



BankNewport Phase Back Plan

June 2020

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Return to Work Strategy

This document is BankNewport’s Phase Back Plan for returning employees to the John Clarke Operations Headquarters in the COVID-19 environment. This is a multi-phase process that aligns with the CDC, Federal and State regulatory guidelines and mandates. Although some of these protocols will be applicable in later phases, we are establishing behaviors that will set the foundation for a safe and healthy workplace.

We are recommending a four- phase approach, which covers the current state to a goal of 50 percent capacity in early 2021. The plan will remain fluid, and we will move into each phase in accordance with the Rhode Island Department of Health Re-Opening Guidelines. The retail branches will follow a separate phase back plan with the same goals in mind.

Phase I

As an Essential Business BankNewport has remained open and is currently operating in Phase I

Phase II

Aligned with the Reopening RI guidelines, BankNewport is moving into phase II – which will remain in place until further expansion of the guidelines

Phase III

BankNewport anticipates a Phase III as of September/October 2020

Phase IV

Phase IV and beyond will commence as of January 2021 and will be a fluid progression as we continue to evaluate the COVID-19 environment along with the operational and service needs of the organization

Proposed Timeline				
	Phase I	Phase II	Phase III	Phase IV
Timing	Current	July 13	Estimated September/October	Estimated January 2021
Maximum Capacity	NA	55	Up to 75	Up to 85
Conference Room /Meeting Room Maximum Capacity	NA	15	TBD	TBD

Communication Strategy		
Meeting	Date	Materials
Executive Briefing	6/15/2020	<ul style="list-style-type: none"> • RTW Communication • Guidelines/Building Protocol • COVID-19 Guidelines • Self-Screening Checklist
John Clarke - Manager Briefing	6/18/2020	8:00 AM
All Bank Employee Email	6/22/2020	<ul style="list-style-type: none"> • RTW Communication • COVID-19 Guidelines • Self-Screening Checklist <ul style="list-style-type: none"> ○ Include what we are doing with the branches
Town Hall Meeting	6/23/2020	Web-ex
Training Email	6/24/2020	Email
Training Period	7/13-7/31	Online Link
Building Capacity Tracking	7/13/2020	Sharepoint Schedule

Readiness Essentials

1. **Preparing the Building**
 - a. Cleaning
 - b. Work Area Setup - PPE and supplies
 - c. Signage and Notices
 - d. Desktop Dividers
 - e. Cafeteria
 - f. Restrooms
 - g. Pre-return Inspections
2. **Creating a Social Distancing Plan**
 - a. Personal Hygiene Protocol
 - b. Social Distancing
 - c. Decreasing Density
 - d. Office Traffic Patterns
 - e. Meeting Rooms and Common Rooms
 - f. Schedule Management
3. **Preparing the Workforce**

- a. Employee Expectations
 - i. Return to Work Communication
 - ii. COVID-19 Guidelines
 - iii. Employee Self-Screening Checklist
 - iv. Entrance and Exit protocols
 - v. Main Reception
 - b. COVID-19 in the Workplace Training
 - i. All Employee and Supervisory
 - c. Guidelines for who returns
 - d. Visitor/Vendor/Customers policies
4. **Employee Engagement**
- a. Health and Wellness
 - b. Ongoing Support and Resources
 - i. EAP
 - ii. Telemedicine
 - iii. Employee Communications
 - c. Flexible Work Arrangement Guidelines

1. Preparing the Building:

Readiness

- All building inspections are complete
- Required remediation is complete
- Signage and directional notices posted

Cleaning, Disinfecting and Supplies

- Review site inventory of cleaning supplies, materials, and consumables to ensure inventory levels are aligned with forecasted building occupancy
- Determine areas that require thorough cleaning due to heavy usage such as cafeteria, conference rooms and restrooms
- **Vendor Cleaning Log** - Third party cleaning companies should confirm and demonstrate their understanding of the protocol to follow for cleaning facilities that meet the regulatory and company requirements for a safe and healthy workplace in consideration of COVID-19.
- Determine PPE and sanitizer needs at each facility.

