

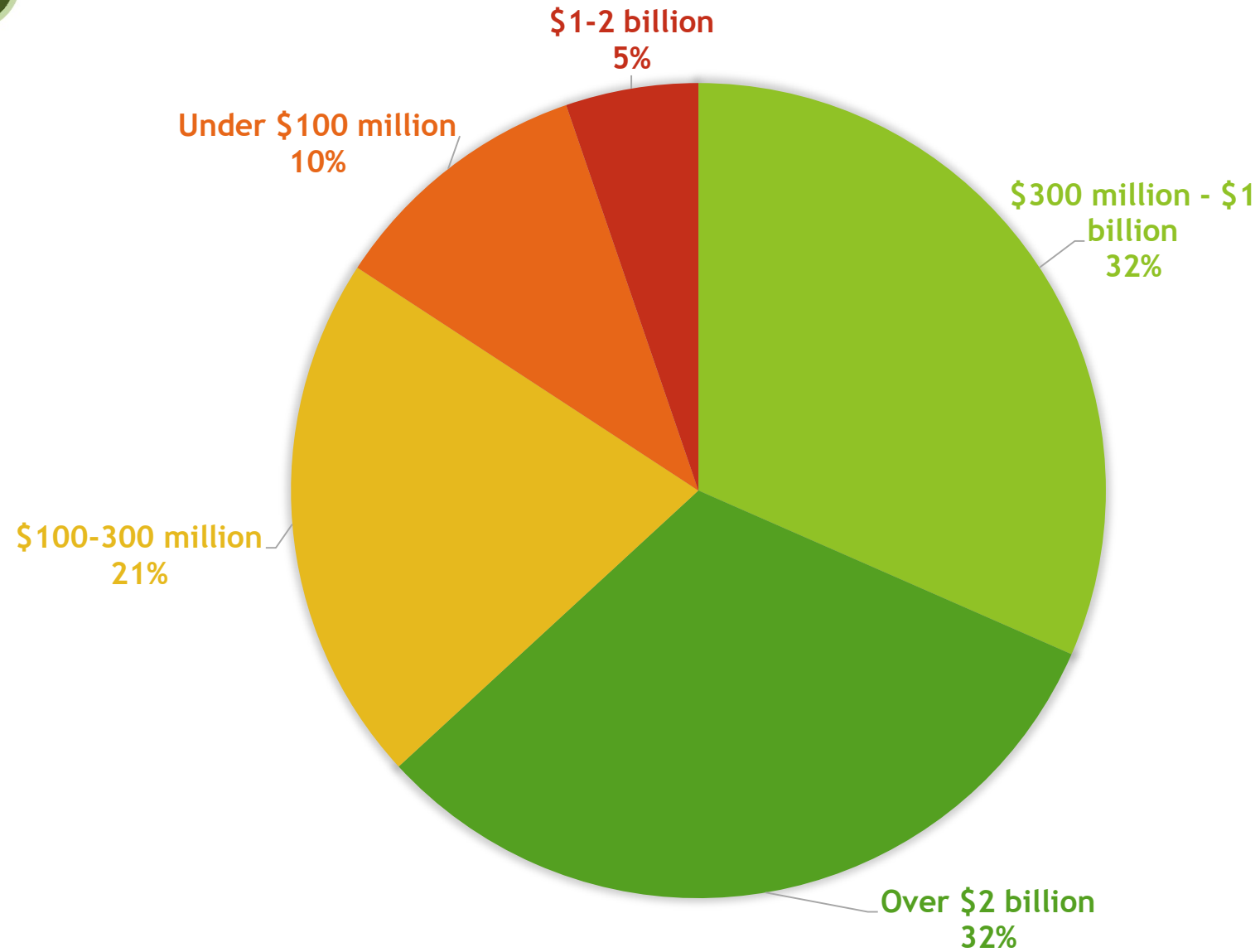


# WBA Return to Normal Operations Survey

Responses collected May 26, 2020



## ASSET SIZE OF BANKS SURVEYED



## DO YOU HAVE A TARGET DATE TO REOPEN BRANCH LOBBIES?

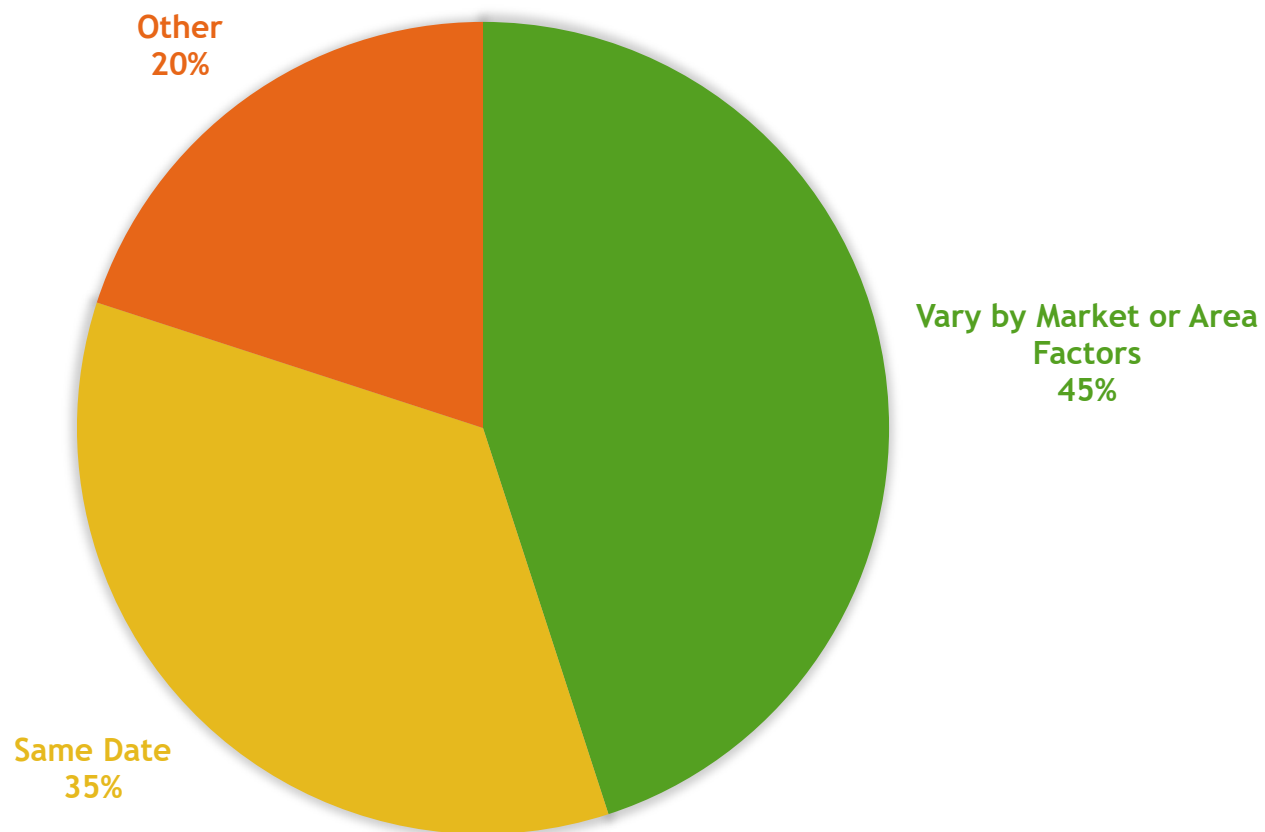




# When Banks are Planning to Reopen Lobbies

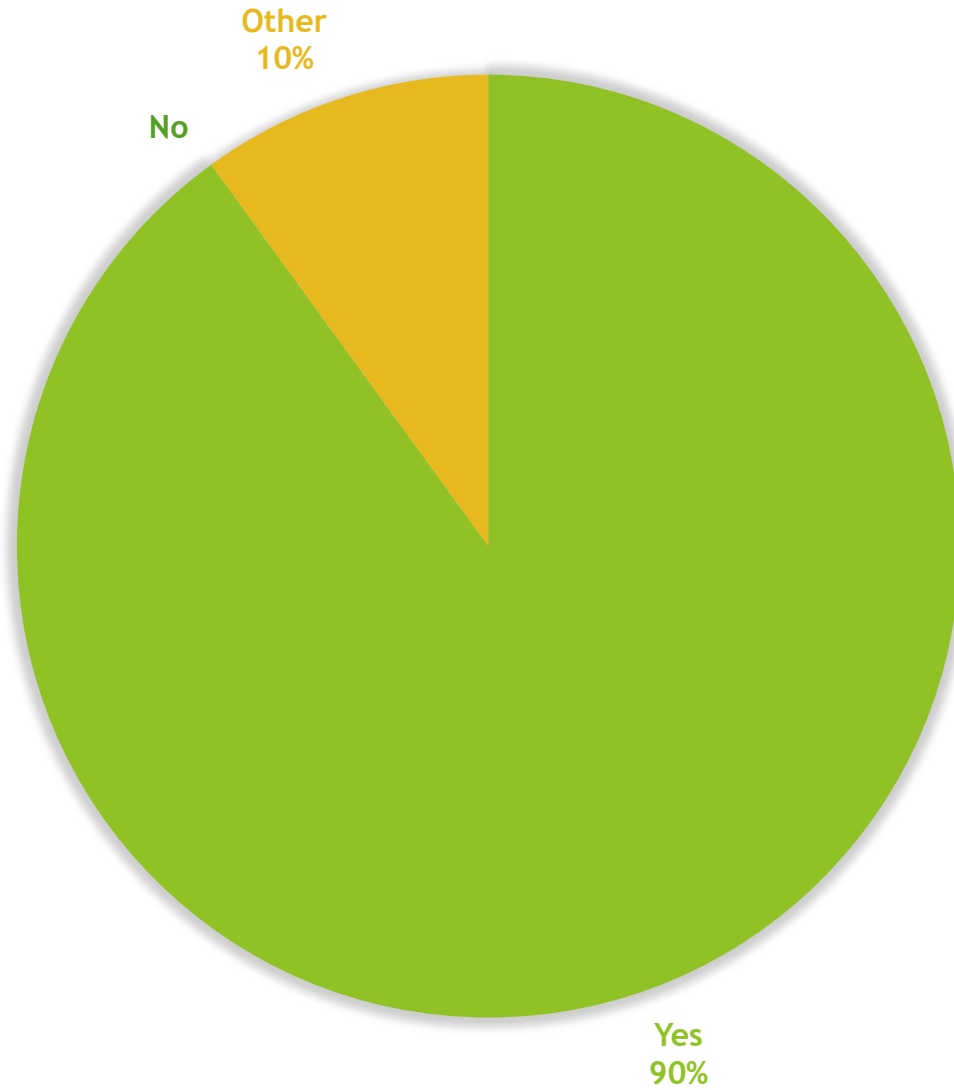
- Estimating end of June or after Fourth of July
- Phase 3 of Washington's 4 phase plan. All lobby traffic has been redirected to drive thrus and lobbies are open by appointment
- June 1-3, lobby hours will be 10 a.m. to 2 p.m.
- June 1
- Assume sometime in June, watching the state's phases
- No specific date. Our plan is to open lobbies to limited traffic once the county where the branch is located reaches Phase 2
- June 8
- June 1, in alignment with lifting restrictions for restaurants, but with limited client capacity
- Will continue to watch customer demand. No rush to open. Serving customers through drive-up and by appointment in the lobbies currently.
- We do not have a target date to open branch lobbies without appointments.
- July 1

DO YOU PLAN TO OPEN ALL BRANCH LOBBIES ON THE SAME DATE, OR VARY THE OPENINGS BASED ON MARKET/AREA FACTORS? (SUCH AS INCIDENT RATE OF COVID-19 DIAGNOSES).



