

COVID-19 | Frequently Asked Questions

How is Zions Bancorporation managing COVID-19?

We have activated a Coronavirus Task Force to ensure the bank can operate during and recover from an outbreak in our footprint. We are being diligent about planning and continually monitoring updates from the World Health Organization, the Centers for Disease Control, local government public health services websites and other credible sources.

RESOURCES

What resources are available?

Visit ZionsFamily.com for company updates about our planning and prevention efforts. You'll also find tips for preparing for any type of natural disaster on the [Emergency Preparedness](#) page, including a link to the pandemic flu planning guide from the [Centers for Disease Control](#).

How do I access telehealth services?

You may access diagnostic services from home through our providers' telehealth services for a minimal or no co-pay.

[Aetna](#)

Teladoc: 855-835-2362

teladoc.com/Aetna

Connect Care (IHC): intermountainconnectcare.org

[Cigna](#)

MDLIVE: 888-726-3171

MDLIVEforCigna.com

AmWell: 855-667-9722

AmWellforCigna.com

Kaiser

Telephone Appts: 800-780-1230

What other help is available?

We understand that the current COVID-19 pandemic situation may be unsettling to employees and cause anxiety for you and your family members. Zions Bancorporation is partnered with LifeWorks, an employee assistance and wellness program brought to you and your family free of charge to help you manage these personal and work issues. LifeWorks consultants are available 24 hours a day, seven days a week, 365 days a year to talk about practical solutions on these issues or any others that affect you — in your life, health, family and work.

Learn more about the various topics available to you on the [Benefits and Wellness intranet site](#). In addition, LifeWorks has released a COVID-19 toolkit to help during this national health pandemic and has tools available to help during times of crisis and natural disasters.

For confidential advice and support, call 888-456-1324, or visit [their website](#). If you haven't created an account before, please login using the username "zions" and password "lifeworks." You will then be prompted to create a free account.

If you have additional questions, please contact the [Benefits Resource Center](#) at 800-789-4325.

COVID-19 EXPOSURE RESPONSE

If I think I may have been exposed to COVID-19, what should I do?

If you show any symptoms please seek medical care. Stay home if you have respiratory symptoms (i.e., coughing, sneezing, shortness of breath), achiness and/or a temperature above 100.4 F [as recommended by the CDC](#). Use a symptom checker tool online like [this one provided by Intermountain Healthcare](#).

Notify your manager and leave work if you develop these symptoms while at the workplace. In addition, please notify your manager and/or your HR business partner if you: test positive for COVID-19; have had sustained contact with an individual who has tested positive for COVID-19; have returned within the last 14 days from a [Level 2 or Level 3 Restricted Travel Location](#); or have been on a cruise within the last 14 days where there was a positive case of COVID-19.

Supervisors/Managers: Please escalate any of the above immediately through your executive vice president, direct supervisor and your HR business partner. With the help of your HR business partner, take the following actions:

1. Any symptomatic employees (i.e., fever, coughing, shortness of breath) should be put on emergency leave, or work from home status if they are able.
2. Identify any individuals with whom the employee has had sustained contact in the past 48 hours and, if appropriate, recommend they self-quarantine for up to 14 days.
3. Investigate the symptomatic employee's movements for the past 48 hours to determine the scope of the recommended deep cleaning effort.

Can my manager ask for a doctor's note to justify my condition?

Generally, employees' protected health information is protected by the HIPAA Privacy Rule and its disclosure is limited to those who require it in order to administer a leave program, such as Reed Group (the vendor that manages leaves of absence) or Enterprise Human Resources.

What if I believe there has been an employee or customer with a suspected or confirmed case of COVID-19 in one of our locations?

Please notify your manager who will work with Human Resources to determine next steps. These steps may include closing the affected area/facility/floor for a period of time as determined by the Facilities/Property Management department in conjunction with the business leader with approved signage posted and regulatory notification; additional cleaning measures taken for the area/facility/floor; and determining with whom the employee may have had sustained contact within the past 48 hours. HR and management will then determine appropriate measures to be taken for these employees.

As a manager, whom should I contact to have a location cleaned if I believe a location may have been exposed?

You should contact your HR business partner who will reach out to local HR/Facilities Management teams to confirm next steps.

As a manager, if I have an employee who has been exposed to or diagnosed with COVID-19, what should I say to employees in the surrounding area?

Please work with your local HR partners. They will help you draft the necessary communications and verify the audience as needed.

PREVENTION

Where can sanitizer and other supplies be purchased?

Procure hand sanitizer, disinfectant wipes and latex gloves through normal procurement channels via [Ariba](#). View the [anti-virus shopping list in Ariba](#). If you are unable to order through Ariba, contact Enterprise Business Continuity at 1-888-290-8503.

I am still commuting to a physical work location. Should I limit contact with other employees?

During this time, employees who are still commuting to a physical work location are encouraged to maintain social distancing of at least six feet, including from other employees, clients and vendors, while working on-site. This should help reduce the chances of COVID-19 exposure among our employees.

If I work in a branch, can I have a face mask to protect myself?

At this time, it has been advised that face masks should be reserved for health care industry workers.

What do I do if there is a shelter in place order in my city, county, or state?

Banking is considered an essential business, so those employees who are required to work in the office are classified as essential workers and should still report to work during this time. If you are an employee who is still physically commuting to your work location, you should travel with a letter verifying your employment. You will find that letter [here on ZionsFamily.com](#).

Should I still be shaking hands with customers and/or clients?

