

## Best of Community Banking Awards - Pandemic

### Documentation of Program Pandemic Response

At the beginning of the pandemic, the emergency response team was deployed and activated our Business Continuity plan. Primary areas of focus included:

- Health, safety, and well-being of our employees
- Safety of our customers
- Being able to provide full services to our customers, with minimal in-person interaction
- Communication to both employees and customers
- Ensuring minimal financial impact to employees and customers
- Maintaining employee morale

To achieve the above, we implemented the following:

#### Employees

- Comprehensive Pandemic Employee Handbook
- Weekly/Monthly email updates from HR or CEO
- Communication on where to go for medical treatment and testing
- 100% paid testing for employees and family members on bank insurance
- Unlimited pandemic pay when quarantined for themselves or to care for a family member, paid at 100% of salary
- Increased amount of vacation that can be rolled over into 2021
- No cost/\$0 copay to utilize telehealth services
- Adding marriage/family counseling as a covered service by our insurance, for both in-person treatment and telehealth
- Flexible work schedule
- Work from home, where possible
- Care packages to all employees
- Safety personal protective equipment – masks, hand sanitizer, shields, gloves, etc.
- Social distancing and providing adequate space between work stations of employees who could not work from home
- Routine cleaning and deep sanitization of each location
- Very quick response and turnaround time if an employee tested positive
- Well thought out contingency plans, if a mass spread occurred
- Flexibility, understanding, and support to our employees as they dealt with the impacts of the pandemic

#### Customers

- Routine communication
- Safety personal protective equipment made available at all locations
- Individual appointments to reduce interaction with other people
- Increased online services available
- Accommodating customers as necessary to ensure their safety, while still meeting all of their banking needs
- Social distancing floor markers, signage, and controlled traffic flow
- Deep cleaning and sanitization of all locations

As a result of the above, we had minimal cases of Covid-19. Of the positive cases, we were able to control internal spread in almost all instances. The processes that we had in place allowed for employees to get tested quickly and resulted in minimal disruption to each location and our customers. Employees were provided the support they needed to take care of their families, which helped maintain employee morale, without suffering any reduction in income.

Overall, our preplanning and emergency preparedness was put to the test. A test that we passed with flying colors. We were able to fully maintain operations, while continually keeping our employees and customers safe, healthy, and feeling valued.