

STANDARD OPERATING PROCEDURES ('SOPS') FOR FINANCIAL SERVICES SECTOR

Activities that involve meeting customers

SOPs	Details
Operating hours	According to the operating hours of the relevant financial services provider
Customer attendance hours	According to the operating hours of the relevant financial services provider
Staff capacity	100%
Reduce number of visitors	<ul style="list-style-type: none"> Limit the number of customers allowed into the premises at any time Prepare a queue area outside the premises if it is safe. If possible, use a digital queue system Social distancing of one metre must be observed by all customers at all times Encourage customers to make appointments before visiting the premises Encourage customers to use the online system and self-service terminals to carry out their business If possible, reduce the need for customers to touch equipment in the premises such as the screen for the digital queue system and stationery Place sanitisers in places which can be easily accessed by users Remove/keep materials which cannot be easily cleaned, such as newspapers, magazine, leaflets from waiting areas Every staff attending to a customer must wear a face mask
Control entrance and exit doors	<ul style="list-style-type: none"> Use automatic doors or assign a staff to open the door Prepare sanitiser near the entrance and exit doors for use by customers If possible, prepare separate entrance and exit doors and clearly marked them Display notice prohibiting customers who are unwell or have been exposed to a Covid-19 patient or who have just returned to Malaysia from entering the premises
Maintain cleanliness and social distancing when dealing at the counter	<ul style="list-style-type: none"> Ensure a distance of at least one metre between the cashier and the customer Cashier must avoid touching the customer's hand/ thumb when obtaining the customer's fingerprint Avoid sharing the cashier's pen with the customer. Encourage the customer to use his own pen or provide a free pen for use at the counter Prepare hand sanitiser at the counter for use by the customer especially after each use of the biometric reader device Disinfect the counter surface after every transaction If handling cash, clean hands with sanitiser after every transaction. Prepare a special counter for transactions involving cash Every staff attending to a customer must wear a face mask

Use of Self-Service Terminals

SOPs	Details
Operating hours	According to the operating hours of the relevant financial services provider
Customer attendance hours	According to the operating hours of the relevant financial services provider
Staff capacity	100%
Control entrance and exit doors	<p>In the premises of a financial institution -</p> <ul style="list-style-type: none"> It is suggested that automatic doors be used or a staff be assigned to open the door Prepare sanitiser near the entrance and exit doors for use by customers If possible, prepare separate entrance and exit doors and clearly marked them Display notice prohibiting customers who are unwell or have been exposed to a Covid-19 patient or who have just returned to Malaysia from entering the premises Disinfect the door once every eight hours <p>In other premises -</p> <ul style="list-style-type: none"> Display notice near the self-service terminal on what must be done if the customer is unwell or has been exposed to a Covid-19 patient or who has just returned to Malaysia Disinfect the door once every eight hours
Reduce the number of visitors	<p>In the premises of a financial institution -</p> <ul style="list-style-type: none"> Limit the number of customers allowed into the premises at any time Prepare a queue area outside the premises if it is safe. If possible, use a digital queue system Social distancing of one metre must be observed by all customers at all times Encourage customers to use the online system to carry out their business If possible, reduce the need for customers to touch equipment in the premises such as the screen for the digital queue system and stationery Place sanitisers in places which can be easily accessed by users Remove/keep materials which cannot be easily cleaned, such as newspapers, magazine, leaflets from waiting areas <p>In other premises -</p> <ul style="list-style-type: none"> Provide information about safe distance between customers while using the self-service terminal Remind customers of the need to comply with the social distancing rules in effect, including by the owner of the premises while using the self-service terminal, if any Consider relocating the self-service terminal to an area which is less crowded or shutting down the self-service

	<p>terminal which is located in a confined area where social distancing cannot be practised</p> <ul style="list-style-type: none"> • Display a notice around the self-service terminal reminding customers to practise social distancing of at least one metre
Control of cleanliness	<p>In the premises of a financial institution -</p> <ul style="list-style-type: none"> • Prepare sanitiser in the area of the self-service terminal and request customers to clean their hands using the sanitiser at least after each use of the self-service terminal <p>In other premises -</p> <ul style="list-style-type: none"> • Prepare sanitiser which is affixed to the wall for customers to clean their hands after using the self-service terminal • The owner of the self-service terminal must refill the sanitiser periodically <p>Reminder notice in the premises of a financial institution and in other premises</p> <ul style="list-style-type: none"> • Display a notice reminding customers to clean their hands using the sanitiser at least after each use of the self-service terminal

Internal operations of a financial institution

SOPs	Details
Operating hours	According to the operating hours of the relevant financial services provider
Customer attendance hours	According to the operating hours of the relevant financial services provider
Staff capacity	100%
Meeting between staff	<ul style="list-style-type: none"> Limit the number of attendees and avoid large gatherings (e.g. staff meetings, townhall, annual dinner and social and religious gathering) Limit the number of staff in public areas (e.g. meeting rooms, cafeteria and pantry) at any one time depending on the size of the area Maintain a distance of at least one metre between one another If possible, consider other alternative such as using video or tele-conferencing. Postpone meetings which are not important which require physical attendance
Seating arrangement (work stations)	<ul style="list-style-type: none"> Check office layout and ensure that there is social distancing of at least one metre between staff. For example, this can be achieved by placing partitions between staff and encouraging staff to work from home If social distancing cannot be carried out, ensure that any interaction is carried out expeditiously. For example, less than 15 minutes Minimise the need for staff to be close to each other at the beginning and end of operating hours or during change of shift Display notice reminding staff to practise social distancing Prepare hand sanitisers at appropriate and easily accessible places Put away all unnecessary paper documents and restrict the exchange of physical documents to reduce risk of infection
Working outside (For example site visit)	<p>Staff are required to comply with the following requirements -</p> <ul style="list-style-type: none"> Wear personal protective equipment including face mask and gloves (where appropriate) Observe personal hygiene including avoiding touching the face. Use sanitiser or soap to clean hands Maintain social distancing of at least one metre from other people If possible, limit face-to-face interaction to less than 15 minutes Refrain from carrying on work outside if feeling unwell and having symptoms of COVID-19 Maintain a record of meetings for the purpose of tracing. Information which is collected must at least include the name, telephone number, date, place and time of meeting

	<ul style="list-style-type: none">• Use your own stationery (which is provided by your employer) for any businesses including filling out documents <p>Financial institutions must provide necessary COVID-19 personal protective equipment for staff including mask and sanitisers</p>
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