



MN Bankers Association
**Recommendations and Best Practices in
Reopening Lobbies and Branches**

General

- Remove all beverage/snack stations from lobbies
- Disinfect all areas of exposure with disinfectant wipes or soap and water following the departure of any guest
- Direct front line staff to wipe down the drive-up area multiple times a day, including the drawer, tube, teller stations and speaker
- Install plexiglass/sneeze guards at teller stations

Staff

- Require all staff to take their temperature before coming to work. Employees with temps of 100.4 or higher must stay home and notify their supervisor
- Provide bank employees with sanitizer, masks, gloves, wipes, etc.
- Limit access to the breakroom to one person at a time
- As much as possible, staff should remain within their own work area and not enter other areas of the bank. Use text, phones, and email instead
- Schedule all staff to remain at a specifically assigned office/branch. Require any visitation to another office to be preapproved by a member of senior management



photo courtesy of Security Bank & Trust Co.

Considerations if an employee tests positive

- To what extent should co-workers who may have been exposed be quarantined?
- Has the employee interacted with customers while infected?
- What are the legal implications if the employee was exposed at work?
- Prepare to close, clean, and then reopen the branch as soon as possible



- Organize staff working in branches into A and B teams. Space them out to allow for social distancing and have them alternate in-branch workdays
- Assign bathrooms and water dispensers to staff to limit cross-contamination
- COVID-19 is a recordable illness when a worker is infected on the job. Refer to the OSHA standards for reporting. www.osha.gov/recordkeeping/index.html

Customers

- Designate times for “at risk” customers (because of age or condition) to visit the lobby when no others are allowed
- Provide disposable masks and/or touchless hand sanitizer stations
- Banks must still comply with “Know Your Customer” rules
- Develop a policy for identifying customers wearing masks based on the layout of your lobby, considering social distancing requirements, etc.
- Consider what employees should do if a customer refuses to remove their mask even briefly?

Preferred Provider



Office Depot has a variety of products for banks as they look to reopen branches including face masks, temperature verification kiosks and more. MBA members receive significant discounts when you order through our association site. (officedepot.com)

For more resources and helpful links please visit the COVID-19 Updates and Resources page at minnbankers.com



Preventing Robberies

- Security cameras may need to be retrained to capture customer images based on your identification process.
- Be cautious with customers wearing more covering than a face mask.
- New or enhanced lobby procedures may be enough to interrupt a planned robbery attempt.
- If a threat chooses to go through with a robbery, law enforcement suggests employees follow existing robbery procedure.