

# Executive Summary

Board of Governors Meeting, March 25, 2020

## Chairman's Report

### **COVID-19**

Citizens Staff began implementing the Coronavirus Business Continuity Plan as of 3/02/2020. All Board members have been provided with complete information on the Business Continuity Plan itself and on all communications to employees and interested parties. Citizens Internal Website now has a dedicated section that provides comprehensive information on all areas that are COVID-19 related. All of the social distancing guidelines are being followed and we now have all but approximately 75 of our 1050 employees operating remotely. Citizens' is constantly evaluating current conditions and direction from Federal, State and Local authorities to maintain operational capabilities.

### **2020 Leadership Summit: Connecting People to Purpose**

Barry and Chairman Rivard kicked off the Leadership Summit with a Q&A session.

Event included discussions of 2020 Strategic Focus, coaching, breaking barriers, organizational savvy and Leaders as a Whole.