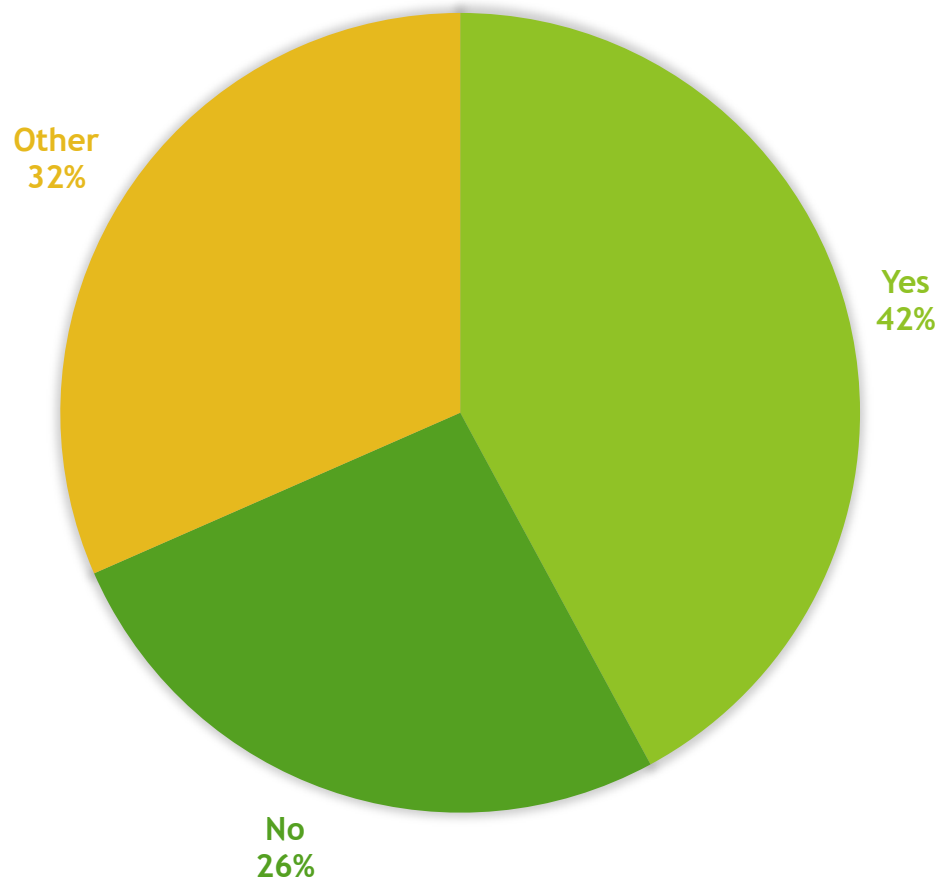


## WILL YOU OR HAVE YOU INSTALLED SNEEZE GUARDS AT THE TELLER WINDOWS?



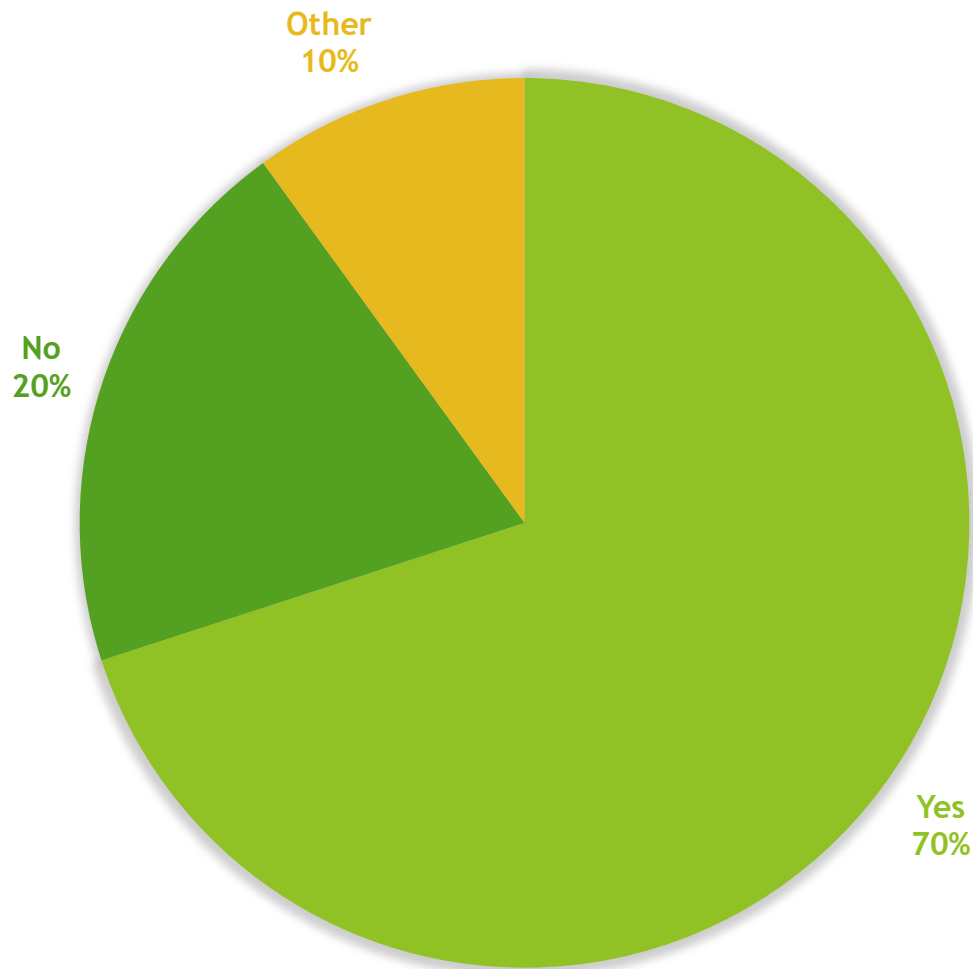


IF YOU DO NOT CURRENTLY OFFER IT, ARE YOU CONSIDERING AN  
“APPOINTMENT ONLY” APPROACH FOR ENTERING THE BRANCH  
GOING FORWARD?





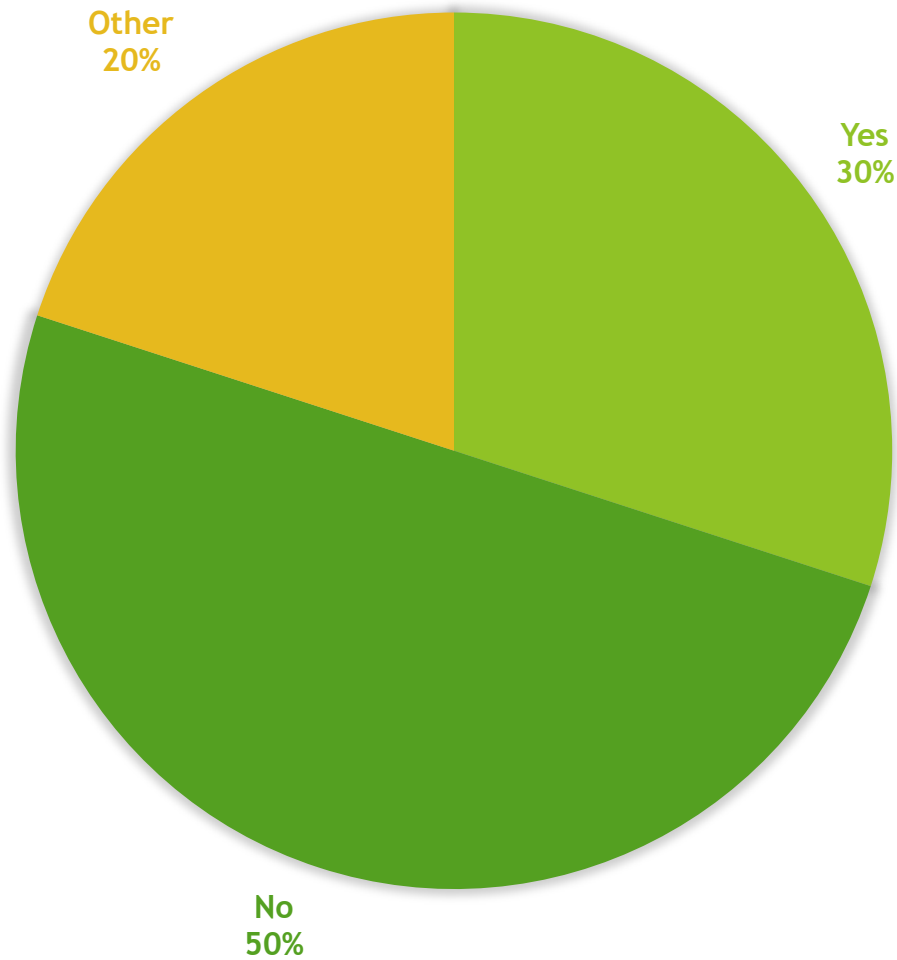
WILL YOU LIMIT THE NUMBER OF CUSTOMERS IN THE LOBBY AT ONE TIME -  
AS MANY GROCERY STORES AND RETAILERS ARE DOING?