Lobbies/Common Areas/Amenities

- Reception Entrance
 - Visitors/Employees are to enter the reception area to the right of the reception desk, then exit to the opposite side (their right)
- Doors affixed to the open position
- Hand sanitizer in building common areas
- Signage – Locations: Cafeteria, Entrance, Common Rooms, Conference Rooms and Hallways
 - Directional signage to direct foot traffic and ensure safe social distancing
- Common Spaces and Conference Rooms
 - Re-arrange furniture to promote social distancing

- Limited to 15 person capacity with 6 ft. distance
- Wellness Center
 - Closed until further notice

Cafeteria Re-Open / Utilization

In an effort to maintain social distancing and best practices for minimizing spread of viral contaminants the following is a list of protocols:

- Maximum number of people in the Kitchen and Employee lounge at one time will be capped as described below (Sign will be provided with limit)
 - 13 person capacity in Employee Lunchroom and Kitchen combined
 - 3 person capacity in Luncheon meeting room
 - 4 person capacity in Quiet zone – no food
- PPE station with sanitizing wipes for cleaning handles for the cabinets, drawers, refrigerators and other food prep equipment will be located in the Employee Cafeteria
- Increase frequency of cleaning appliances such as refrigerators and microwaves
- The Ice Machine will remain off
- Shared Utensils / Platters / Pitchers etc. will not be allowed and removed from the kitchen
- Encourage occupants to bring food and beverage items from home and manage them individually
- No Buffet or passed food will be allowed
- If ordering food delivery to John Clarke, you must meet delivery person outside front entrance of building through Phase II and Phase III (receptionist will not be responsible for notifying recipient)
- Only one-time use plates, cups and plastic utensils will be available
- Minimum of 6ft between people and tables with one person per table to start (shown as purple chairs on the plan)
- Assigned times for Kitchen use will be an option if occupant load within the space becomes difficult to control
- Vending machines will be open for use, with cleaning and sanitizing protocol
- Use of the Small Function Room and Fort Adams Conference Rooms will be an option for overflow tables as the building's occupant load requires
- Traffic Flow per attached plan – Signage to indicate flow
- Provide small dormitory refrigerators and microwaves at each of the three Coffee Hubs for people who wish to eat at their desk and minimize their exposure to other people

Restrooms

- Add signage for outside and inside regarding distancing

Frequently Touched Surface

Light/power switches

- Affix signage to remind occupants to keep switches 'on' all day
- Wall-mounted disinfectant dispensers maintained as needed

Meeting Room Supplies

- Remove or disconnect shared conference phones and encourage the use of personal mobile phones or laptop softphones for teleconferences.
- Remove whiteboard pens and erasers and encourage individuals to bring and manage their own

- Signage in conference rooms to remind employees to wipe down any remotes or teleconference phones and tops/arms of chairs
- Employees to bring own meeting supplies into conference/meeting rooms as well as remove when done

Shipping and Receiving Areas

Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact with the larger building population

- All delivery drivers delivering packages must follow social distancing and PPE guidelines
- Separating shipping and receiving areas from the general population

2. Creating a Social Distancing Plan

Personal Hygiene

- Providing face coverings to employees
- Providing hand sanitizer (with at least 60% alcohol) and sanitizing products for employees and customers
- Requirements for hand washing
- Place signage in workspace and common areas promoting worker safety through emphasizing basic infection prevention measures, including posting hand-washing signs in restrooms

Social Distancing

- Ensuring employees can maintain at least six feet of physical separation, including co-workers and customers
- Signage marking spacing for employees to maintain appropriate 6ft distance from one another

Office Protocols

Space use / density monitoring

- Manager's to determine team's weekly requirements to be at John Clarke considering maximum capacity and add them to the Sharepoint weekly employee schedule

One-way Markings

- Markings for one-way circulation routes in Kitchen and Entrance way

Individual seats

- Utilize conference, training and meeting rooms for additional seating space
- Increase space between desks or seats in conference and meeting rooms – remove every other chair
- Add 6ft panels between workspaces
 - Starting in Bellevue, working clockwise around building
- Specify seat assignments for those employees without an assigned workspace

Meeting and shared spaces

- Limit the numbers to large gathering spaces to meet 6ft distancing
- Reduce capacity of spaces—e.g., remove some chairs from large meeting rooms
- Limit to a maximum of 15 people and ensuring 6ft of physical distancing
- Communicate capacity via signage and room reservation tools.

Hoteling and shared space

- Signage to indicate which is hoteling-shared workspaces
- Cleaning and disinfecting etiquette

Personal Contact

- Include in notices to employees to refrain from handshaking and personal contact
- Include in COVID-19 Guidelines
- Promote ways for employees to safely engage with each other
- Maintain 6 feet from coworkers at all times (i.e., at the copier, around file cabinets, one-on-one conversations)
- Provide for distancing while waiting for use of shared printer/copier

3. Preparing the Workforce:

Day One Checklist

Building entry

Guidelines and recommendations to control building ingress and egress, and that promote ongoing safety and precautionary measures at those points.

