To deliver the best possible banking experience

Our Credo

We perform our best every day so we can do more for our:
CUSTOMERS | COLLEAGUES | COMMUNITIES | SHAREHOLDERS

We strive to always:
exceed customer expectations • do the right thing • think long term • work together

We are citizens helping citizens bank better.
Welcome to Citizens Bank!

We are thrilled that you have selected us as the best place to grow your career!

At Citizens Bank, we succeed when we help our fellow citizens succeed, one customer and colleague at a time.

This New Colleague Checklist and Guide has been created to help you understand the expectations and timeframe to complete necessary requirements and navigate your way through the new hire experience into Citizens Bank.

On the following pages, you will find key information regarding new colleague timelines, required documents and answers to your most asked questions:

- What do I need to complete before my start date?
- What should I expect as a new colleague?
- When can I enroll in Benefits?
- When will I get paid?

Welcome aboard, our newest colleague, we are glad you are here!

Click to choose a section:

1. Prior to Day 1 Checklist
2. Day 1 - Day 5 Checklist
3. Your First 30 Days
4. References and Resources
5. Systems Access Cheat Sheet
6. New Colleague Essentials
# Prior to Day 1 Checklist

To start you on your journey with Citizens Bank, we are equipping you with information to ensure you are aware of what is expected and needed during your first few weeks. Please follow this guide and check off items once complete.

<table>
<thead>
<tr>
<th>Prior to Day 1 Checklist</th>
<th>What needs to be done:</th>
<th>How I need to do it:</th>
<th>It should be finished by:</th>
<th>Check, I’m done!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit the <a href="#">Onboarding Tool</a></td>
<td>Complete the Tasks Tab:</td>
<td>☐ I-9 Requirements</td>
<td>Prior to Start Date</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>☐ Submit Colleague Photo</td>
<td>☐ NMLS (will only be available if applicable to your role)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Benefits Information</td>
<td>☐ Voluntary Self-Identification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confirm Day 1 Activities</td>
<td>Discuss with your new manager:</td>
<td></td>
<td>1 Week prior to start date</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>• Dress Code Policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Parking Details</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Day 1 Agenda</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pre-hire requirements &amp; information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilize Social Media</td>
<td>Search through LinkedIn, Twitter, Facebook, to get a better understanding of the organization and the culture and begin developing networking opportunities.</td>
<td></td>
<td>Prior to start date</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
# Day 1 - Day 5 Checklist

<table>
<thead>
<tr>
<th>What needs to be done:</th>
<th>How I need to do it:</th>
<th>It should be finished by:</th>
<th>Check, I’m done!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bring in Employment Eligibility Verification (I-9) Documents</td>
<td>Provide to your manager with acceptable documentation as identified in the I-9 instructions.</td>
<td>Day 1</td>
<td>✔</td>
</tr>
</tbody>
</table>
| Verify Equipment & Systems Access | Login to your computer with your Employee ID and Password (supplied by your manager) to verify access to the system and email.  
*Note: Login is Employee ID and the initial password is Q[last 4 of SSN][2 digit day of birth]* | Day 1 | ✔ |
| Visit the Onboarding Tool | Provide W-4, State Tax Form and EEO Reporting Forms to your manager accompanied by the New Coversheet.  
*Tips: Mail all documents to RSD125*  
- Review Online Tools and Systems Task  
- Review Policies and Procedures Task  
- Complete Electronic Acknowledgment Task  
- Review Corporate Programs and Initiatives Task  
- Review Resources for You Task | Within the First Week | ✔ |
| Verify Security Badge & Access (Back Office Only) | **Activate** your security badge. If additional security access is needed your manager will request. | Within 48 hours | ✔ |
| Flexible Work Arrangement | For those colleagues who are working remote or working a flexible schedule:  
- Review the **FWA Policy** and **Guidelines**  
- Complete the **FWA Request form** and submit to your manager for review/approval  
- Your manager will submit the FWA form to the HR Service Center for tracking purposes and cc you. | Within first week | ✔ |
| Review CitizensHR.com Information | Review information within the Human Resources portal, [CitizensHR.com](#), that covers topics such as:  
- Pay & Rewards  
- Benefits Enrollment  
- Career & Development  
- Human Resources Policies & Procedures  
- Paid Time Off and Holidays  
*Note: access is available on the Thursday of the first full week* | First Week - Ongoing | ✔ |
### Day 1 - Day 5 Checklist