## WILL YOU BE UTILIZING AN EMPLOYEE AS A GREETER AT THE ENTRANCE TO THE LOBBY?

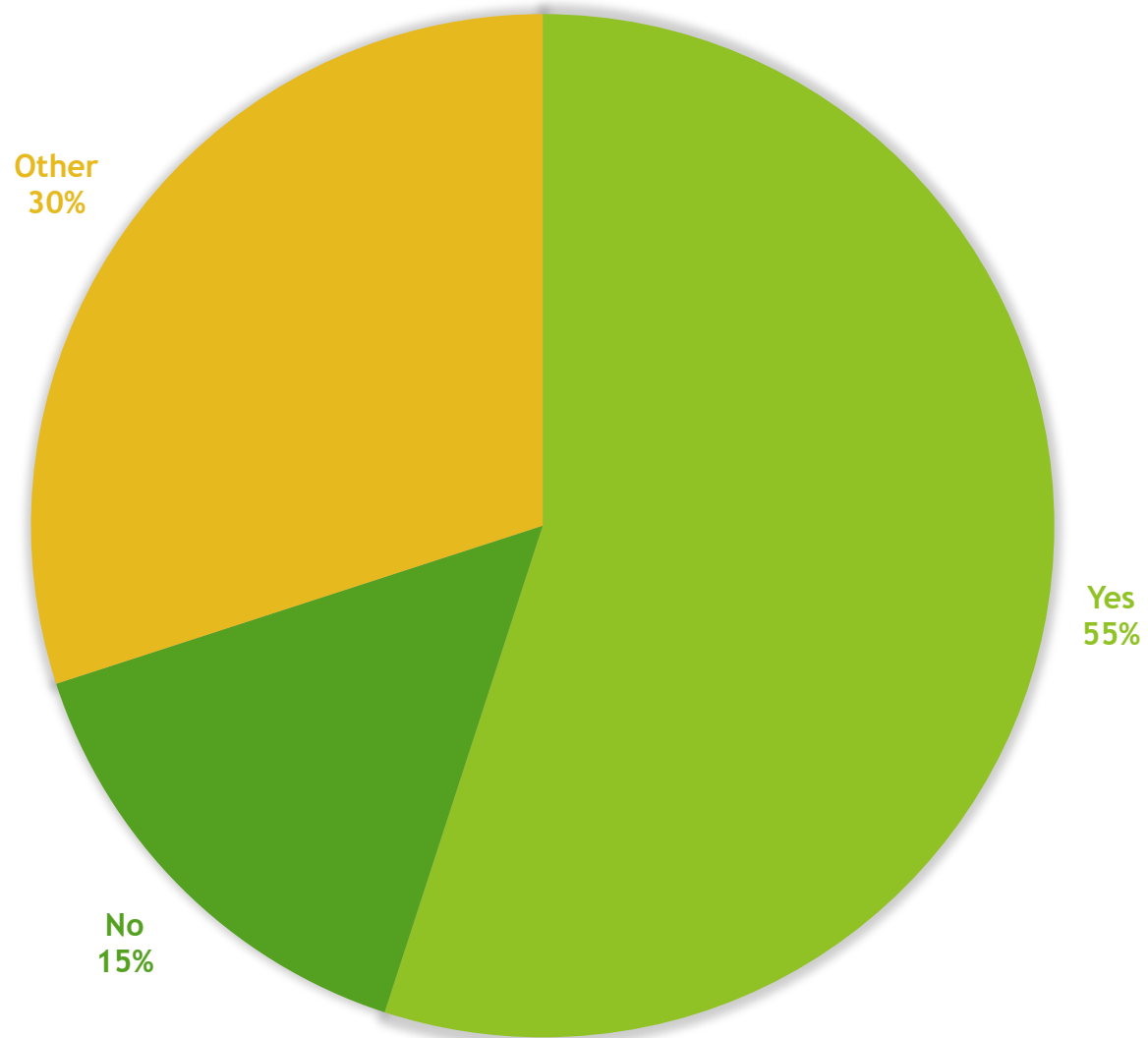




# If using a greeter, what will their duties include?

- Greeting and assisting customers with getting to the banker for their appointment or specific needs. Potentially verifying each person who enters the branch by asking them to remove their mask for a brief moment to identify them.
- Limit entry. Potentially take down phone numbers or manage the wait list to avoid queuing up outside the door.
- Greet customers, identify customers, offer hand sanitizer, potentially ask approved sickness questions and guide to proper employee and manage the number of customers in the lobby.
- Directing people to the right location/person.
- Making sure the customer has an appointment, and if not, asking them to use the drive-up or providing other instructions. When not busy, this individual will be working on other branch operational and service duties.