Entrances:

- Hand sanitizer at entrance and doorways both inside and outside
- Employee self-screening requirement - signage
- Floor markings for safe distancing for traffic flow
- Visitors/Employees are to enter the reception area to the right of the reception desk, then exit to the opposite side (their right)
- Reinforce the requirement that all employees must use their own fob to access the building

Reception:

- Provide guidance to receptionist on safe interactions with guests
- Reconfiguration of visitor registration systems to avoid guests leaning over receptionists
- Glass screens between guests and reception personnel
- Disposable sticker security tags rather than recycled clips or lanyards
- Provide PPE to building guests

COVID-19 in the Workplace Training:

- Mandatory employee and supervisory training

Signage:

- Install signage at multiple, relevant locations in the entry sequence
- Building access rules and other protocols that impact how occupants use and move throughout the building

Arrival Experience

Utilize the workplace arrival area to reinforce messages, new policies and protocols, which may include:

Digital signage or posters

- Remind staff how to stay safe and keep others safe in the workplace by maintaining social distancing, following new meeting guidelines, hand washing reminders, the use of virtual collaboration tools rather than meeting rooms and so forth

Employee Expectations

Workplace Hygiene

- Must cover coughs and sneezes
- Wear masks to prevent coughing or sneezing germs from circulating
- Maintain social distancing
- Promote frequent and thorough hand washing
- Make hand sanitizers available in multiple locations adjacent to common touchpoints

Clean Desk Guidelines

- Provide disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use
- Discourage the use or borrowing of other people's phones, desks, offices or equipment

For Shared Workspaces

- Guidelines for desk and equipment sharing, disinfecting and use
- Avoiding the use of shared keyboards and computer accessories

Modified Dress Code

The Dress Code has been modified to casual attire for employees working at John Clarke in the COVID-19 environment. Employees shall be notified when this changes.

- In accordance with the Dress Code Guidelines the following remain not appropriate:
 - Flip flops or beach sandals
 - Tank Tops or T-shirts with inappropriate slogans
 - Distracting tight or revealing clothing
 - Shorts or mini-skirts
 - Dresses with thin shoulder straps
 - Wearing of pants below hips, jeans with holes, frays or rips
 - Yoga pants, stirrups or spandex
 - Work or Ugg boots/booties or hiking boots

Workspace Etiquette

All employees are responsible for maintaining the cleanliness and safety of the building. Please respect your co-workers and our efforts to provide a positive work environment by keeping the general office areas clean. We ask that employees respect the following:

- If you move a chair in a shared space, please move it back when you are done.
- Beverages will need to be covered with a lid or reusable top when consuming at your desk or in any areas outside of the Lunchroom. Lids will be provided in the hubs and in the Lunchroom.
- Keep desk as clear as possible, remove any personal items such as cups, mugs, thermos daily
- No sharing of food in departments or hubs, including candy jars and snacks
- Remove personal food items from fridge daily, only bring in what you will use for the day
- Follow cleaning disinfecting etiquette
 - Wipe down area using antibacterial wipes and/or spray

- Surfaces include doorknobs, desks, desktop peripherals, phones, keyboards, mice and more

Emergency Response

Positive Test Protocol

In the case of a positive Covid-19 test result of an employee, the following protocol will be followed:

Positive Test Protocol		
Scenario(s)	Action Steps	Notification/Communication
Employee is not feeling well or experiencing symptoms-	<p>Employee remains home until symptom free for three days</p> <p>If at work, employee to leave facility and call their doctor</p> <p>If employee is unable to leave building, they will go to “isolation” room until able to leave facility</p>	Employee Notifies HR
Employee Exposed to person who positively tested for Covid-19	Employee required to quarantine for 14 days if in “close contact”*	HR to be notified
Employee Tests Positive for Covid-19	<p>Employee required to follow quarantine protocol</p> <p>Employees in “close contact” will be notified</p> <p>Building to follow cleaning protocol*</p>	<p>Employees – Notification from HR</p> <p>RIDOH – reaches out to the employee and obtains information about who was in contact with the employee;</p> <p>RIDOH- reaches out to those identified person(s) directly</p> <p>HR will inform the other employees at the facility.</p> <p>Confidentiality – The name of a positive employee will not be disclosed.</p> <p>Media- Any media inquiries should be directed to Public Relations</p>

- ***Close Contact** - Employees with direct contact which are not “close contact” (close contact” generally means being within 6 feet of the positive employee for a prolonged period of time, over 5-10 minutes in that range, while or within 48 hours of the employee having symptoms) do not need to quarantine. Only the “close contacts” to the positive employee while the employee was symptomatic or 48 hours before the symptoms appeared have to quarantine.

