

Flex First Playbook

nbkc
bank

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Flex First Program Overview

Check out
more [here](#).

@office

Fully On-site Work Structure

You come into an nbkc bank office routinely. You have a dedicated workstation for your laptop, monitor, plants, and anything else that makes your workspace truly yours.

@flex

Hybrid Work Structure

You work both at 8320 and your home office regularly. When you come to the office you'll either be allocated a shared or dedicated workstation or can choose and reserve a hotel desk.

You will partner with your manager to determine your Flex schedule based on your position. For your home office, you will be provided the proper technology equipment to make your home office as cool as 8320!

@remote

Fully Remote Work Structure

You work the majority of your time remotely. nbkc bank supports you in making sure your work-from-home set up is safe, sound, and sets you up for success.

You will be provided with the proper technology equipment to make your home office as cool as 8320! Hoteling desks will be available for you to reserve when you need to visit the office.

@office

1. Eligibility

All nbkc bank employees are eligible to participate in the @office Flex First program option.

2. Expectations

Employees with @office status are expected to be working fully on-site during regular business hours each day.

3. Procedures

Technology/Workspace Requirements

Employees with @office status are provided with a dedicated workspace and the appropriate technology equipment needed to effectively perform their jobs. Because the work is performed on-site, computers and technology equipment have hard-wire connection to the nbkc bank secure network, thus not requiring special dual-factor authentication/VPN access.

Tax Structure

For employees working fully on-site, your lived in/worked in tax set up remains unchanged and Missouri state taxes and local KCMO taxes are withheld.

Communication

[Procedures](#) for dial pad and use case for Teams/Zoom, etc. for internal communication and conferencing.



1. Eligibility

Employees who are not required to be on-site to perform their jobs are eligible for the @flex option. Employees in retail banking locations are ineligible to participate in the @flex option, as physical presence is an essential part of the roles located on-site in our retail banking facilities.

New employees are eligible to participate in the @flex option after up to 60 days of employment, as physical presence is a critically important element of the onboarding process. Existing nbkc bank employees who are in a new eligible role (e.g., promotion, transfer) may be eligible to participate in the @flex option at the discretion of their managers.

Employees who may be eligible to participate in the @flex option must be approved by their managers prior to initiating this work arrangement.

2. Expectations

Employees with @flex status are expected to uphold the on-site/remote schedule they determined with their manager consistently and reliably. Employees with @flex status partner with their managers to set expectations regarding scheduling/logistics and discuss any needs and/or anticipated changes.

Employees are also expected to maintain accurate time keeping of hours worked within the ADP Timesheet. Please refer to the [Employee Resource Center](#), [LearnAmp](#) and the [Employee handbook](#) for further details of record keeping and time tracking instructions.

3. Procedures

Technology/Workspace Requirements

Employees with @flex status receive the following technology equipment for their off-site workspace:

- Laptop
- Monitor
- Headset
- Laptop charger
- Mouse
- HDMI cords

To maintain reliable internet connectivity, employees with @flex status are responsible for maintaining reliable, high-speed internet access in their off-site work location meeting the following specifications:

Hard wired (Fiber-Optic, Cable, or similar) connectivity to network provider (No Fixed-Wireless ISP, Cellular, Satellite, etc)
10Mbps download, 5Mbps upload, more if others will be using the connection during work times
Wired connection in-home between router and nbkc laptop

Workspace Requirements

When working on-site, @flex employees may have to arrange for a temporary workspace in advance, as there may not be dedicated permanent workspace areas for @flex employees. Workspace areas are configured into “neighborhoods.”

Employees are responsible for coordinating hoteling workspace reservations, using the Eden System, and coordinating with your manager, if applicable.