## WILL YOU ASK EMPLOYEES TO WEAR FACE MASKS?

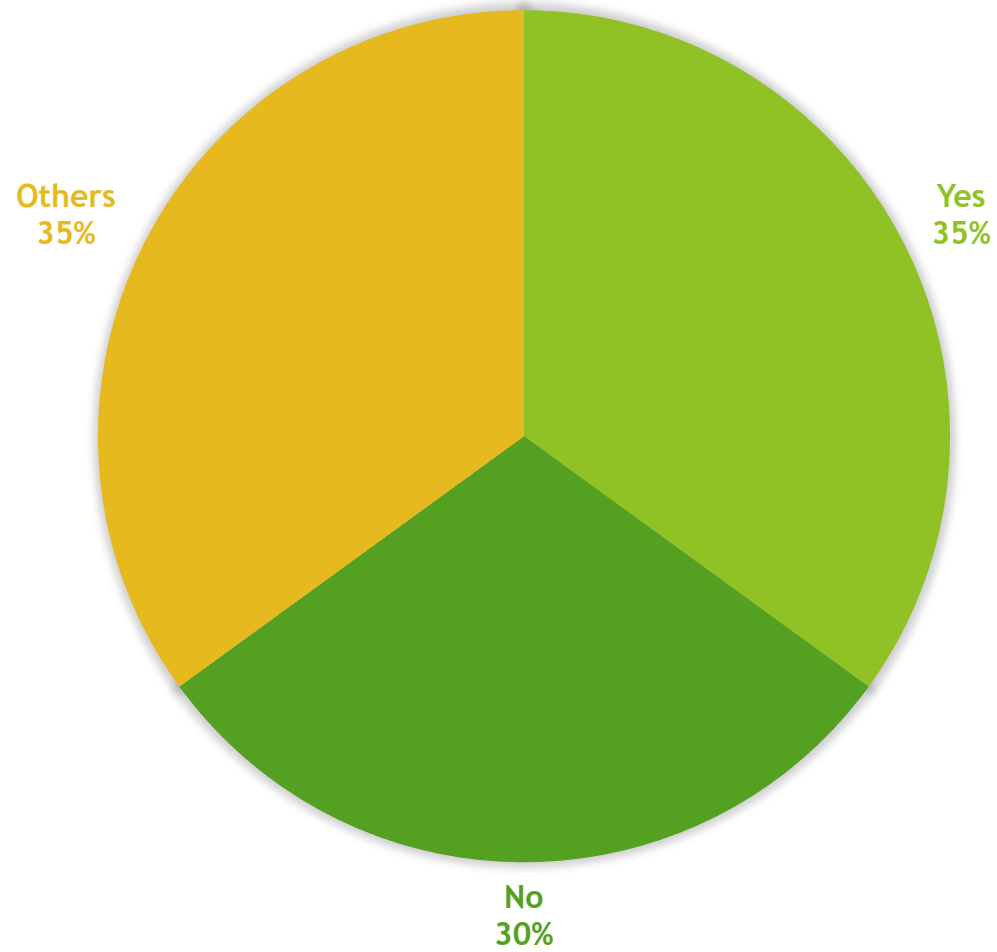




# Will you ask employees to wear face masks?

- Only if it makes them more comfortable.
- Optional for employees, installing sneeze guards.
- Walking through the building and office, can take it off at their desk/office.
- We currently already require all employees to wear face masks in communal areas.
- This will likely be mandated in some areas and difficult to enforce in others across our 8 states or in rural vs. urban communities.
- Wear face covering during customer interactions or when social distancing can't be maintained away from employees desk, such as in public spaces, lobbies and common areas.

## WILL YOU REQUIRE THAT CUSTOMERS WEAR FACE MASKS?



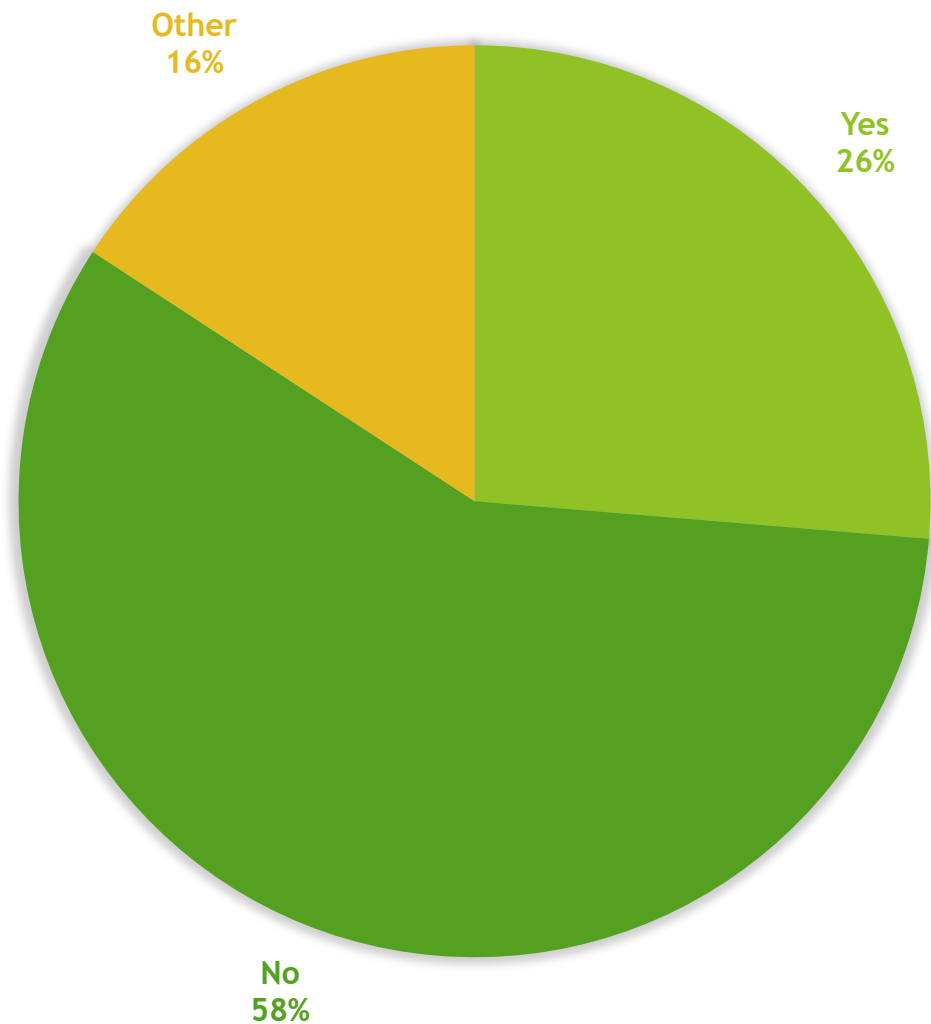


# Will you ask customers to wear face masks?

- Most likely with a verification of their identification.
- Optional and we will provide paper masks supplied at the door.
- This will be their choice
- We will try to require, but may have to “ask” instead of depending on the local health mandates/restrictions.
- Yes, but they will need to take it off for a photo upon entering.
- We would encourage customers to wear masks.
- Yes, we will require customers to wear masks.
- Now that most of our counties have directives, we will be requiring it.



