

# Plan for Return to Normal Operations

Outline of phased reentry approach

# Reopening overview

This guide is meant as a fluid outline of employer and employee expectations related to the phased reopening of the Virginia economy.

The recommendations coincide with the phased approach proposed by the President of the United States and further implemented by the Governor of Virginia.

All decisions to proceed from each Phase to the next is the sole responsibility of the President and/or CEO and Board of Directors.

# The White House Gating Criteria for Phase Progression



## Proposed State or Regional Gating Criteria

(Satisfy Before Proceeding to Phased Opening)

### SYMPTOMS

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of COVID-like syndromic cases reported within a 14-day period

### CASES

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

### HOSPITALS

Treat all patients without crisis care

AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

\*State and local officials may need to tailor the application of these criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks, rural and suburban areas where outbreaks have not occurred or have been mild). Additionally, where appropriate, Governors should work on a regional basis to satisfy these criteria and to progress through the phases outlined below.

# Phase 1 – Employer Recommendations

- Employers are encouraged to have employees telework when possible and feasible with business operations
- Return employees to work in phases
- Close common areas where personnel are likely to congregate and interact – Enforce MODERATE social distancing protocol
- Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel
- Strongly consider special accommodations for personnel who are members of a vulnerable population

# Phase 1 - Task Force Recommendations

Current operational status mirrors what Phase 1 guidance recommends.

- Maintain current business operation with weekly staff rotations at all Bank locations
  - Strict adherence to rotation assignments during normal business hours for all staff
- Maintain lobby closures except by appointment
- All work-related travel is suspended until Phase 3
- All vendor site visits are prohibited until Phase 3
- Maintain position that all vulnerable employees remain out of the office, some with remote work permissions/capabilities
- Conduct supply restocking in event of Fall outbreak and future response
- Purchase and place vinyl markers for social distance reminders at teller line waiting areas
- Purchase and place sneeze guards in the teller stations to protect staff prior to full branch opening
- Reposition branch staff to encourage/promote social distancing with platform staff

## Phase 2 – Employer Recommendations

- Employers are encouraged to have employees telework when possible and feasible with business operations
- Close common areas where personnel are likely to congregate and interact, enforce MODERATE social distancing protocols
- Non-essential travel can resume
- Strongly consider special accommodations for personnel who are members of a vulnerable population

# Phase 2 - Task Force Recommendations

- **LOBBIES REMAIN AVAILABLE BY APPOINTMENT ONLY**, but **ALL** staff will return to normal hours for all departments and locations (excluding vulnerable employees)
  - Branch teller staff will rotate days in the drive through lanes and off rotation staff can complete required annual training, product review/training, refresher training, universal banker introduction/training
  - Retail staff are encouraged and provided with masks for those working with customers, sneeze guards will be placed at the teller stations and adjustments will be made to office locations for retail staff to accommodate safe social distancing practices
  - Require customers engaging in appointment transaction with loan officers and relationship bankers to mask themselves during their transactions – Bank will provide the masks if the customer does not have one of their own
  - Prohibit non-customer access to customer only work spaces – includes bathroom facilities or break rooms
  - Maintain appropriate social distancing practices in shared spaces (copy rooms, elevator, break room/kitchen), limit inter-department meetings and utilize email and phone calls to facilitate business in the place of visits to co-worker offices
- Conduct security training to address service of customers with face masks, enhanced focus on identifying and mitigating security risks – prepare the new banking environment

## Phase 2 - Task Force Recommendations *(continued)*

- All work-related travel is suspended until Phase 3
- All vendor site visits are prohibited until Phase 3
- Continue supply restocking in event of Fall outbreak and future response
- Phase reincorporation of customer waiting area for platform transactions. Initially, have customers wait in their vehicle until the employee is ready to hold the meeting/appointment. Customers encouraged to provide phone number for staff to call and advise ready for appointment.
- Current Fee Waiver policy will end with beginning of Phase 3
  - Staff will use this time to advise customers of the reinstatement of the fee structure when the Bank reopens fully to the public with Phase 3 – This is meant to provide as much forewarning and disclosure to customers of the return to normal banking operations/practices.



# Phase 3 – Employer Recommendations

- Resume unrestricted staffing of worksites

# Phase 3 - Task Force Recommendations

- **LOBBIES OPEN TO ALL TRAFFIC** - Maintaining social distance guidelines in teller and platform areas
- All staff return to the office and maintain social distance as necessary
  - End leave for vulnerable employees
- Work-related travel is reinstated
- Vendor site visits are reinstated
- Fee Waiver process ceased – Further fee waivers are by officer to be determined at the time based on merits of the request