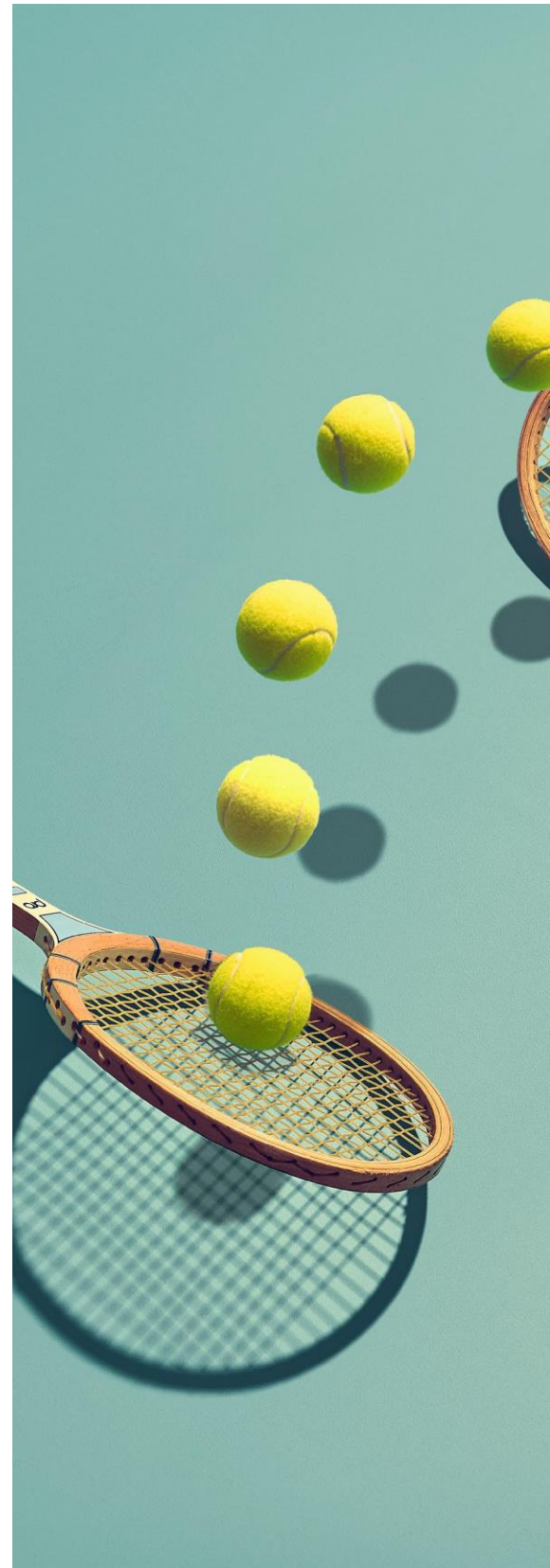
Desk share etiquette is essential for employees sharing a workspace, including the removal of personal belongings and cleaning the workspace per safety guidelines prior to another employee’s use of that workspace the next business day.

When working off-site, @flex employees are responsible for maintaining a quiet, distraction-free, and professional workspace setting. An off-site workspace should consist of a professional desk/work surface and chair, appropriate accessories/personal belongings, and background suitable for video conferencing.

Tax Structure

For employees in the @flex work status, your live in/work in tax set up remains unchanged and nbkc bank continues to withhold the KCMO earnings tax.

Instructions on how to track time worked can be found in the [Employee Resource Center](#).



@remote

1. Eligibility

Employees who are not required to be on-site to perform their jobs are eligible for the @remote option. Employees in retail banking locations are ineligible to participate in the @remote option, as physical presence is an essential part of the roles located on-site in our retail banking facilities.

New employees are eligible to participate in the @remote option after up to 60 days of employment, as physical presence is a critically important element of the onboarding process. Existing nbkc bank employees who are in a new eligible role (e.g., promotion, transfer) may be eligible to participate in the @remote option at the discretion of their managers.

Employees who may be eligible to participate in the @remote option must be approved by their managers prior to initiating this work arrangement.

2. Expectations

Employees with @remote status are expected to be fully present and accounted for during regular business hours each day, which should include maintaining a current and accurate calendar, having “online” status during appropriate times on company communication systems, and being active and responsive with email, chat, and phone communications daily.