## ARE YOU PLANNING TO BRING BACK NON-BRANCH EMPLOYEES WORKING FROM HOME AT THE SAME TIME AS THE BRANCH LOBBY REOPENING?





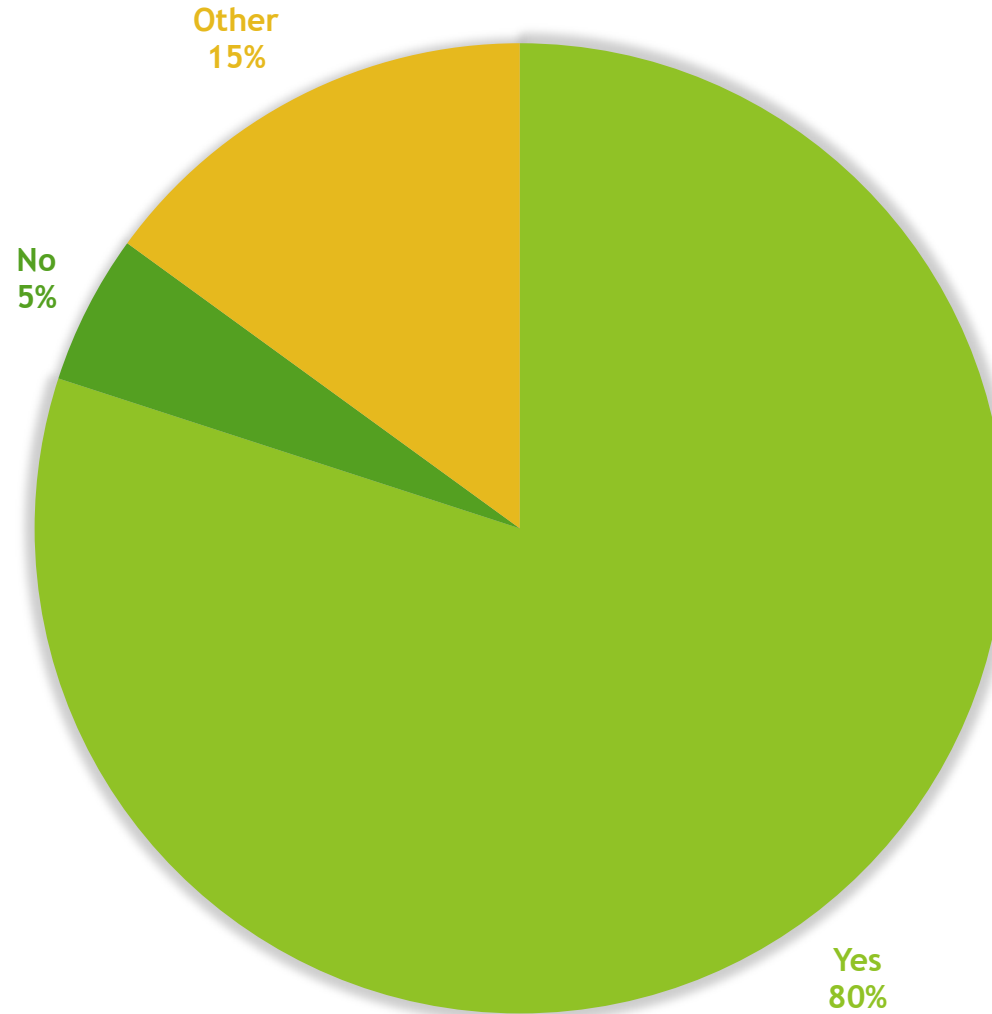
# Are you planning to bring back non-branch employees working from home at the same time as the branch lobby reopening?

- Some, will depend on each individuals role and responsibilities they can complete remotely.
- Yes, although will allow those that want to work remotely to do so.
- Managers are developing their respective timelines for bringing employees back.
- Most at home employees will remain there until they are 1. No longer productive, or 2. we have a vaccine.
- The majority of our non-branch employees in our operations centers did not work from home. During Phase 2, we will limit our capacity to 50% with managers working on team specifics.
- That is in discussion, it is possible some non-branch personnel will not come in for some time.



