you are infected. Everyone should wear a mask when other social distancing measures are difficult to maintain. Continue to keep about 6 feet between yourself and others. The mask is not a substitute for social distancing.
- **When to wear a mask?**
  - When you are working with customers, a face covering is required.
  - If you cannot socially distance (six feet) from teammates, a face covering is required.
  - A plexiglass barrier does not comply with the mandate. You will also need to wear a face covering if you are unable to maintain a six-foot social distance.
  - If you are alone in your office, a face covering is **NOT** required as you would be considered six feet apart.
- **Special Notes**:
  - If you do not have a face covering or have misplaced the ones previously provided to you, contact Marketing for a replacement
  - If you need additional hand sanitizer, cleaning supplies, or masks, contact Maintenance.
  - If you have a medical or religious reason that prohibits you from wearing one, please contact Employee Experience.

Return to Work

What are the next steps for return to work?

We are continuing to monitor our return to work schedule. Given the fluidity of the situation we will remain flexible in scheduling our teammates back to their respective work locations.

We continue to prioritize business continuity and the safety and wellbeing of our teammates and customers and will continue to be cautious of our transition plan.

As of now, essential teammates will continue to be spread out throughout the Bank or continue on a rotation basis working remotely.

As the vaccine availability for South Dakota Residents continues to progress, we are anticipating a mid-June 2021 return to work. This will be a deliberate approach to return and as the vaccination schedule progresses, we will provide a minimum of two weeks' notice before return to office.

Team Rotations. The purpose of team rotations is to ensure that we have adequate staffing in critical roles while ensuring that people aren't unnecessarily in more crowded workspaces.

We would also like to continue to stress the importance of preventing the spread of COVID-19 by all teammates embracing the following guidelines:

•Encourage social distancing, staying at least 6 feet apart (about 2 arms' length) whenever possible
•Wear a mask when you cannot social distance
•Limit your time in common areas
•Frequent handwashing or hand sanitizing
•Stay home when you are feeling ill

At Work

Meetings.

- Avoid in-person meetings. Use online conferencing, email, or the phone when possible (even in the same building).
- Unavoidable in-person meetings should be short and in a space where people can sit at least six feet from each other.
- In-person meetings in conference rooms may occur provided adequate social distancing can be maintained.
- Consider an outdoor box lunch or a virtual lunch with teammates instead of an in-person lunch meeting in close quarters.
- We prefer an open door policy at FNB. Unfortunately, open doors may invite the spread of COVID. Please close office doors when possible.

Travel Information

Should I be expected to travel for work?

Minimize non-essential travel in this phase. Examples:
•Conferences, external training and trade shows are non-essential.
•Traveling to a customer in the region is essential travel. It is preferred to meet virtually when able.

Are there any restrictions on personal travel?

Travel increases your chances of getting infected and spreading COVID-19, **staying home is the best way to protect yourself and others from getting sick.**

If you are thinking about traveling away from your local community, ask:

•**Is COVID-19 spreading where you're going?**
You can get infected while traveling.
•**Is COVID-19 spreading in your community?**
Even if you don't have symptoms, you can spread COVID-19 to others while traveling.
•**Are you or those you are traveling with more likely to get very ill from COVID-19?**
Older adults and people of any age who have a serious underlying medical condition are at higher risk for severe illness from COVID-19.
•**Do you live with someone who is more likely to get very ill from COVID-19?**
If you get infected while traveling you can spread COVID-19 to loved ones when you return, even if you don't have symptoms.
•**Does the state or local government where you live or at your destination require you to stay home for 14 days after traveling?**
Some state and local governments may require people who have recently traveled to stay home for 14 days.

If you choose to exercise personal travel plans where COVID-19 cases are on the rise, you need to disclose those travel plans (location, mode of travel, or the event) to your manager and Employee Experience. You could be subject to a 14-day quarantine period away from the Bank.

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 need to take PTO. If your PTO is exhausted you will need to take leave without pay.

Facilities Updates

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.
•Wipe down commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment)
•Changing air filters frequently
•Extra bathroom cleaning

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.