<table>
<thead>
<tr>
<th>What needs to be done:</th>
<th>How I need to do it:</th>
<th>It should be finished by:</th>
<th>Check, I’m done!</th>
</tr>
</thead>
</table>
| Login to HR Express to confirm your Business & Personal Information | • Time Card Completion  
• *Time and Labor Information and Tips*  
• Complete Direct Deposit Information  
• Enter Emergency Contact  
• Confirm Federal and State tax withholdings  
• Update Employee Phone Number  
*Reference the New Colleague Essentials section to assist you with completing these tasks.*  
*Note: Access is granted on Day 2.* | Within the First Week | ☐ |
# Your First 30 Days Checklist

<table>
<thead>
<tr>
<th>What needs to be done:</th>
<th>How I need to do it:</th>
<th>It should be finished by:</th>
<th>Check, I’m done!</th>
</tr>
</thead>
</table>
| Understanding Risk & Compliance Training Requirements      | Meet with your manager or Business Line Risk Representative to review the various Compliance Training requirements  
Note: Access to compliance training systems vary. Access to Regulatory University could take 5-10 days. | Check with your manager on deadlines for completion | ☐                |
| Colleague Banking Opportunities                             | Review the banking products and benefits available to you on the myBank website; including offers exclusive to colleagues.  
To speak to a representative, call the Colleague Banking Line at 866-571-4653 | 30 days | ☐                |
| Establish Initial Performance Goals and Measures            | Meet with your manager to discuss initial performance goals and measures including development  
Goals & Measures are tracked through the Performance Management system. | 30 days | ☐                |
| Additional Profile Requirements (If applicable)             | • Corporate credit card (sign up for a company credit card)  
• Expense report (create expense reports for reimbursement)  
• Carlson Wagonit Travel (create travel account)  
• WageWorks (pay for commuting expenses with pre-tax dollars) | 30 days | ☐                |
| Begin to familiarize yourself with our culture              | • Our Vision & Credo  
• Commitment to the Community  
• Credo Awards  
• Citizens Bank Intranet Homepage  
• The WIRE (weekly colleague email)  
• Social Media Guidelines | 30 days | ☐                |
| Identify Key Networking Opportunities                       | Identify Key Stakeholders & any additional individuals that would assist you in building business relationships and provide networking opportunities. | 30 – 60 days | ☐                |
| Orientation Program                                         | Look for information in your first week about Becoming a Citizen: New Colleague Orientation. This program provides information on our history, values and culture, as well as resources and tips for networking and building relationships with other colleagues across the company.  
Components of the Orientation program will vary by line of business and location. | 30 days | ☐                |
## References and Resources

<table>
<thead>
<tr>
<th>1. HR Resources</th>
<th>CitizensHR.com contains helpful HR related information that you may find useful as a new colleague. If you cannot find an answer here, you can use the new AskHR feature on the site to submit your question to the HR Service Center. Inquiries will be answered during normal business hours. The contact section under Administration has a comprehensive list of contact information related to our HR services and vendors. Contact the HR Service Center at 866-472-8234 for answers to your questions pertaining to general HR related inquiries such as benefits enrollment, payroll, direct deposit, W4, etc. For specialized onboarding support, select prompt 1 for New Colleague Related Questions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Quick Links</td>
<td>The Quick Links page offers easy access to all types of information under these categories: Time, Money &amp; Travel, Everyday Technologies, Working Remotely, Meetings, Collaboration, Branding &amp; Standards, Colleague Experience, Education &amp; Training, and Professional Development</td>
</tr>
<tr>
<td>3. Technology Service Desk</td>
<td>Contact the Technology Service Desk when you have technology related questions such as password resets, computer issues, or software issues. Technology Service Desk: 800-821-6117</td>
</tr>
<tr>
<td>4. Security Helpline - Alertline</td>
<td>Alertline is a free service available to colleagues 24 hours a day, 365 days a year, providing help and advice on all matters of security and events relating to the Citizens Bank Code of Business Conduct and Ethics. 800-700-1107</td>
</tr>
<tr>
<td>5. Right Call</td>
<td>Report any concerns about unethical behavior or questionable business practices. 877-495-4727 or EthicsPoint</td>
</tr>
<tr>
<td>6. Weather/Emergency Info Line</td>
<td>When inclement weather and storms strike your area, please call the Colleague Weather and Emergency Information Line for updates on delays and closings: 877-204-6723</td>
</tr>
<tr>
<td>7. Citizens Acronyms</td>
<td>When you want to learn the office lingo.</td>
</tr>
<tr>
<td>8. Social Media Guidelines</td>
<td>Good Banking Goes Social. Learn about the social media guidelines for colleagues.</td>
</tr>
<tr>
<td>9. Citizens Helping Citizens</td>
<td>As good citizens, we take pride in investing in resources that create solutions within our local communities. Visit the Citizens Helping Citizens site to read about the programs we support and how you can get involved.</td>
</tr>
</tbody>
</table>