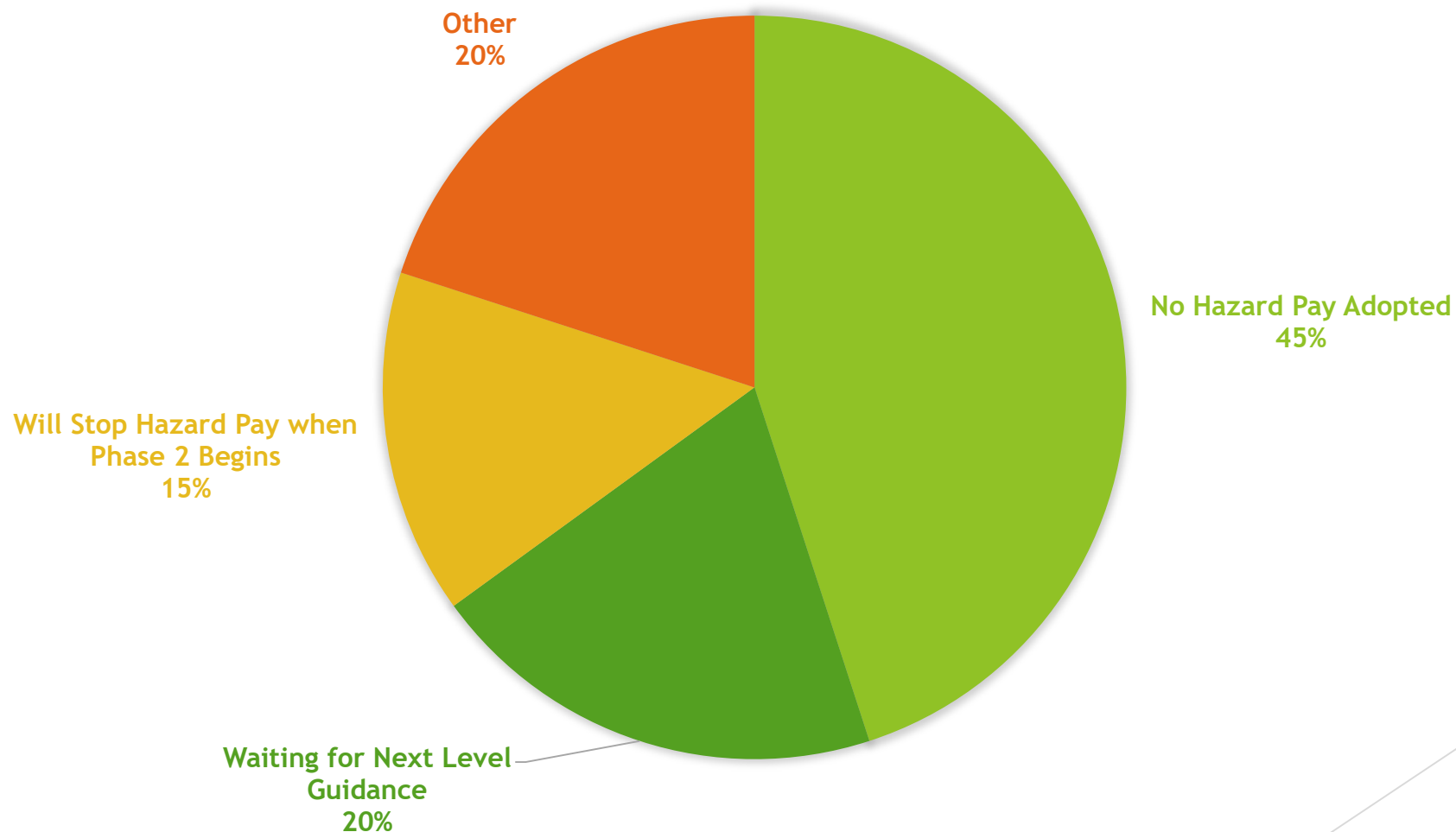


## WILL YOU STAGGER THE RETURN OF NON-BRANCH EMPLOYEES WHO HAVE BEEN WORKING FROM HOME?





## IF YOU ARE PAYING HAZARD PAY OR PREMIUM PAY DURING THE STAY HOME STAY HEALTHY ORDER, WHEN WILL YOU STOP?



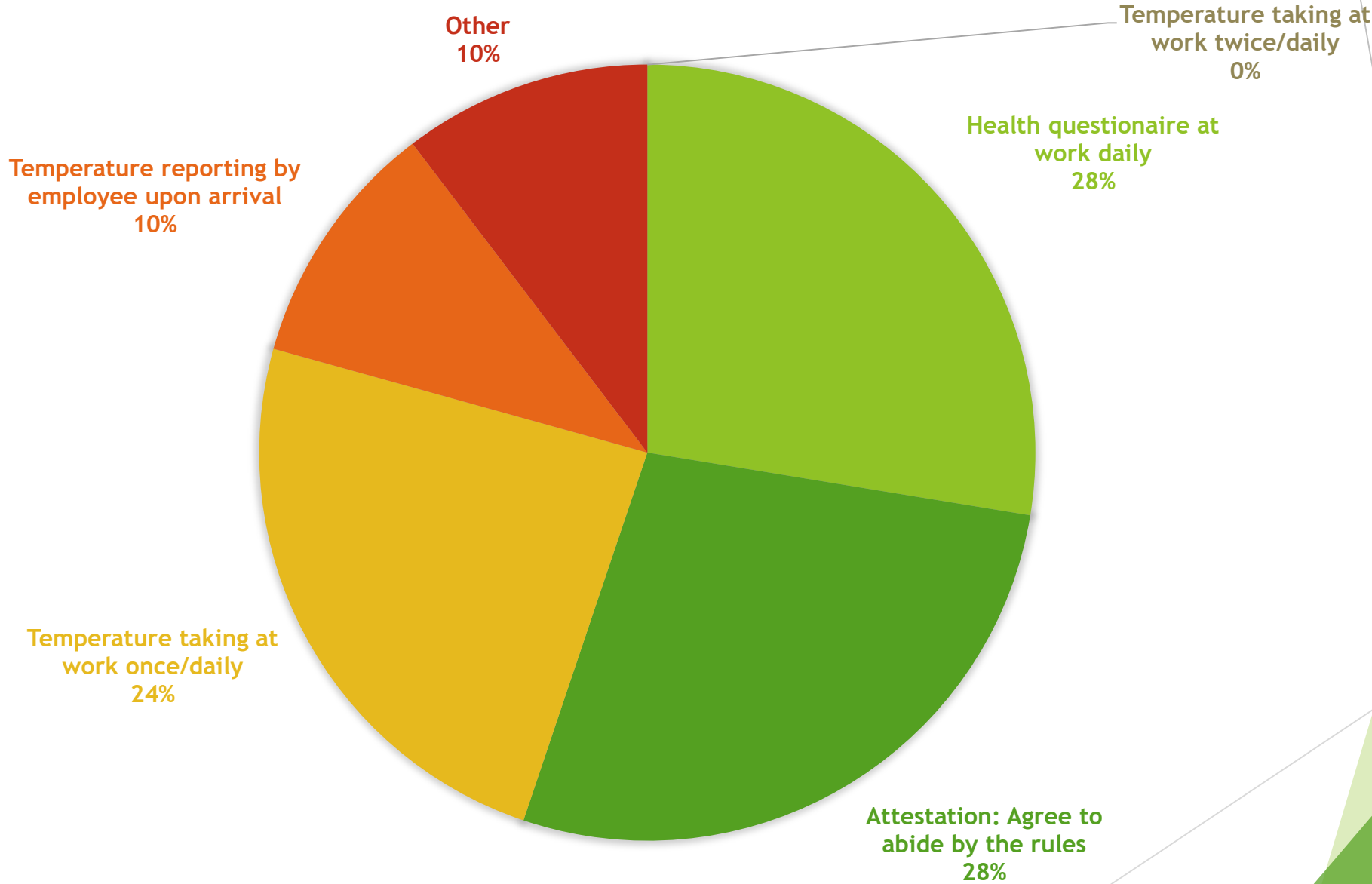


## What changes are you considering with return to work?

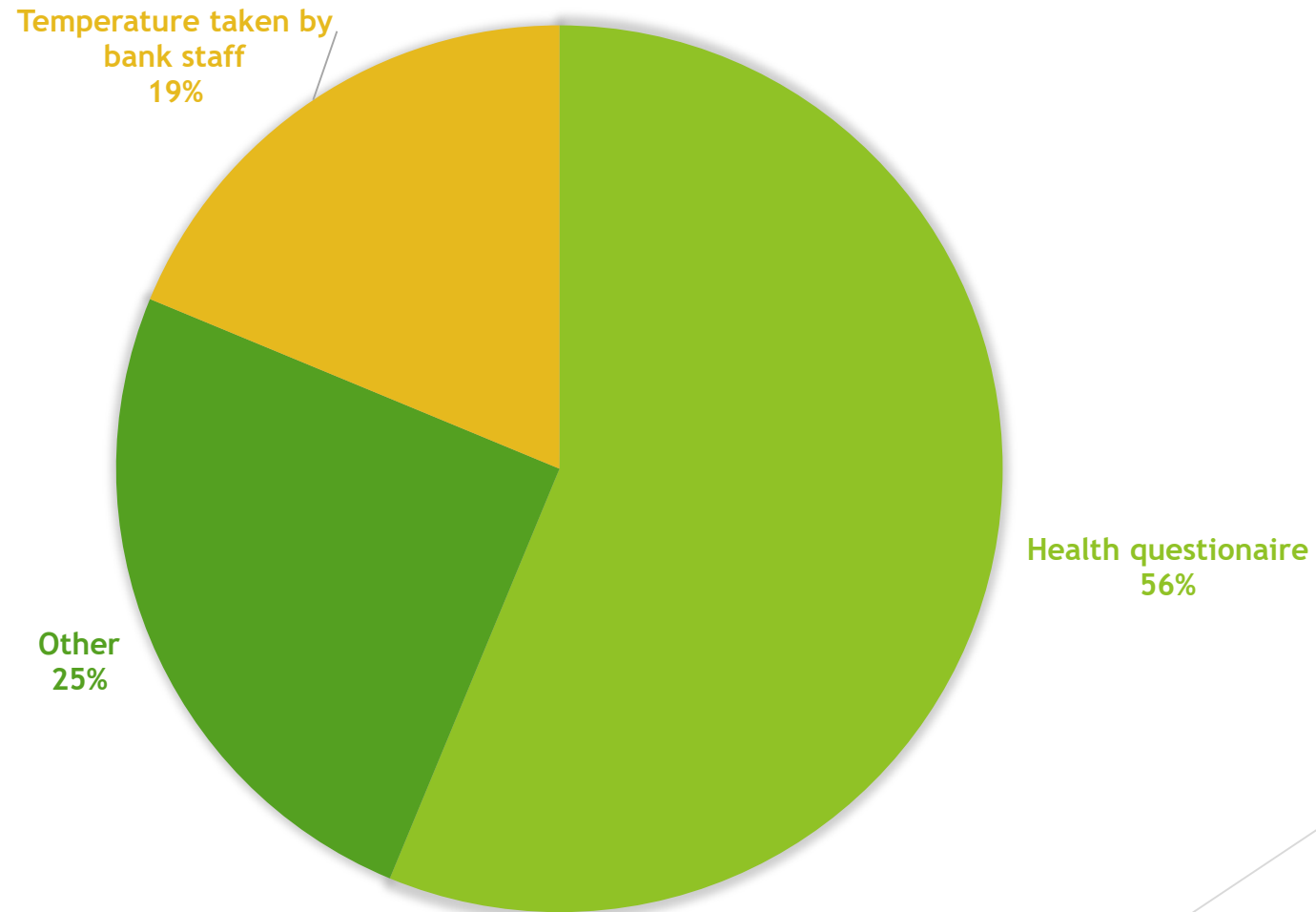




