

## **CCB's Rules on COVID-19 Prevention and Control and Employee Care at Outlets**

(January 28, 2020, for implementation during the coronavirus pandemic)

### **I. Scheduling Business and Service Hours Reasonably**

- i. Branches can reasonably and flexibly adjust business hours on the premise of meeting regulatory requirements and ensuring stable operation of basic financial services and key infrastructure facilities, and reduce the number of staff coming to work through flexible work scheduling.
- ii. Branches should actively encourage customers to increase the use of service channels such as online booking, online banking, mobile banking, etc., through different media to avoid aggregation of customer flows at outlets.
- iii. In the event that the following situations occur in the outlets, report should be made to the local regulatory authority in the first instance and application for a temporary closure of business should be filed.
  1. There are cases of employees at the outlets with suspected or confirmed COVID-19 infection.
  2. It is impossible to equip the outlets with necessary protective equipment for pandemic prevention due to actual local situation concerning material supply, logistics and transportation, etc..
  3. It is necessary to temporarily suspend business operation due to the government's pandemic prevention and control requirements or changes in the pandemic situation, etc.

### **II. Strengthening Pandemic Prevention and Control at Outlets and Employee Safety Protection**

- iv. All outlets should strictly implement the cleaning and disinfection requirements for service facilities such as business premises, counters, self-service machines, etc., in accordance with the standards and frequency stipulated in the *Guidelines for Outlet Services During the Special Period of Pandemic Prevention and Control*.
- v. Staff at outlets should wear masks while at work. Reminders should be shown or displayed at a prominent position in the outlets for

prompting customers to wear masks and adopt other protective measures. The outlets should be equipped with special trash cans for collecting used facial masks to prevent secondary pollution.

- vi. Cash should be disinfected before disbursement. Employees should wear gloves while handling cash.
- vii. Gatherings such as thematic salons, Spring Festival group celebration, on-site special marketing events and customer group visits, etc., should not be organized at the outlets.
- viii. Centralized training should not be organized and on-site meetings should not be held in principle. Instead, the use of online methods such as video conferencing, teleconferencing, and espace are encouraged.
- ix. In principle, no business trip should be arranged during the pandemic. If making a business trip to a key pandemic area is necessary, approval should be obtained from the pandemic prevention and control leading group of tier-one branches in advance. The physical condition of employees who are on business trips should be closely followed and relevant requirements of the local health and pandemic prevention department should be strictly implemented.
- x. Outsourced personnel stationed at the outlets should wear masks at work. The standards regarding pandemic prevention management and provision of protective supplies should be the same as those applicable to employees at outlets

### **III. Prioritizing the Provision of Protective Supplies for Outlets**

- xi. Tier-one branches should coordinate the provision of protective supplies for outlets, gather and allocate resources through multiple channels to ensure that a sufficient amount of protective supplies are delivered to employees at outlets in a timely manner.
- xii. Employees wearing N95 and other types of professional protective masks should change the masks every three or four days, while those wearing medical surgical masks or ordinary masks that meet the standards for pandemic prevention should change the masks after wearing them for half a day. Disposable medical gloves or rubber gloves, disinfectants, equipment for measuring body temperature and other protective supplies should be kept in sufficient quantity.

#### **IV. Ensuring Health Management for Employees at Outlets**

- xiii. Psychological and emotional counseling for employees should be provided through opening a special chat line, the EAP employee care line, and having heart-to-heart talks with employees. Knowledge and skills of scientific protection should be disseminated to employees to improve their self-protection ability.
- xiv. The health status of employees should be monitored on a daily basis. Employees who have developed symptoms such as respiratory infections or fever should be placed under home quarantine and observation or sent to a designated medical institution for treatment in a timely manner. For employees who are infected or suspected to be infected with COVID-19, relevant branches should actively assist medical institutions and pandemic prevention authorities for timely diagnosis and treatment, and provide full support and assistance.
- xv. For employees returning from overseas or pandemic areas who are subject to quarantine or home observation, the requirements of the local government and health and pandemic prevention authorities should be strictly followed.
- xvi. Dining safety of employees should be ensured. Staff canteens are strictly forbidden to purchase live poultry. If conditions permit, outlets should centralize catering and delivery of meals to employees. Tableware and dining areas should be fully disinfected.

#### **V. Strengthening Assistance and Relief for Employees at Outlets**

- xvii. During the pandemic, the accidental injury and term life insurance cover for employees at outlets and frontline account managers is increased to RMB1 million per person; for those who are hospitalized due to infection of COVID-19, each person will be provided with a daily subsidy of RMB300 during the period of hospitalization.
- xviii. During the pandemic, employees at outlets that provide external or emergency services should receive full allowances or full reimbursement for meals and travelling expenses in accordance with relevant standards.
- xix. Employees who work overtime during the Spring Festival, in addition to the payment of overtime wages in accordance with relevant national regulations, should be given a temporary work allowance of RMB200 per person per day. Overtime wages and allowances should be paid to employees in full and on time.

- xx. Concern should be shown for the safety and health of family members of employees at outlets. If a family member of an employee is infected with COVID-19 or has suspected symptoms, arrangements should be made for the employee to take days off. The situation should be monitored while sympathy and assistance be offered in a proper way.