



# ALERTTRACE®

BY VOS SYSTEMS LLC

CASE STUDY

## City National Bank Sets the Standard for Employee Health and Safety

One of Florida's Largest Banks Integrates the AlertTrace System Across 32 Branches





## CITY NATIONAL BANK

The commitment to client service that City National Bank has focused on for nearly a century has proven stronger than ever during the pandemic. When the bank's Director of Resiliency Security and Safety, Phat Leung, first heard of COVID-19 in January of 2020, he immediately knew he needed to establish a strong foundation of reliable protocols for his fellow employees.

As a part of a key infrastructure, banks need to be able to continuously provide open doors and public safety to their community. Knowing absenteeism would hit the workforce early, Leung had to provide answers on how to avoid a shortfall of personnel as the pandemic unfolded, while maintaining the health and safety of the over 1000 employees at the 32 branches under his jurisdiction.

A core member of the CNB team since 2018, Leung established a crisis management task force, and began implementing guidelines even before the CDC issued official guidance. With his extensive knowledge of disaster preparedness and response, and his passion for pioneering emerging technologies, Leung knew that implementing a simple and scalable digital solution was his best chance at keeping the essential business operating responsibly.

To make rapid, data-driven decisions, City National Bank turned to Ottogee, a founding partner of AlertTrace, to improve employee compliance with health and safety measures.

Data provided by their IoT wearables made a major impact for the administrators at City National, who noted they would not otherwise have been able to do a thorough job implementing guidelines and effectively reacting to any positive cases in their facilities.

*"With a healthy workforce and the technology to help us, every piece of the puzzle is just as important as the entire puzzle," said Leung.*



## CHALLENGES

Aware of the significant impact COVID-19 would have on their business, leadership at City National set to work preparing employees to safely work at home. Understanding that some of their hourly workers did not have tasks that could be done outside of the bank environment, leadership enlisted them to help reach out to customers, ensuring that bank personnel would be able to maintain their normal paychecks without using paid time off.

After acquiring PPE for employees, setting up plexiglass barriers, and introducing masking protocol, the team was able to do banking indoors by appointment, as opposed to drive through only. Establishing a floating team to ensure any branch could maintain operations in the event of employee illness helped CNB continue to serve the community. But with the floating team moving from branch to branch, City National management knew that putting a system in place to monitor and improve compliance with the protocols while also conducting accurate and non-intrusive contact tracing was necessary to mitigate any possible spread from one location to another.

CNB realized that attempting to track spread through traditional, manual contact tracing would prove to be a significant challenge. Administrators were spending quite a bit of time, from four hours to over a day's time, going through the tedious process of interviewing employees, only to come up with fallible data. Even if a worker could reliably tell who all they had seen, employees were often unsure of exactly how close they were to another employee. This made accurately determining status as a close contact quite difficult. Keeping tabs on employees across so many locations to ensure the implementation and consistent practice of distancing efforts looked like a daunting task.





## DATA-DRIVEN DECISIONS

### THE ALERTTRACE SOLUTION

To protect both employees and clients, City National Bank set out to find a solution to automate and streamline data collection without sacrificing the privacy of the workforce. Maintaining that utilizing employee's personal cell phones would be too invasive, CNB turned to AlertTrace, by VOS Systems. Now the world's largest provider of non-intrusive digital technologies to improve compliance with health and safety guidelines while conducting contact tracing, AlertTrace reminds employees to maintain social distancing, as well as helps end the chain of transmission with reliable data on contacts made. This system of secure wearables has been thoughtfully designed to protect employees' privacy with user-friendly software and encrypted and anonymous data.

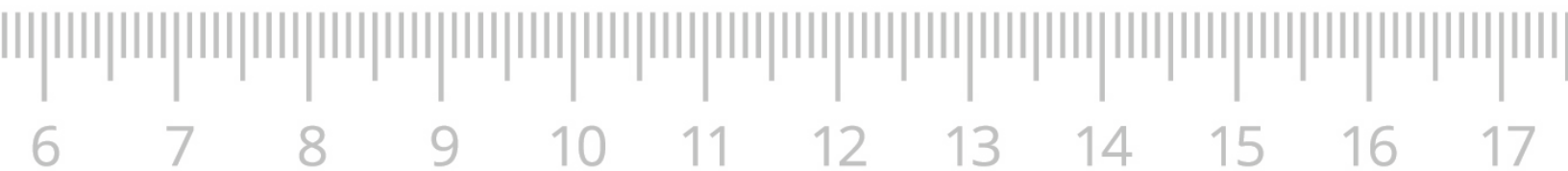
Integrating IoT technology into daily operations for organizations of all sizes, the AlertTrace wearable is a device worn by 100% of City National Bank employees at every location.

