**Q&A for Amplify Team Members re: COVID-19**

Last updated: Mar. 16, 2020

Following are questions team members may have regarding Amplify’s operations in light of the appearance of COVID-19 in the Austin area. A rapidly evolving situation, we’re monitoring it constantly and will adapt our business practices and the information below as conditions change. As always, please direct any questions or concerns you may have to your manager, our HR department or any member of our senior executive team.

How are we deciding what to do about COVID-19?

First and foremost, we’re relying upon and constantly monitoring guidance from public health authorities. That includes the [Centers for Disease Control and Prevention](https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html), the [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance) and [Austin Public Health](http://www.austintexas.gov/department/health). We’re also relying upon the Pandemic portion of our Business Continuity and Disaster Recovery Plan, which anticipates the effects of a pandemic on our business and provides guidance for the best way to respond to protect our employees, members and community.

How can we minimize the likelihood of spread among our employees and members?

We’ve already taken the first steps toward doing that, which is to remind our members of the vast array of online capabilities we have, minimizing their need to visit us in branches. In addition, beginning Wednesday, March 17, we’ll require that any team member whose role can be performed from home to do so until at least Monday, April 6. That aligns with the timeframe adopted by most Central Texas school districts for resuming classes.

We do have some corporate functions that require physical presence for document handling, wet signatures, etc., such as those in loan servicing, real estate & commercial loan origination and payments & operations. For those, only required personnel will be permitted to work on site and they’ll be encouraged to practice responsible social distancing. Given the absence of most employees, there should be plenty of space to maintain at least the recommended six feet of distance from others. In addition, we’ll continue to insist that only critical vendors are permitted on site (such as those for building and network infrastructure) and that business travel is not permitted.

For employees who work in branches and our Facilities team, we’ll continue to enact protocols that minimize the risk of exposure. That includes frequent handwashing and hand sanitizer placed in convenient reach for both employees and members, which they’re encouraged to use regularly. In addition, custodial staff is sanitizing door handles, main access doors and restrooms more frequently.

As long as public health authorities indicate it’s safe to operate our branch locations, and we have employees available to do so, we’ll remain open to serve members’ needs. As conditions change, however, we will consider taking additional steps. Those could include limiting branch traffic to activities that cannot be performed online or closing branch lobbies altogether, conducting member service only through drive thrus, ATMs and remote channels. The senior executive team has scheduled a daily meeting to assess if / when any such steps become necessary and will advise teams accordingly.

As we consider future steps, note that our business continuity plan states that a pandemic could prompt us to cancel scheduled vacations; approve overtime; re-assign staff to different departments or branches; or use additional part-time staff beyond typical scheduling practices. Essentially, our business is unlikely to proceed as usual, so we should all be prepared to be flexible and adaptable as the situation evolves. Your patience and understanding as we do that is appreciated.

My role can be performed from home, but I’m not used to that. How can I get set up?

The vast majority of Amplify employees have high-speed Internet available in their homes and laptops are standard issue for team members whose functions can be performed remote, so it’s likely you already have the equipment you need. However, given that you’ll be working from home for several weeks, you might prefer a set up with external monitors, keyboards, etc. For those, you may take the Amplify-provided equipment you use in the office on a daily basis home with you. Before doing so, however, you are required to notify IT and obviously, you’ll be expected to return it at the appropriate time.

For guidance on how best to be productive working from home, feel free to consult HR or any of the dozen team members we have who do so on a full-time basis. They likely have lots of tips to help you succeed. If you don’t know any of those employees, let HR know and they’ll be happy to facilitate an introduction for you.

Also, we’re aware that most companies around the U.S. are instituting similarly widespread work-from-home mandates, and that means the bandwidth of Internet in your home may not be what you’re used to. If you find it’s so slow / unreliable that you cannot perform your function adequately, please notify your manager. It’s likely we’ll have so few employees working in our locations that you could be stationed on site without risk of encountering others.

My child’s school / daycare is closed, so I no longer have childcare. What can I do?

If your position is one that can be performed from home and it’s practical to do so with your children there, you’re welcome to do that. Typically, we require that telecommuting employees have childcare arrangements during work hours and a Telecommuting Agreement in place. However, this is a unique situation, so if you can perform your function with your kids at home, we’re glad to be flexible.