**TIP:** You may want to program these important phone numbers into your phone.
## Systems Access Cheat Sheet

During your first few weeks, you will be required to access various systems that may have their own unique login protocols. Below is list of our general systems, what they do, and how you access them.

<table>
<thead>
<tr>
<th>System</th>
<th>General Information</th>
<th>Access and Login</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 1 Systems Access</strong></td>
<td>Ability to login to your computer and access company information, send email messages and save documents to your (H:) Drive.</td>
<td>Established on Day 1. Login is Employee ID. The initial password is: Q[last 4 of SSN][2 digit day of birth] q Example: Q123409q</td>
</tr>
<tr>
<td>• Windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outlook Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Intranet (Citizens sites)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• (H:) Drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR Express</td>
<td><strong>HR Express</strong> is an HR Self Service portal that allows you to perform HR transactions for yourself and your direct reports.</td>
<td>Email notification sent during Week 1. Login is Employee ID.</td>
</tr>
<tr>
<td>CitizensHR.com</td>
<td><strong>CitizensHR.com</strong> is your source for Human Resources related information about benefits, policies and procedures, discounts, learning and development, paid time off, and much more.</td>
<td>Register on Thursday of Week 1. Login is Employee ID.</td>
</tr>
<tr>
<td>Office Voicemail</td>
<td>To establish voicemail via our Avaya system – follow the user guide &amp; instructions in the “All about voice mail” section of our Telephones page.</td>
<td>Follow instructions.</td>
</tr>
<tr>
<td>Learning</td>
<td><strong>Learning</strong> is a web-based learning application with training modules for both professional and personal development. Information about this and other development tools can be found on <strong>CitizensHR.com</strong>.</td>
<td>Email notification at the end of Week 1. Login is Employee ID.</td>
</tr>
<tr>
<td>CWT Travel Profile</td>
<td><a href="#">CWT travel portal</a> link to schedule / manage travel arrangements.</td>
<td>Submit your email address &amp; register. Login instructions sent via email</td>
</tr>
<tr>
<td>Expense Report</td>
<td>Automated Travel System to process expenses. Visit the <a href="#">Travel and Expense Report Reimbursement System</a> site.</td>
<td>Online Access Request Form required. Separate Direct Deposit form needed.</td>
</tr>
<tr>
<td>Oracle Purchasing Supplier</td>
<td>To <a href="#">purchase</a> goods and services, request Purchase Orders and process &amp; receive Invoices.</td>
<td>Online Access Request Form required. Login instructions sent via email.</td>
</tr>
<tr>
<td><strong>New Ways of Working</strong></td>
<td><strong>New Ways of Working</strong> is an initiative that offers innovative ways for teams to collaborate and get work done – Including VCS and Good for personal devices.</td>
<td>Online Access Request Form required. Unique password.</td>
</tr>
<tr>
<td><strong>‘Back Office Colleagues ONLY’</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Below are answers to frequently asked questions that will help with your onboarding experience.

1. Personal and payroll information

A. Where and how will I access my personal/payroll and HR-related information?

HR Related information is housed in two separate locations:

- **HR Express** is our HR self-service system for accessing:
  - **Payroll** - view paystubs, set up direct deposit and Federal tax withholdings, view your earnings, access and complete timesheets
  - **Personal Information** - view/update personal information such as name, address, phone number

  *You receive access to HR Express on Tuesday of your first week of work.*

Once you have access, login [HR Express](#), enter your Employee ID (previously provided to you and begins with a letter with 6 numbers following) as your user name and follow the instructions for a first time user.

