

衛生指引願遵守，預防措施必定有

上下努力齊同心，環境安全又衛生

天天清潔加記錄，人多地點更留神

衛生設備不會缺，你我使用得放心

通風系統做得好，空氣清新病毒無

消毒服務一站式，顧客員工更舒適

員工探熱並記錄，一有徵狀必上報

口罩洗手清潔服，人人一定做得到

共用物品盡量少，交叉感染可避免

人多擠迫要避免，電子傳遞都可試

員工培訓不可少，持之以恆利將見

身體健康是財富，精力充沛收入來

金融股票創佳績，經濟繁榮更昌盛

衛生標示到處見，同心合力齊抗炎

溝通拉近人與人，員工顧客心連心



金融及商業 (包括銀行、保險公司、股票行、經紀行及寫字樓等)

「香港金融，亞洲之星」。香港是主要的國際金融中心，與各金融機構和商業市場有緊密聯繫，為本地和海外客戶及投資人士，提供各類投資產品及服務，締造一個有利營商的環境。我們承諾竭盡所能，維持本港優良的營商環境，為客戶及投資者服務，一起行動，同心實踐「衛生約章」。

疫情階段

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 留意員工的身體狀況，配合衛生署及公司的健康申報及隔離措施，於上班前自行探熱，如有任何身體不適，盡快求診，並向僱主報告
- 每天加強用1:99稀釋家用漂白水或合適的清潔消毒劑，清潔多人接觸的設施及地方，包括櫃員機、查數機的按鈕、櫃位範圍、公用文具、顧客專用電腦、服務資料架、升降機按鈕、扶手電梯、公用電話、欄杆、門柄、桌椅、宣傳攤位、傳真機及影印機按鈕等；如地方或設施被嘔吐物或排泄物弄污，立即用1:49稀釋家用漂白水清洗消毒，並保存每次清潔記錄
- 每天加強用1:99稀釋家用漂白水清潔洗手間，並特別留意廁板、水箱拉水掣、門柄、扶手、洗手盤和水龍頭等；每天清潔地台排水口一次；提醒在沖廁前先蓋上廁座蓋板，避免污水濺出及每天用稀釋家用漂白水灌入排水口
- 有需要時，於出入口設置一站式消毒服務，包括擺放浸上1:99稀釋漂白水的消毒地毯等
- 張貼衛生標示，推動顧客及員工的個人衛生教育，例如在公共電話及擴音器旁的當眼處，貼上「使用時必須戴上口罩」標示

金融及商業 Finance and Commercial

- 勤洗手，特別是：開工前、下班前，小休前後；接見顧客前後；接觸公用設施如扶手、門柄、電梯按鈕、公共電話後；清潔工作後等
 - 在工作時間，尤其面對顧客時，正確地戴上口罩。有需要時，配戴手套。除下手套後，立即徹底洗手
 - 員工間避免與他人共用物品；減少相約顧客在人多擠迫的地方或時間見面。情況許可下，改以其他途徑溝通，例如使用電子媒介
 - 如要舉辦大型宣傳活動，於空曠地方或改用小組形式進行，並確保空氣流通及提供口罩予參與者，以及登記出席者的聯絡資料
 - 若出現受感染者，立即進行嚴格的徹底清潔及消毒
 - 在人多擠迫期間，採取疏導人潮措施
 - 增強抽風系統，確保空氣流通
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- 加強員工的衛生教育知識，與時並進
 - 培訓員工貫徹落實有關健康及預防傳染病的各項措施
 - 鼓勵並安排員工參與促進健康活動，提高員工的健康意識
 - 經常監察及改善工作環境的清潔狀況及通風系統，保障顧客及員工健康
 - 參與公共衛生推廣活動，共同努力建立健康的社區



Finance and Commercial (including banks, insurance companies, stock trading agencies and brokers)

Hong Kong is the financial center of Asia. Home to major international financial institutions, Hong Kong provides comprehensive services to local and overseas customers and investors. We are committed to maintaining a good business environment for customers and investors in Hong Kong. By uniting and pledging to adhere to the Hygiene Charter, the Finance and Commercial sector is committed to Hong Kong and safeguarding the health of the public.

High-risk period

- Develop preventative and contingency measures for tackling infectious disease in line with guidelines from the health authorities and conduct regular assessments.
- Staff should monitor their own health condition. In support of the Department of Health and employers' directives on health reporting and quarantine measures, employees should proactively report to employers. Staff should check their body temperature before reporting for duty. If a staff is feeling unwell, he/she should consult the doctor and inform the employer immediately.
- Clean and disinfect using diluted household bleach (1 part bleach mixed with 99 parts water) commonly used facilities and installations such as ATMs, counters, commonly used stationery, computers for customers, information shelves, lift buttons, escalators, public phones, handrails, door knobs, tables and chairs, promotion counters, fax machines and photocopier buttons. If areas are contaminated with vomit, clean and disinfect with diluted household bleach (1 part bleach mixed with 49 parts water) and maintain cleaning records.
- Clean toilets with diluted household bleach (1 part bleach mixed with 99 parts water). Pay special attention to toilet lids, flush handles, door knobs, handrails, sinks and faucets. Clean the floor drains once a day. Flush only when the toilet is covered to avoid splashing. Use household bleach to clean the drains.
- When necessary, equip main entrances with one-stop sterilizing facilities such as floor mats soaked with diluted household bleach (1 part bleach mixed with 99 parts water).
- Display key hygiene and disease information as a means to facilitate greater personal health and hygiene consciousness (for example, display information on "How to wear a mask properly" in public telephone booths).

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- Maintain good personal hygiene and wash your hands often. For example, wash your hands before and after work, recess; after contact with customers, handling cash, contacting public installations such as handrails, doorknobs, call buttons, public phones, and cleansing works.
- Don a face mask when on duty, especially when in contact with customers. Wear gloves when necessary. Wash your hands immediately after taking them off.
- Do not share commonly used items with others and minimize contact with customers in crowded places or at peak hours. Use other means of communication, such as through electronic means, where possible.
- Host promotional campaigns at open areas or split them into small groups to improve ventilation. Provide participants with face masks and retain their contact details in case of emergency.
- If a staff is infected, thorough cleaning and sterilization procedures must be carried out.
- Implement crowd control and traffic management in crowded areas.
- Maintain ventilation systems to ensure a regular flow of fresh air.

Long-term objectives

- Enhance employees' knowledge about health through education and ongoing training.
- Educate employees on the importance of personal hygiene and other precautionary measures in the prevention of the spread of communicable disease.
- Encourage employee participation in healthy activities and promote the importance of health.
- Regularly clean, check and maintain all facilities such as ventilation and drainage systems to ensure a hygienic environment.
- Participate in public hygiene campaigns in order to contribute to developing a healthy community together.