# WHAT TYPES OF HEALTH SCREENINGS WILL YOU DO FOR EMPLOYEES?

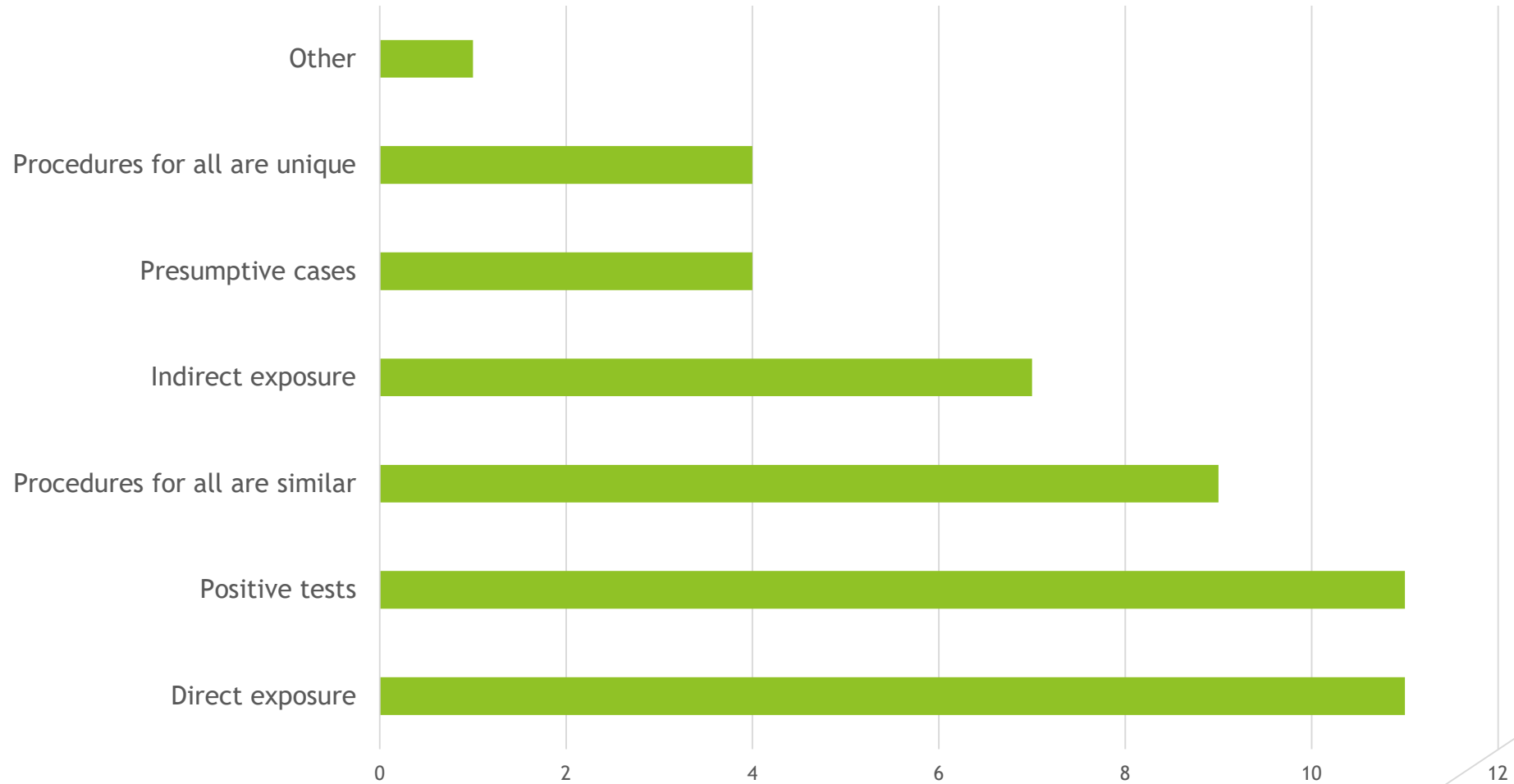


## ARE/WILL YOU DO HEALTH SCREENING ON CUSTOMERS?





## Do you have procedures for the following situations regarding COVID-19 exposure?





## Will your bank have travel restrictions in place and for how long?