- **CitizensHR.com**: Benefit information and enrollment, HR policies and procedures, myDISCOUNTS, vendor links

  *You receive access to CitizensHR.com on Thursday of your first week of work.*

Once you have access, login to [CitizensHR.com](#), enter your Employee ID (previously provided to you and begins with a letter with 6 numbers following) and follow the instructions for a first time user.
2. Pay

A. When do I get paid? Unless otherwise specified, colleagues are paid on a Friday.

- Exempt (salary) colleagues: are exempt from overtime pay if they work over 40 hours a week. Their annual salary is paid on a biweekly basis, every other Friday.
- Non-exempt (hourly) colleagues: are paid an hourly rate and are eligible for overtime pay for time worked over 40 hours per work week. They are paid on a weekly basis every Friday. These colleagues must complete a timesheet in the Time and Labor module and pay is based on the actual hours worked and submitted for the previous week.

B. When can I expect to get my FIRST pay?

Although there may be some variables, typically:

- Exempt (salary) colleagues: Will receive their first pay the second Friday from their hire date; if they start in the middle of a pay cycle, the first pay will be on the first Friday from their hire date.
- Non-exempt (hourly) colleagues: Will receive their first pay the second Friday after their hire date. The first pay is based on hours submitted via their timesheet for hours worked the first week of employment (see part 3 A for timesheet submission).

C. Which Fridays are “pay days”?

View the Weekly Pay Calendar (link to weekly PDF)

View the Biweekly pay Calendar (link to biweekly PDF)

These calendars are also located on CitizensHR.com:

- Login to CitizensHR.com (once you have access)
- Select “Pay and Rewards” on the top of the screen
- Select “Pay Cycle” and then “Pay Calendars” to see the biweekly and weekly payroll calendar showing the dates you can expect your pay.

D. Am I able to print a copy of my paystub?

Yes, even if you have set up direct deposit, you may print a copy of your paystub by following these steps:

- Once you gain access, login to HR Express > Main Menu > Self Service> Payroll and Compensation>View Paycheck
- Select the paystub you wish to view
- You can save or print the PDF file for future reference
3. Timesheets

A. How do I complete a timesheet if I am a non-exempt (hourly) colleague?

• In order to receive your accurate pay on time, you must complete a timesheet and submit it by each Sunday at 11:59 pm ET (unless otherwise communicated due to holiday schedules, upgrades, or other unique situations) when hours worked will be paid to the non-exempt (hourly) colleague on the following Friday.
• As soon as you receive your HR Express access (Tuesday of your first week), all time must be reported and submitted on a daily basis within the Time & Labor module.

Timesheets can be accessed on HR Express (see part 1A). Once you receive your HR Express login information, you should immediately visit the site and verify that you can access your timesheet, enter your hours worked, and submit by the deadline.

Here is the path:

HR Express > Main Menu > Self Service > Time Reporting > Report Time > Timesheet

If you cannot access your timesheet by Thursday of your first week call the HR Service Center at 866-472-8234 for assistance/next steps. Representatives are available weekdays from 8:30 am to 5:30 pm ET.

For helpful timesheet information, tips, the Timesheet Policy, FAQs and forms, go to CitizensHR.com > Pay and Rewards (at the top of the screen) > Time and Labor.

4. Direct deposit

A. How do I set up direct deposit?

Once you gain access, login to HR Express > Main Menu > Self Service > Payroll and Compensation > Direct Deposit.

You may change your direct deposit instructions at any time.

**NOTE:** Your direct deposit may take 1-2 pay periods following your submission before it takes effect. Until then, you will receive a paper paycheck that is mailed to your home address via the U.S. Postal Service.