3. Procedures

Technology/Workspace Requirements

Employees with @remote status receive the following technology equipment for their off-site workspace:

- Laptop
- Monitor
- Headset
- Laptop charger
- Mouse
- HDMI cords

To maintain reliable internet connectivity, employees with @flex or @fullyremote status are responsible for maintaining reliable, high-speed internet access in their off-site work location.

- Fiber or Cable (nothing wireless (e.g. 5g), and definitely not satellite, as those add to latency)
- Minimum 50Mbps download, 10Mbps upload, more if the connection is shared with other people during work times
- Wired connection in the house to the router (rather than wireless)

Workspace Requirements

When working on-site, @remote employees may have to arrange for a temporary workspace in advance, as there may not be dedicated permanent workspace areas for @remote employees. Workspace areas will be configured into “neighborhoods.”

Managers work with @remote employees to coordinate shared workspace assignments and/or hoteling workspace reservations as needed, using the Eden system.

Desk share etiquette is essential for employees sharing a workspace, including the removal of personal belongings and cleaning the workspace per the safety and amenities sections in the following Return to Office Guidelines prior to another employee’s use of that workspace the next business day.

When working off-site, @remote employees are responsible for maintaining a quiet, distraction-free, and professional workspace setting. An off-site workspace should consist of a professional desk/work surface and chair, appropriate accessories/personal belongings, and background suitable for video conferencing.

Tax Structure

For @remote employees who do not live in KCMO, the KCMO earnings tax is removed. You are taxed in the state that you live/work in (i.e., you live in Kansas — we change your worked in state to Kansas and remove the KCMO earnings tax. You are only taxed in the state of Kansas). If you live and work in KCMO, your taxes remain unchanged.

Instructions on how to track time worked can be found in the [Employee Resource Center](#).



Return-to-Office Guidelines

Safety

Facilities

- The nbkc bank facilities will reopen at full capacity. Capacity numbers may be subject to change as a result of shifts in public health conditions and guidelines.
- State and county health and safety guidelines will be followed. Anyone entering a facility should use their best judgment and current recommended CDC protocol to protect themselves and others. Employees with fevers or illnesses will be asked to stay home and report to their managers.
- Employee entrance is located on the north patio entrance, in the auditorium/kitchen entrance. Please maintain a social safe distance when entering the building. All employees will need badge access to enter into an nbkc facility.
- Vendor and client in-person activity can resume, with social distancing encouraged.
- Common areas are open. Appropriate social distancing and attention to hygiene should be followed.
- Our gym is open to nbkc employees.

Cleaning and Sanitization

- Employees should thoroughly clean their personal workspace areas daily. Cleaning supplies are available on-site.
- Cleaning stations for all employees are located on each floor's break room and copier stations, fully stocked with hand sanitizer, cleaning wipes, disposable masks, and gloves. Additional supplies can be found in the breakroom on the first floor.
- Cleaning of high-traffic areas and office touchpoints occurs daily. The cleaning staff is responsible for all trash removal (personal and shared spaces) and nightly cleaning of shared spaces including meeting/conference rooms, kitchen, coffee stations/break rooms, copier stations, and restrooms.

Personal Practices

- Social distancing practices should continue in a reasonable manner (i.e., there will not be specific marked areas to follow), and employees and visitors are expected to maintain a common-sense approach to in-person interactions, personal space, and shared use of facilities.
- The nbkc bank will follow the Centers for Disease Control and Prevention (CDC) guidance and abide by local mandates regarding masks. We will continue to monitor and update communication in accordance with CDC and local mandates.

Amenities

Common Areas and Food Services

- Common areas and food services are open with limited access to ensure that all social distancing considerations can be met safely.
- The company kitchen, micro market, and food delivery services have resumed regular operations with nbkc bank's re-opening, with several adjustments.
 - Open, shared food (e.g., platters and spreads) have been replaced by packaged foods and individual portions.
- It is every employee's responsibility to clean shared food areas and break rooms after use, including:
 - Wiping down tables, counters, and other surfaces used for preparing and eating food.
 - Wiping down the microwave after each use.
 - Removing all personal trash promptly.
- Beyond these personal cleaning practices, the cleaning staff thoroughly cleans these areas every night to ensure consistent cleanliness and sanitary conditions for the next business day.

