

Covid-19

Protection and Control Measures in Bank Branches

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New Coronary Virus Disease (COVID-19) is common in the world. Bank branches, which may play a role in the spread of disease in our country and where there is intense human traffic, should be taken care of protection and control measures to reduce the risk of infection.

The basic principles of infection prevention and control recommended to be applied in order to reduce the risk of general infection in environments that are in close contact or working with people are listed below:

- Routine cleaning of floors and other surfaces in closed areas is sufficient with water and detergent.
- Surfaces touched frequently by hands; Attention should be paid to cleaning the door handles, batteries, frequently touched buttons, telephone handset, toilet and sink in common areas. To clean these areas, after cleaning with water and detergent, 1: 100 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9) or chlorine tablet (according to the product description) should be used.
- There is no scientific evidence that the use of certain special products, which are claimed to be more effective for microorganisms (bacteria, viruses, fungi, etc.), provides extra protection.
- People working in these places should pay attention to hand cleaning. Hands should be washed with soap and water for at least 20 seconds at most every 2 hours, and alcohol-based hand antiseptics should be used in the absence of soap and water. There is no need to use soap with antiseptic or antibacterial, normal soap is enough.
- The use of the numerators by only one person should be cleaned properly in the morning and evening, and the people using the numerator should wear a medical mask.
- Personnel with signs of any respiratory infection (fever, cough, respiratory distress, etc.) should not be employed until their complaints disappear.
- Employees who keep in contact with people face to face within 1 meter or less should wear a medical mask. The mask should be worn in a way to cover the nose, mouth and chin, not touching the outer surface, and hand hygiene with alcohol-containing hand antiseptics if touched. The mask should be removed from the rubber on the sides without touching the front face and if it is laced, it should be removed by holding the laces and hand hygiene must be provided.
- Employees are not recommended to wear gloves, as they will not allow hand cleaning and increase environmental contamination. Alcohol-

containing hand antiseptics should be kept at accessible points to ensure hand hygiene.

- Within the bank, the customer should not be seated at a close distance in the waiting area, and there should be as many customers as the transaction bank in the waiting area. There must be at least one meter distance between the customers and other customers and the bank employee working at the bank. Some non-urgent transactions (promotional payments etc.) may be postponed to reduce the number of customers within the bank branch.

By giving training to employees, the following issues should be emphasized:

- Hand cleaning should be considered. Hands should be washed with soap and water for at least 20 seconds, and alcohol-based hand antiseptics should be used in the absence of soap and water. There is no need to use soap with antiseptic or antibacterial, normal soap is enough.
- The person suffering from any viral respiratory infection should cover his nose and mouth with a disposable tissue paper during coughing or sneezing, use a elbow in the absence of a tissue paper, if possible, not to enter crowded places, if it is necessary to close the mouth and nose, if possible, surgery It is recommended to use a (medical) mask