5. Benefits

A. When can I enroll in benefits and when are my benefits effective?

Once you gain access to CitizensHR.com (on Thursday of your first week of employment), you will be able to enroll immediately; you have 30 days from your HIRE DATE to enroll. During your first week of work, you will receive an email from citizensbank@ehr.com with information on how to enroll for your health care and insurance benefits on CitizensHR.com. A letter will also be mailed to your home with details on your benefit options and enrollment deadline.
If you enroll by the deadline, your benefits take effect as follows:

- **Full-time colleagues** scheduled to work a minimum of 30 hours/week (eligible for all health care and insurance benefits): first of the month following 30 days of employment
  - Example 1: Start work on January 15, benefits are effective March 1
  - Example 2: Start work on March 1, benefits are effective April 1

- **Part-time colleagues** scheduled to work a minimum of 20 hours/week (eligible for dental, vision and other supplemental benefits, but not medical): first of the month following 60 days of employment
  - Example 1: Start work on January 1, benefits are effective April 1
  - Example 2: Start work on March 1, benefits are effective May 1

Once you have access to CitizensHR.com, you may view benefit plan options, rate charts and calculator tools via the links available under the Benefits & Retirement option (on the top of the screen).

Some important guides include:

- **Medical Plans Overview and Comparison**
  - Benefits & Retirement > Health & Insurance > Medical Plans Overview and Comparison

- **Guide to myBenefits**
  - Benefits & Retirement > Health & Insurance > Benefits Enrollment > Further Information>Enrollment Guide and Videos

- You will find other guides under Benefits & Retirement > Health & Insurance to provide information on Dental, Vision, prescription coverage and more

Until you have access to CitizensHR.com as a colleague (on Thursday of your first week of employment), you continue to have access to the CitizensHR.com guest site to view benefit information:

- Go to: [https://www.citizenshr.com](https://www.citizenshr.com)
- Log in as a guest

**myBenefits Overview Session**

Attend a myBenefits Overview Session (held the 4th Thursday of every month from 10:00-11:00 am) to learn about your total rewards package and when/how to enroll.

Dial in: 1-800-215-7777, Meeting #2363348

If you have trouble enrolling, contact the HR Service Center at 866-472-8234 and select the prompt for “New Colleague Related Questions.”
B. How do I enroll in 401(k)?

You will receive an email from Empower Retirement, the vendor for the CFG Retirement Savings Plan 401(k), within two to three weeks following your hire date. The email will include a welcome guide and first time user instructions. As soon as you receive the e-mail, you can enroll in the 401(k) and begin saving for a more secure future.

To learn about the 401(k) plan and enroll, follow these steps:

- Login to CitizensHR.com (once you have access)
- Select “Benefits and Retirement” at the top of the screen
- Select “Retirement and Pension”
- Before receiving your email from Empower, learn about the plan by selecting “Retirement Plans”
- Once you receive your email from Empower, enroll in the plan by selecting “401(k)”

NOTE: If you have a 401(k) account with a prior employer and would like to roll it over into the Citizens 401(k) plan, call Empower Retirement at 844-465-4455. Please wait until you receive your enrollment e-mail before calling to ensure your information is in Empower’s system.

6. Paid time off (PTO)

A. How much Paid Time Off (PTO) will I receive?

The amount of PTO is based on Officer Title, exemption status, and years of service. In the year you join Citizens, your PTO allotment is prorated based on your hire date.

To determine your PTO accrual for this calendar year, refer to the Paid Time Off Calculator (insert link). This calculator is located on CitizensHR.com.

- Login to CitizensHR.com (once you have access)
- Select “Time Away from Work” icon in the left column
- Select “Paid Time Off Calculator” link
- Complete the requested information on the calculator to determine the time you will accrue for this calendar year.

View PTO policy to determine your PTO allowance.

This policy is located on CitizensHR.com

- Login to CitizensHR.com (once you have access)
- Select “Administration” at the top of the screen
- Select “HR Policies and Procedures”
- Under “Time Away from Work” select “Paid Time Off (PTO)”
7. Personal information

A. How do I update my contact information?

To update your contact information:

- Login to HR Express (once you have access)
- Select “Main Menu”
- Select “Self Service”
- Under “Personal Information” select “Personal Information Summary”
- Select the “Change” button for the appropriate area(s) that need to be updated

**NOTE:** It’s important to include your work phone number in HR Express. If you don’t know your work number, it’s shown in the colleague directory on Outlook. To enter it in HR Express, follow the instructions above and under “Phone Numbers,” select “Business” from the drop down list.