

Family First Credit Union Pandemic Procedure

As part of its Business Continuity Plan, the Family First Credit Union recognizes its obligation to serve its members while protecting employees should there be an influenza pandemic. The purpose of this plan is to guide decision-making and to detail appropriate actions to be taken by FFCU in preparation for that pandemic.

This plan is focused on the threat posed by influenza viruses that have demonstrated human-to-human transmission. Since the actions are based on the threat to each individual site, the trigger points for escalating action are based on the geographical proximity of demonstrated human-to-human transmission:

- Trigger Point 1: Demonstrated human-to-human transmission
- Trigger Point 2: Significant human-to-human transmission beyond immediate family
- Trigger Point 3: Human-to-human transmission cases in North America
- Trigger Point 4: Human-to-human transmission cases within 300 miles of the FFCU.
- Trigger Point 5: Human-to-human transmission cases within 50 miles of the FFCU.

The following outlines the suggested actions to be taken at each Trigger Point by the CEO/President or his successor(s) [see Chain of Command]. It must be emphasized that the Trigger Points used could be reached in rapid succession and with little time allowed for implementation of these plans. If significant human-to-human transmission is documented in any part of the world and, during the two-to-five-day incubation period, it is brought to a nearby community, then Trigger Points 2, 3, and 4 could all happen in a few days.

Trigger Point 1: Demonstrated human-to-human transmission

- In the case of a pandemic, the Chain of Command, as provided in the FFCU Business Continuity Plan, will be followed with the most senior employee determining the best course of action.
- Comply with policies established by U. S. Department of Labor/Wage and Hour Division for FMLA for absences unique to a pandemic, including policies regarding when a previously ill person is no longer infectious and may return to work after illness. The Family and Medical Leave Act and appropriate forms for certification and eligibility are included with this Pandemic Procedure.
- Establish policies for employees who have been exposed to influenza, or who are suspected to be ill, or who become ill at the worksite (including infection control response and immediate mandatory Paid Time Off or time off covered under the Family Medical Leave Act.
- Employees are to notify management of any influenza-related absence.
- Employees will be encouraged to receive annual influenza vaccinations
- FFCU will provide sufficient and accessible infection control supplies at all sites, including:
 - Alcohol gel hand-hygiene dispensers.
 - Facial tissues and receptacles for their disposal.
 - Sanitizing wipes for disinfecting work surfaces

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- During a pandemic, should an employee leave work or call in ill, management will:
 - Wipe down the employee's keyboard, computer mouse, and telephone with a sanitizing wipe.
 - Alert Management if an employee is sent home or calls in to report an absence related to influenza and request that the employee's work area be disinfected.
- If necessary, the CEO/President or his successor will establish policies for telecommuting and flexible work hours where possible. Terms of such a policy will be decided based upon the totality of circumstances.
- Identify essential employees and other critical supplies required to maintain business operations by location and function.
- The CEO/President will determine which core business activities must be sustained over several weeks with, potentially, only a minimal workforce available.
- The CEO/President and CFO will determine the potential impact of a pandemic/epidemic on FFCU financials, using multiple possible scenarios that affect different product lines and branch sites.
- Advise all employees of the plan for dealing with an influenza pandemic.

Trigger Point 2: Significant human-to-human transmission beyond immediate family

- Review all items under Trigger Point 1 and assure that each of them is in place.
- Forecast and allow for employee absences during an influenza pandemic/epidemic, due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
- Determine the potential impact of a pandemic/epidemic on FFCU financials, using multiple possible scenarios that affect different product lines and branch sites.
- Restrict business travel and conduct inter-site and customer meetings by telephone conference calls and videoconference wherever and whenever possible.

Trigger Point 3: Human-to-human transmission cases in the United States

- Implement procedures to reduce face-to-face contact among employees and cancel all unnecessary meetings.
- Cancel all business travel
- Review leadership succession plan and advise all managers to review critical work in progress with his or her designated successor
- Begin process of distributing daily email messages to staff reporting current status of influenza outbreaks in North America.
- Set up prominent notices at the entrance(s) to the FFCU's branches, advising employees and visitors not to enter if they have symptoms of influenza
- Ensure that each employee has adequate supplies of tissues, hand sanitizer gel, and disinfectant wipes at their workstation.
- Assure that managers have N95 masks for use by employees at work.

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Trigger Point 4: Human-to-human transmission cases within 300 miles.

- Distribute N95 masks to all employees in the building
- Encourage member use of drive-through facilities to reduce contact.
- Inform Membership of potential actions that will be taken at Trigger Point 5:
 - Limit Member access to lobby
 - Mandate member use of drive-through facilities to reduce contact except where member must enter the lobby to perform transaction.
 - Elimination of Non-critical transactions requiring lobby access
 - Place information on website indicating situation
 - Place information on entrance doors and drive-ups
- Wherever possible, Stop all sharing of workspace areas.
- Recommend to employees that they bring their lunch to work and not go to restaurants for lunch.
- Recommend to all employees, that where possible, to maintain a minimum distance of three feet between themselves and other individuals.
- Prepare to implement supplemental staffing program.

Trigger Point 5: Human-to-human transmission cases within 50 miles.

- Use of N95 masks by all employees in the building
- Inform Membership of actions being taken
 - Member access to lobby limited
 - Member use of drive-through facilities mandated to reduce contact except where member must enter the lobby to perform transaction.
 - Non-critical business functions requiring lobby access eliminated
 - Place information on website indicating situation
 - Place information on entrance doors and drive-ups
- Ensure widespread use of tissues, hand sanitizer gel, and disinfectant wipes
- Implement supplemental staffing program, determine available staffing.
- If required by staffing levels, use the Documented Recovery Plans to determine which lower priority functions can be delayed.