These devices are just larger than a quarter, and securely capture data when in range of another AlertTrace wearable. City National tested the device with its workforce in April of 2020, and seeing the benefits provided, launched a full-scale rollout across its more than 30 branches. Users are notified in real-time of breaches in social distancing, with customizable settings for both alert method and distance at which contacts are recorded.

In the Administrative Dashboard, task force members have access to crucial data on how their employees are maintaining distancing efforts, providing bank leadership the ability to take targeted action if trends arise. As City National Bank leadership enrolled its workforce, data from the AlertTrace deployment showed more than 80% increase in social distancing within the first week of implementation.



**83%** INCREASE IN SOCIAL DISTANCING



Not only does the system inhibit transmission of the virus and improve employee compliance with the new set of protocols, but it also provides accurate contact tracing data for reference in the event that an employee tests positive for a communicable infection.

CNB administrators are able to quickly identify an employee's historical anonymized contacts in the Admin Dashboard to safeguard the workforce at each branch, along with their customers. In only a matter of minutes, the data AlertTrace provides allows the accurate determination of close contact status, since the system notes not only the duration, but the proximity of the contacts made at the bank. Once positive cases have been identified, the admin team follows CDC guidelines recommending the analysis of interactions three days prior to the noted infection and thereafter.

This is easily done in the AlertTrace Admin Dashboard, which the bank also uses to provide the necessary records to the CDC and the Office of the Comptroller. The incredible time savings involved in automating these processes, from hours to minutes, means the team can focus more on other facets of safety and security.

Leadership has combined multiple layers of preventative measures, including a checkpoint for temperature taking and ensuring each employee's AlertTrace Mini device is in place prior to beginning work for the day. Each employee knows it is imperative to do their part in stopping spread, and the reminders from AlertTrace help them remain proactive about prevention.

## MOVING FORWARD SAFELY

With only two employees having positive cases originating at the bank, CNB asserts that the ability to accurately isolate exposed employees from the rest of the workforce makes AlertTrace an investment that pays for itself, providing the ability to maintain adequate staff at every location. In order to solve small problems before they become too big, the task force at City National plans to keep using the wearables well into the future.

As more of the country receives vaccination and prepares to move forward into a post-COVID era, some question how the vaccine hesitancy of the remainder of the population could impede that progress. It remains to be seen how seriously COVID variants will affect vaccine efficacy, with early reports showing individual strains, such as the P-1 variant out of Brazil, evading the defenses of the Pfizer vaccine. Utilizing a multi-pronged approach to mitigating spread remains an essential strategy in maintaining operations.

Noting the tremendous quality to do contact tracing quickly, CNB adds that the benefits AlertTrace provides their team extend beyond the pandemic. Prior to the 2020/2021 flu season, which may have been dampened by the extensive protocol in place nationwide to prevent COVID-19 spread, businesses have historically faced \$15.4 billion in lost productivity due to influenza. Lower flu seasons can translate into lower immunity, leading some experts to be more advise caution this winter. Being able to maintain a healthy workforce is crucial, and proactively promoting prevention of spread of disease will benefit all involved.

As usual, City National wants to be prepared for whatever is next. As the AlertTrace wearable Mini becomes indispensable to the team, CNB looks to move from their traditional badge system to utilizing the Mini for ID, operations analytics, and additional safety features.



## A POWERFUL PARTNERSHIP

Not only keeping City National Bank employees protected and bank doors open, workplace morale also changed for the better upon implementing the AlertTrace system. With everyone from the CEO on down wearing AlertTrace Minis, City National has led by example, and provided employees the safest version of their work environment.

With the knowledge that leadership not only secured employee's ability to maintain their hours and income, but the health and safety of their families, the psychological benefits have been notable. The ability to reassure unexposed members of the workforce that they were not close contacts following a positive case, and having objective data to back that up, has proven incredibly valuable for peace of mind. Leadership can rest assured they are doing their part in upholding their responsibility to their employees, and the time savings AlertTrace provides enables them to put more of their focus on providing relationship banking to the public.

Maintaining its legacy of helping small businesses to thrive when they would not otherwise have access to credit, City National Bank has been proud to support its clients throughout the economic uncertainty of the COVID-19 pandemic. With the ability to keep operating and making investments, over 250,000 jobs were saved as the workforce at CNB worked tirelessly to process Small Business Association loans and establish the Paycheck Protection Program for local businesses.

While City National credits AlertTrace with providing the essential and unintrusive technology they need, their insight and forethought in establishing a strong foundation of safety for their team has been a key component in protecting their employees, families at home, and the community at large.





MADE IN THE USA



**ALERTTRACE®**  
BY VOS SYSTEMS LLC

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