Gym Facility

- Our gym is open to nbkc employees.
- While using the gym, employees should practice social distancing, carry/bring in minimal personal articles, and wipe down all equipment after use with the cleaning supplies provided throughout the facility.

Shared Spaces

Meeting and Conference Rooms

- When booking conference rooms and conducting in-person meetings, be mindful of social distancing and capacity levels.
- Meeting and conference rooms are booked utilizing MS Outlook. For information on how to book a conference room, click [this link](#) to review the step-by-step article.
- Each conference room has a quick start and troubleshooting guide available on the [Employee Resource Center](#). For easy access, employees can scan the QR codes in each room to learn more about how to use the equipment specific to that meeting room.

Office Supply/Copy Rooms

- The office supply area can be found on the first floor near the mail room.
- Each printer requires the use of a badge to operate the copy or printing functions. Instructions for setting up your badge for use are available at each printer station. Employees who are unable to set up their badge via the instructions should contact support@nbkc.com.
- @Flex and @Remote employees can contact Angie Ippolito or Tim Kile directly to pick up office supplies during normal business hours.

Shared Workspaces (@flex and @remote employees)

- Employees that use shared or hoteling desk spaces can book their desk space on nbkc's hoteling desk software, Eden Workplace. Learn more about using Eden to reserve your workspace [here](#).
- Employees with @flex or @remote status should demonstrate appropriate desk share etiquette, as they will be sharing their workspace with co-workers in various alternating workday schedules.
 - Employees should maintain a clutter-free workspace, free of debris and personal belongings, and clean the workspace according to stated safety guidelines.
 - Employees should ensure their shared computer desktop is clutter-free and organized.
 - Employees should refill/replace any office supplies (e.g., tape, staples) prior to a co-worker using the shared workspace the next business day.

Elevators

- Anyone using the elevators should consistently practice social distancing and comply with current CDC and state/local public health and safety guidelines as communicated by nbkc.

Personal Workspace/Dress Code

Workspace Cleanliness

- Employees with a dedicated personal workspace are responsible for maintaining a clean and organized personal area, including disposing of trash (e.g., food, cups, wrappers) promptly and cleaning their desk and equipment daily.

Personal Items

- While employees are welcome to bring personal items (e.g., photos, plants, desk accessories) into their workspace, it is recommended that the area remain uncluttered and free of excessive items that may require cleaning and sanitization (e.g., gym bag, change of shoes, food containers).
- There are locker storage areas on each floor to use at your convenience. These lockers are to be used as temporary storage.

Dress Code

- All employees regardless of Flex First program status should follow the “Dress for your Day” guidelines, found in the nbkc bank employee handbook. Check out nbkc’s Dress Code policy [here](#).



Technology

Equipment Usage

- All employees regardless of Flex First program status should use nbkc bank-issued technology equipment (e.g., hardware, software, devices, accessories) exclusively to perform their work. Personal usage of company equipment is discouraged. Employees working off-site at any time should access the company network using their nbkc bank laptop, not their personal home computer.

Secure Connectivity

- Employees working off-site at any time should access the nbkc bank secure network through the dual-factor authentication process using AnyConnect and VIP Access. If you need assistance with getting set up with VPN Access, contact support@nbkc.com.

Technology Tools and Resources

- Training and instructional resources are provided to all employees for facilitating and participating in virtual/blended meetings. Check it out [here](#).
 - Zoom and MS Teams offer video chatting with video and audio, allowing team members to meet and collaborate face-to-face among multiple locations.
 - MS Teams is our internal communication platform and Dialpad is our external communication platform.
- [Eden](#) is the system used for coordinating and sharing information on employee location, “neighborhoods” and workspace logistics/layout, hoteling work and meeting space locations, and office maps.

