



Department of Business Regulation

Banking Division

1511 Pontiac Avenue, Bldg. 69-2
Cranston, Rhode Island 02920

Banking Bulletin 2020-6

Safe Workplace Practices COVID -19

The Rhode Island Department of Business Regulation Division of Banking (Division) recognizes the increase in cases of COVID-19. Understandably, there is still a need for Rhode Island consumers to conduct business within our state. In order to mitigate further spread, the Division is issuing this bulletin to outline protective measures and encourages implementation for individuals and establishments so that the public's health and welfare is protected. The Division encourages banks, credit unions, and all financial service-related entities (Financial Service Entities) located within Rhode Island, to take steps to meet the financial services needs of customers and communities. Below are several standards that the Division has gathered and encourage Financial Service Entities to follow.

Personnel Practices

- Employees should always be wearing a face mask when working in a shared workplace setting or when in common areas
- Discourage congregating and mingling of co-workers at their desks, in their offices, or in cubicle settings. Encourage mask use when in an open-area setting
- In call centers, many staff remove masks at their desks or cubicles to speak clearly into the phone, encourage employees to wear their masks unless they are in an enclosed setting (such as a private office)
- If employees are sharing an open-air space for their assigned workstation (as in many call centers), partitions that exceed the individuals' height should be installed
- Discourage close contact with co-workers, such as hugging, handshakes, and kissing, avoid mingling and gathering with co-workers in social settings
- Encourage employees not to carpool or commute with co-workers unless employees are members of the same household
- Discourage employees from sharing microphone pieces, headsets, or phones. In call centers where there is no alternative to sharing of equipment, disinfection of

equipment should be completed between each use, microphone pieces should not be shared.

- Discourage employees from sharing food or taking lunch breaks together, stagger break times, and avoid congregating in break rooms. Encourage employees to take breaks outdoors, in their vehicles, or in another socially distant manner.

Office Operational Practices

- Rearrange furniture, remove furniture, and/or mark spaces in common areas to ensure that people stay at least six feet apart from each other
- Delegate workstations, and limit shuffling between offices, desks, or conference rooms, assign workstations to limit movement
- In settings where 6 ft distance cannot be arranged (bank teller stations), plexi-glass or sneeze-guards should be installed to create barriers between staff, continue to encourage staff in these settings to wear a mask
- Shared office supplies (scanners, printers, keyboards, computer mice) should be cleaned and disinfected daily. When using scanners and printers encourage staff maintain social distance and avoid congregation when using or waiting to use scanners/printers/copy/machines
- Continue to clean staff bathrooms and high-touch surfaces frequently.
- Consider training all staff in COVID protocols on Reopening RI (<https://reopeningri.com/> [reopeningri.com])
- Phase III guidance for workplace common areas: <https://reopeningri.com/wp-content/uploads/2020/10/Workplace-Common-Area-Guidance-102020-final.pdf>
- Break room phase III illustration : https://reopeningri.com/wp-content/uploads/2020/08/RICC-37609-Commerce-Reopening-RI-Guides-Illustrations_Break-Room_Phase....pdf

Please contact Sara Cabral, State Chief Bank Examiner, at sara.cabral@dbr.ri.gov, or (401) 462-9570 to report a closure, ask for assistance in meeting reporting deadlines, or for questions regarding this guidance.