- ***Cleaning Protocol** - After a positive test, we will do a deep cleaning of the entire facility. The building will reopen the following day or within 24 hours of the cleaning. If the employee was a confined to a certain area of the building, we will close off the area for deep cleaning and the other areas of the facility will remain open.
- **Return to Work** - An employee should not return until they:
 - Have no fever for 72 hours, have no other symptoms and 10 days have passed since their symptoms have appeared; or if no symptoms, their positive test was taken OR
 - If they are getting a negative test, until two negative tests are received. Per CDC guidance, employers should not require a negative test where they are unavailable or ask for a doctor's note to return.

Considerations for which employees should return to work at John Clarke

The following is a guide for Managers to use to help determine which employees and when they will return to work at John Clarke. This includes full time, part-time/rotational, or remain in a work from home status.

Considerations to Return to John Clarke		
Return to John Clarke	Could Remain Working from Home	Should not Return to John Clarke
Productivity - Because of required access to equipment such as computers, printers, copiers, files in secure environment, testing, and data infrastructure	Ability to maintain high level of productivity in WFH environment	Individual health and personal situations
Onboarding & Training - Access to training or trainer or training systems	Type of work doesn't require in person interaction at a high level	Protects and supports limited exposure to the virus for employees with underlining health conditions
Engagement - To access people needed for work-related tasks: leaders, teams, peers, customer	Lack of childcare or eldercare options	Employee age 65+
	Ability to efficiently work remotely and communicate with team using technology	Mentally not ready

Employee Communications

- Newsletter
- Re-entry training
- Visitor/Vendor/Customers policies
- Sharepoint COVID-19 homepage
- Return to Work Guidelines

Flexible Staffing

- Managers to consider various staffing strategies, including shift staggering and cross training.
- Flexible Work Arrangements Policy updated to accommodate new environment (includes work from home guidance)

4. Employee Engagement

Health and Wellness

Employee Resources

- Promote and highlight employee assistance programs (EAPs) and other wellness programs available to employees.
- Telemedicine
- Virtual Wellness Program
- Wellbeing
 - Think holistically about your employees' wellbeing — it's not just about physical, but emotional, financial and career
- Safety Committee

Employee Engagement

- Establish Taskforce to address remote workforce
- Internal communication strategy
 - The COVID-19 crisis has shown gaps in some organizations' digital channels and will have a deep impact on collaboration. Develop an overarching internal communications strategy — it's an opportunity to start from scratch and build channels and content around new ways of working.
- Hoopla Activities

Onboarding/Training

Recruiting

- Human Resources will continue to coordinate and schedule all interviews via phone/video chat.
- Although we do encourage video interviewing when possible, the situation will be monitored and will be left to Human Resources discretion when it is safe to return to in-person interviews.
- Candidates/New hires will be asked to complete self-screening prior to attending interview/first day orientation.

Training

- Online support staff training will commence once new hires have completed onboarding and received their laptops from IT.
- It is encouraged that all managers create a training outline for new hires to follow so that proper training is provided.
- Retail new hires will complete their first week of training at their home branch with the assistance of the Branch Sales Manager and Branch Operations Manager.
- Retail new hires will complete their second week of training at John Clarke teller training room while following social distancing guidelines.
- Once training is complete, Retail new hires will return to their branch.

- Retail training will remain in branch and teller training will remain one on one until it is safe to increase the training groups.
- Support staff training will be either onsite or virtual depending on the needs of the position.

Onboarding

- Orientations will continue to be virtual until Phase III.
- Compliance modules to be completed virtually
- New Hires will be required to complete COVID-19 Training virtually
- Due to many beneficial efficiencies, Human Resources will continue to provide electronic forms to all new hires.
- If employee is able to work from home, Human Resources will schedule a time for new employees to meet with IT for laptop orientation on their first day. Social distancing guidelines will be observed during IT orientation.

Additional Considerations

Travel

- Essential business travel only

Community Engagement

- Community relations will continue to assess future ability to engage in community activities
- Board participation should continue virtually

Conference and Education

- To be approved by managers on a case by case basis, but in general will be done virtually or deferred

Vendor/Customer Contact

- If and when connecting with vendors or customers social distancing and PPE protocol should remain in place

Addendums

Return to Work Communication

- Employees Memo
- Manager Memo

Schedule Management

Self-Screening Checklist

Blueprint from Facilities

Workforce Planning

Manager's Best Practices Outline

COVID-19 Return to Work Checklist