

# PLAN FOR SAFEGUARDS REGARDING COVID-19

This Plan implements measures and institutes safeguards to ensure a safe environment for our employees, customers, clients, and others and is intended to comply with applicable Executive Orders. This Plan may be modified from time to time as necessary. A copy of this Plan will be provided to each employee and posted publicly.

- **Health Screening Process:** Employees are instructed and expected to self-certify their wellness for reporting to the office. This self-certification includes employees ensuring they can answer “No” to the following: Have you, a member of your household or a close contact (1) tested positive for the pandemic virus in the last 14 days; and/or (2) are you experiencing symptoms associated with the virus in the last seven days, including fever, chills, shortness of breath, cough and/or loss of sense of smell and/or taste. Any employee answering “Yes” to either of these questions is expected to immediately avoid the workplace and immediately report that information to his or her supervisor and Human Resources for further direction.
- **Employee Protection:** Merchants is committed to a flexible, reasonable and non-punitive work environment that allows employees to stay home when they or a household member are sick. This commitment includes policies for paid time off and other forms of available leave as well as supplemental policies, such as virtual work designed to accommodate specific individual circumstances.
- **Employee Communication:** Routine communication will be provided to all employees to ensure awareness of the most up-to-date information relevant to managing employee and customer wellness. Targeted communication is available should Merchants become aware of a workplace exposure. Ongoing reminders will be provided to employee to encourage proper hygiene and screening practices.
- **Enhanced Disinfecting and Cleaning Protocols:** Offices are cleaned nightly and employees will routinely disinfect common areas and door handles throughout the day.
- **Personal Hygiene:** Employees should frequently wash their hands with soap and water – use hand sanitizer when handwashing is not an option. Sanitizer, masks and gloves are available to everyone. Reminders of individual healthy practices are posted throughout buildings. All employees meeting closely with a customer should be prepared to wear a face mask upon customer request. Employees should use their badges to avoid PIN pads when possible. Employees are encouraged to stay home (or go home) if they feel ill.
- **Social Distancing:** Employees should observe social distancing guidelines, maintaining at least six feet of separation. This includes common areas, conference rooms, break rooms, hallways, elevators, individual offices, open workstations, and other commonly accessed areas. Employees must follow all posted capacity limits where applicable. Employees should contact Facilities with any individual concerns regarding personal workspaces.
- **Face Coverings:** All employees should be prepared to wear a face mask when requested to do so by customers. Employees, customers and vendors must comply with all applicable local, state and federal guidelines.
- **Visitors and Deliveries:** Employees are encouraged to use good judgment regarding the business need for hosting visitors. All deliveries should be closely coordinated; and delivery people should be met promptly and proactively to avoid excessive contact and prolonged presence in the facility.
- **Business Travel:** Business travel for employees must be coordinated in compliance with public health authorities.
- **Branch Operations:** Branches are open and operating. Customers are encouraged to use drive-thru and walk-up windows where available. Lobbies are open with precautionary measures in place (e.g. social distancing, optional mask wearing and/or plexiglass dividers).
- **Reporting and Notification:** Employees must contact Human Resources immediately if they test positive for COVID-19, come in contact with someone who has tested positive for COVID-19, or if they become aware that they may have been exposed. When in doubt, employees should contact Human Resources. If Human Resources becomes aware of any potential exposures, Human Resources will be sure to communicate appropriately with all relevant people.
- All COVID-19-related matters, including employee and customer safety and employee leave will be managed in accordance with applicable federal, state, and local laws. This Plan is administered by the Vice President of Human Resources in collaboration with the most-senior management official present at each company facility.