

## **Haven Savings Bank**

Sector: Finance | Size Range: 100-249 Employees | Interviewed: 6/25/2020

### **The Organization**

Haven Savings Bank operates nine branch locations and two back office/sales locations across northern New Jersey.

### **Staffing**

Outside of their branch employees, Haven Savings Bank has many departments working out of its Hoboken headquarters and a handful of other departments working out of their New Providence and Paramus locations. Many employees work from home, and branches operate at a reduced employee capacity. Branch Managers have the capacity to also work from home at a limited capacity.

### **Task Force**

The bank's COVID task force includes representatives from their IT, Commercial, Internal Audit, BSA, HR, Residential Mortgage, Business Development, and Compliance departments, as well as their CFO, Head of Branch Administration, Controller, and President. The team now meets approximately once every two weeks for an hour to an hour and a half each meeting. As part of her meeting minutes, their HR Manager includes bolded red action items to be taken care of for the next meeting. The bank previously had a pandemic plan created, and they spent their first meeting outlining how each department and branch would respond to the COVID pandemic. Employees receive reports about task team meetings and safety information following the meetings.

### **Scheduling**

To date, all employees have received 100% of their normal pay, despite the bank reducing its hours. Bank branches' hours are limited during the week; Saturdays follow their typical schedules. All employees work at their locations three days per week and are home for two days per week, with the understanding that they are considered working and must be available. If anyone calls out sick, employees staying home may be called in for coverage. Employees must submit for PTO if they have outside appointments. The bank uses an online time and attendance system where employees clock in and out when at work or submit for when working at home. Submissions are monitored and approved by their managers. Though scheduling was left up to each department or branch, many have chosen the 3-2 schedule. Most keep teams of employees together so that employees will only go into work with their team members.

## **Telework**

The bank was not set up to telework prior to the pandemic. Their IT department built computers to contribute to the supply. They built these from old computers stored at one of their locations and updated them to meet the necessary specifications. At the beginning of the pandemic, employees stopped by this location to sign out computers. Some were provided with printers and scanners in instances where they did not have access. Since no computers can access Zoom, employees communicate through conference calls. Employees' office phone numbers are forwarded to their personal phones.

## **Customer Interaction**

The branch doors remain locked and only two customers are allowed into each branch at a time. Employees are required to wear masks, and customers may be refused if they do not wear masks. Branches maintain supplies of masks to give to customers who forgot theirs. The branches have posted instructional signs in their entryways and throughout their spaces.

## **Other Safety Measures**

Haven Savings Bank has purchased plexiglass dividers to place at desks, as not all locations have cubicles. Tellers have plexiglass up. The bank has increased its cleaning with a special focus on common touch points such as desks and phones.