While we traditionally encourage shaking hands with clients, vendors and colleagues, we have adopted the CDC's recommendation to practice social distancing by keeping a six-foot distance during person-to-person interaction. We advise avoiding bumping elbows or fist bumps. View more on the CDC's website about practicing healthy hygiene etiquette when [coughing and sneezing](#) and by [washing hands](#) regularly.

Should I still be traveling for business?

All colleagues are strongly encouraged to use Skype, Teams, phone or other remote communications tools for meetings instead of travel. Teams is also available for meetings with clients. Employees should also consider using remote communications tools for meetings with vendors who might want to meet onsite. All business travel must be preapproved by a member of the Zions Bancorporation Executive Management Committee.

Should I still host group events?

All affiliates and divisions have been asked to modify, postpone or cancel large team and client events, and to refrain from scheduling any additional events until further notice. You may be able to redesign some events, such as guest speakers or meetings to be held using Teams or webcast instead of in-person. Please contact your affiliate CEO or division head for guidance regarding any already scheduled client event.

WORKING REMOTELY

Should I work from home?

Please work with your own local management teams to more proactively pursue strategies that allow us to carry on business and serve customers while minimizing the physical proximity and contact our employees have with one another. This means taking actions now to have many of our employees working from home, where possible.

I haven't worked from home before, but my manager has requested I do. What steps should I take?

Please refer to the instructions sent in a [previous email](#) on [ZionsFamily.com](#). All instructions are found in the self-service knowledge base, "[Service Now](#)" tool.

When I work remotely, should I add an autoreply or change my voicemail to let people know I'm not in the office?

No, working remotely should be business as usual. Please follow the instructions in [self-service](#) to forward your office phone to your cell phone or set up a soft-phone to use on your computer.

What items am I permitted to bring from my workspace to my home in order to work remotely?

Work with your manager to determine what items may be absolutely necessary. Any items beyond your company-issued laptop and docking station would need to be appropriately tracked for asset management purposes if they are removed from the workplace.

Do hourly employees have to clock in and out when working remotely?

Nonexempt employees must record all time worked in TC-1. This includes any time spent working, any use of work mobile applications and all business-related phone calls. Employees should be encouraged to limit their work to standard business hours. If employees have issues using TC-1, managers should enter time on their behalf to ensure any time spent working is recorded.

How long do we anticipate employees will be able to work from home?

At this time, there is no clear answer. We will continue to monitor the situation and follow directions from local and federal officials.

How do I update my contact information?

Take a moment to look at the contact information we have for you on file by going to the [ERC](#). Click on “My Self Serve” and scroll down to the “my Info” box where there’s a section for viewing and updating personal information. Ensure that your home and cellular phone numbers and home email addresses are current.

EMERGENCY LEAVE

Will I get paid if I’m not able to work remotely, but can’t come into my physical job location?

Beginning Monday, March 16, and extending through Friday, April 17, if you are unable to work on-site or from home due to COVID-19 related circumstances, supervisors/managers are instructed to approve this time using the “emergency leave” designation (under the “Company” benefit type, code 55 and enter “0” hours for exempt employees, and the number of regularly scheduled hours for nonexempt employees) in the TC-1 time reporting system. This should cover the following issues:

- You are caring for a child or other individual who is unable to care for themselves due to the COVID-19-related closing of their school, childcare facility or other care program;
- You have elected a self-imposed quarantine because you fall into a high-risk medical category (e.g., pregnancy, respiratory illness, diabetes, compromised autoimmune system, etc.);
- You are caring for another person who has COVID-19 or who is under a quarantine related to COVID-19;
- You are quarantined (including self-imposed quarantine) — at the instruction of a health care provider, employer, or government official — to prevent the spread of COVID19;

- You have a current diagnosis of COVID-19; or
- “Sick leave” unrelated to COVID-19 during this 30-day time period should also be recorded as “emergency leave.”

While I’m on emergency personal leave, do I still accumulate sick/vacation time?

Yes, you will accumulate sick leave and vacation time as if you were working.

If my hours are reduced because a branch changes their hours, will I still be paid my regularly scheduled hours?

Yes, you will still be paid your normal scheduled amount during this time. Please enter your normally scheduled hours in the TC-1 time reporting system.

Miscellaneous

What can I post on social media about our bank’s efforts during this time?

We understand your desire to freely communicate with clients during this challenging time, but we would like to take this opportunity to remind you of a few important guidelines, especially regarding social media use.

We want employees to feel pride in being associated with the bank and engaging with our local communities. If you want to share information through social media, the best way is to share approved posts from your affiliate’s official accounts (such as Facebook, Twitter, Instagram and LinkedIn), or to share content from within the Elevate platform, if you have access to it.

Please remember that you should not create your own social media posts about our products or services, and you should refrain from speaking on behalf of the bank, for example, by publicizing branch closures or employee sick leave policies. Also please be mindful that you are not sharing any sensitive or confidential company or client information on social media.

Complete social media guidelines are available in Section 9.10 (Social Media Use) of the [Zions Bancorporation Employee Handbook](#). Specific questions about the guidelines should be referred to your affiliate marketing team.

Will i-achieve training be scaled back during this time? Can there be an extension made available for those who aren’t able to complete it because of COVID-19 related issues?

Noncompliance related training has been extended to June 30, and the new due dates should be reflected in i-achieve. Compliance related training is currently being evaluated. We are looking at adjusting the training schedule for the remainder of the year. Information regarding this change should be made available soon. Nevertheless, if you are “on the clock” and have spare time, completing i-achieve training and engaging in any other learning activities that will help you develop and strengthen your banking skills is encouraged.