

YELLOW PROTOCOL OF HYGIENE AND SANITATION MEASURES FOR BANKS/ FINANCIAL INSTITUTIONS

Source: e-Albania

- The person appointed by the manager of the bank or branch / financial institution performs daily assessment for the presence of COVID-19 symptoms in persons employed. In case of symptoms, the continuation of activity by the person concerned and should be reported immediately as a case in the emergency number 127. If the person shows symptoms while he is working or after work, this person must be quarantined in a separate environment of the facility until appropriate measures are taken by the health services.
- For each case, the manager of the bank / financial institution branch informs immediately the relevant structures especially the Local Care Unit Health and the State Health Inspectorate.
- Employee appointed by the bank/branch of the bank / financial institution measures the temperature of employees and every customer at the entrance and exit of the bank with infrared thermometer and immediately notifies structures relevant for temperatures higher than 37.5 degrees in cases where there are also other COVID-19 symptoms. No person with a temp of 37.5 is allowed to enter the bank / financial institution.
- Notwithstanding the above, staff of the Bankk perform self-assessment every day for symptoms of COVID-19 according to the approved checklist. In case of symptoms the person should immediately notify 127 and the manager of the branch. Under no circumstances should the relevant person be allowed to continue the activity and as appropriate should be quarantined in the designated environment.
- Every employee is obliged to declare to the branch manager if they have been in contact with persons who result or have tested positive with Covid-19.
- Any employee who notices clinical signs while staying in the house should not go at work and must notify the branch manager immediately. The employee must call 127 and the family doctor.
- The subject is allowed to offer services only during the schedule set by the legal provisions.
- Banks must install que machines outside their premises and monitors that inform Customers of the next in que to avoid disputes between citizens as well as physical contacts and chaotic gatherings. This obligation falls on other financial institutions where over 10 people are served at the same time.

- Commuting to work on foot is done by maintaining a distance of 2 meters and not by walking in groups. For the movement using a vehicle, staff needs to apply according to procedure published by State Police.
- The subject must provide continuously and with his own means, at all times protective gloves, masks and hand sanitizers with over 60% alcohol.
- The subject must provide continuously and with his own means at all times soap, hand cleaning paper, disinfectants for cleaning the work surfaces as well as closed trash cans which should be cleaned every day.
- Employees and other clients must use protective gloves.
- Employees and other clients must wear the protective mask protective covering the nose and mouth.
- Coughing and sneezing are done using the elbow or tissue. Tissues must immediately be thrown into the trash bin.
- At the entrance and exit the subject must provide the disinfectant product for the Hands for staff and anyone entering and leaving the interior of the Bank and must ensure their availability at all times. The percentage of active substance in the disinfectant should be minimum 60% alcohol.
- The subject must guarantee and respect at any time the distance of 2 meters between staff and customers.
- The subject serves as many customers as there are cash registers or customer service agents, meanwhile all others wait outside in line. Identification marks are placed outside queues for bank entry as well as queues at ATMs. At the teller, the distance between customer and client is marked.
- It is recommended to avoid cash and provide e-banking services.
- Providers of physical security services and transportation of cash enter the environment only by wearing protective masks and gloves.
- The subject places plexiglass between the employee and the client.
- In any case, the subject must provide natural ventilation at least 5 times a day. Subjects take appropriate measures to intervene in ventilation systems and switch to natural air mode or through the addition of windows.

- In no case is physical contact allowed between employees or between parties third including greetings.
- Avoid gathering people while resting or eating in environments such as kitchens, dining rooms or outdoor environments belonging to the subject or public places.
- The subject must disinfect the environment and wash before opening and after closure, and at least 3 times a day. Each employee performs disinfection with hygiene products of working stations, telephones, computers, headphones and any space or facility where there has been a physical contact at the beginning and end of the shift. The products are used accordingly with the relevant instructions from the manufacturer / seller or the Ministry of Health and Social Protection.
- Employees should not use tools or workplace of other colleagues without performing disinfection.
- The subject must display the list of COVID-19 symptoms according to the approved Checklist.
- The subject must display the information poster on COVID-19 risk reduction according to the approved checklist.
- The subject must place the declaration of the implementation of the yellow protocol from banks / financial institution, which includes the obligation for self-assessment of symptoms from staff / administrator / any other third party that enters and exits the premises according to the approved format where administrative or criminal liability is mentioned for the person who does not takes measures according to legal obligations and in addition display the green number for denunciation and reporting.
- The subject should fully display the yellow protocol of Banks/ financial institution according to the approved text.
- The above materials shall be displayed at the entrance of the subject as well as in places of visible inside the premises of the subject.