FAQ

Q: Can I change my Flex First status at any time and, if so, what is the procedure?

A: Employees must partner with their direct manager(s) to discuss any changes they would like to make to their Flex First status to discuss their available options. All designation or status changes must be approved by Division EVP and then report to Human Resources via email.

Q: What happens if I need to change my Flex First status unexpectedly or temporarily (child's school closes/opens)?

A: If your Flex First status is changing for 30 days or less, employees need to partner with their direct manager(s) to discuss any changes they would like to make to their Flex First status to discuss their available options.

Q: How will employees know who is on-site or remote each day? Will a daily/weekly schedule be shared?

A: Each manager will decide what kind of a scheduling system works best with their team. Options include and are not limited to: keeping a regular weekly schedule for the team, creating a shared team calendar in Outlook, or using status customizations in Microsoft Teams that will reflect their availability at that time.

Q: If I'm an @remote employee, can I work from any state or country for a short period of time?

A: Not necessarily — employees are only eligible to work from the country and state(s) in which they are employed. Flex First is considered a work-from-home model, not a work-from-anywhere model. Please work with your manager if you intend to work from anywhere other than your set home office. All exceptions of working outside of the resident state need to be reported to Human Resources.

Q: I am a @remote employee; can I relocate and move to another state and still work @remote at nbkc bank?

A: Employees considering/planning a move out of the state in which they work should contact human resources and their immediate supervisor prior to moving. An internal advisory committee reviews and approves all relocations where employees are interested in working outside of nbkc bank's licensed business states.

Q: Will employees with @remote status (and @flex employees when working off-site) have dedicated remote IT support?

A: All IT support will remain centralized through the support@nbkc.com help desk system.

Q: What is nbkc bank's safety protocol if someone on-site (employee or visitor) develops symptoms or test positive for COVID-19?

A: The employee should immediately contact Human Resources so that the contact tracing and COVID protocols can be started. Please see nbkc's COVID-19 guidelines [here](#).

Q: How will nbkc bank protect my privacy and health status information?

A: While nbkc may need to share that there has been an exposure at a bank location, personal information about the exposure, any employee who has COVID or COVID-related symptoms will not be shared. nbkc bank follows all privacy and health status guidelines and will not share confidential employee information.

Q: Will I be able to sit with my teammates at the nbkc office if I reserve a desk?

A: While we can't guarantee that all members of a team or function will sit together in a reservable desk situation, we'll make every reasonable effort to assign seating so that teams within the same functional group may sit in the same area, when possible.

Points of Contact

Note: For all nbkc bank contacts, it is recommended to access individual and departmental contact information through MS Teams which is regularly updated.

Contacts		
Human Resources	General information and questions about Flex First	human.resources@nbkc.com
Learning	Questions about training or resources for Flex First	learning@nbkc.com
Technology	For technical questions and issues pertaining to electronic communications, hardware/equipment, software/systems, log-in/network access, conference room technology, and phone systems, send an email to our Technology Service Desk	support@nbkc.com 913-945-2555
Facilities	For questions about maintenance and facilities including: ■ Building maintenance requests ■ Security badges ■ Master key holder to offices and desks if employees should be locked out ■ Notary services	Angie Ippolito Angie.Ippolito@nbkc.com 913-253-0102 Tim Kile Tim.Kile@nbkc.com 913-356-5192

Quick Links	
Flex First Information	https://nbkcresourcecenter.com/flex-first/
Flex First Learnlist	https://nbkc.learnamp.com/en-US/learnlists/flexfirst?overview=true
Reserving a Desk	https://nbkc.learnamp.com/en-US/items/eden-workplace-reserving-a-desk
How-To: Time and Taxes	https://nbkcresourcecenter.com/how-to-nbkc/
How-To: Dialpad	https://nbkc.learnamp.com/en-US/learnlists/how-to-videos-dialpad
COVID-19 Guidelines	https://nbkcresourcecenter.com/wp-content/uploads/2021/09/nbkc-COVID-guidelines-and-procedure.pdf

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