If that’s not possible for you, or your role cannot be performed from home, you’ll need to use Paid Time Off. We know that’s not ideal, but we feel it’s the only way to be fair to our entire workforce. If this situation is prolonged and your PTO is exhausted, please talk with HR about options. Again, this is an unprecedented situation, so we’re going to do what we can to meet everyone’s needs in a way that is fair and practical.

I’m at [higher risk for COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html). What are my options?

First, as stated above, if your position can be performed from home, you’re asked to do so. If not, talk with HR about how we can make your workspace as safe as possible, achieving adequate social distance from members and co-workers and potentially reassigning duties that may present elevated risk. We regularly make accommodations for employees with health conditions or other needs, so we’re glad to work with you on how we can do that best.

I’ve been traveling. Should I self-quarantine?

Currently, as long as employees have not been traveling to [areas designated by the Centers for Disease Control and Prevention](https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html) as medium- or high-risk, you should exercise your own judgement as to whether to self-quarantine. Like any employee in any circumstance, if you are experiencing symptoms of illness, you should not come to work or work from home as you’re able. For guidance in making the decision of whether to self-quarantine, the Centers for Disease Control and Prevention [provides extensive guidance](https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html) and [this article from the *Los Angeles Times*](https://www.latimes.com/science/story/2020-03-13/coronavirus-when-should-i-self-quarantine) provides a handy summary you may find helpful.

My co-worker has been traveling, and they’re not self-quarantining, which worries me. What can I do?

If for any reason you feel uncomfortable about the health of your working environment, please notify HR immediately so accommodations can be made.

What if one of my co-workers tests positive for COVID-19?

In the unfortunate situation of an Amplify team member testing positive for the virus, the first thing we’ll do is comply with [guidance from Austin Public Health](http://www.austintexas.gov/news/new-advice-individuals-aware-contact-covid-19-cases). Currently, that includes ensuring the employee isolates themselves and notifying those known to be within six feet of them in the preceding seven days, so they may self-quarantine. In the case of branch employees, that will include any members with whom that employee would have interacted directly, which we’ll ascertain from transaction reports and security footage. For other employees with whom they may have worked (such as in the same building or on the same floor, but not likely to be within six feet), we will allow them to choose whether to self-quarantine. The Centers for Disease Control and Prevention [provides extensive guidance](https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html) around how to make that determination, and [this article from the *Los Angeles Times*](https://www.latimes.com/science/story/2020-03-13/coronavirus-when-should-i-self-quarantine) provides a handy summary. In addition, the Facilities team will be asked to fully sanitize the individual’s work area and all surfaces they’re likely to have come into contact with, such as meeting rooms, break rooms, restrooms, smart bars in branches, etc.

What if a member who visited a branch tells us they tested positive for COVID-19?

Whether the positive test is an employee or a member, we’ll respond in the same way as described above, notifying the employees with whom they interacted and offering those team members the option to self-quarantine (or requiring that they do so if they’re considered medium- or high-risk or if they present symptoms). We would also view the security tapes of the individual in the branch to determine whether they had close contact with fellow members and if so, notify those members accordingly. In addition, we would ask the Facilities team to fully sanitize the branch, with emphasis on areas where that member was served.

What if I test positive for COVID-19? Will I lose my income?

As with any illness, we’ll require that you not come to work until it’s been verified by a medical professional that you’re fully recovered. Currently, that’s believed to be at least 14 days for COVID-19. Fortunately, Amplify’s short-term disability benefit can help cover the income you would lose in that timeframe. The program requires that employees use PTO for the first 40 hours of time off, then income replacement becomes available. To learn more about how that program works, please contact HR.

If a community-wide quarantine were to be enacted, could members still access their accounts?

Yes. Our business continuity procedures ensure that critical functions, such as ACH, wires and online banking, can operate on a fully remote basis. Our decisions in recent years to outsource hosting of critical systems contributes to that, allowing us to maintain service even if our access to physical locations is limited. While it’s impossible to predict every scenario that could occur, we feel confident we’ll be able to provide the services our members need most even in severe circumstances.