

Informatory mails sent by Samba Banks's SambaCare Unit, Human Resources & Administration on taking preventive measures for Covid-19.

"Information is important to share, because at Samba we truly care".

Dear Samba Family

In our series of communication emails regarding the Coronavirus crisis, we have shared some tips and information on how to protect oneself and minimize the risk of contracting this pandemic coronavirus. We continue to reiterate this important information and tips to help you protect yourselves and others around you.

We once again URGE all our staff to make conscious efforts to protect themselves and others by following the below mentioned tips in true spirit.

How to protect yourself from Corona virus?

Spreading of Corona virus can be stopped, and you can help to make it happen.

To protect you and others around you from getting sick, learn the following tricks:

Practice Respiratory Hygiene Adopting healthy habits can prevent diseases from CoV. For example, during coughing and sneezing, cover your mouth and nose properly with a tissue; dispose the tissue immediately into a closed bin and clean your hands with alcohol hand rub or soap.

Discover, how to wash hands properly.

There are more germs on your skin than you think. To avoid CoV, wash your hands many times with soap and water or use an alcohol-based hand rub. That will eliminate the virus from your hands.



The best way to prevent Corona virus is to wash your hands as often.

Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



Work the soap into a lather for 20-30 seconds, then rinse your hands clean under warm running water.

Learn, how to wear a protective mask.

Since Coronavirus spreads through the air, it's possible to breathe it in. Cover your nose and mouth with a disposable face mask to limit your risk of contracting the virus.

There is no harm in wearing a mask while going outside home to protect from infectious viruses.

Don't reuse your masks because that can increase your risk of contracting Coronavirus.

Surgical masks are colored on ONE SIDE to make it easy to figure out which side FACES OUT.

Whether they are colored Blue, Green or Pink, the COLORED SIDE is meant to face OUTWARDS.

Practice food safety.

Wash your hands between handling raw and cooked food.

Avoid eating raw or under-cooked animal products.

Practise food safety

Use different **chopping boards and knives** for raw meat and cooked foods



Wash your hands between handling raw and cooked food.



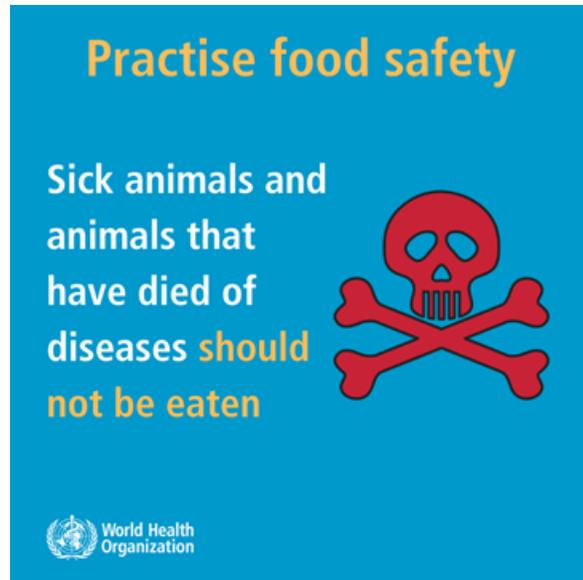
Use different chopping boards and knives for raw meat and cooked foods.

Practise food safety

Even in **areas experiencing outbreaks**, meat products can be safely consumed if these items are **cooked thoroughly and properly handled** during food preparation.



And don't eat sick animals and animals that have died of diseases.



Refrain from consuming uncooked animal meat, milk or liver to avoid CoV infection.

Keep distance from others.

Maintain at least 1-meter (3 feet) distance between yourself and other people, particularly those who are coughing, sneezing and have a fever. Coronavirus does not transmit from animals or pets; however, it can be transmitted from humans to humans when a close contact is made at a workplace or house.

Learn, how to sneeze.

When coughing and sneezing cover mouth and nose with flexed elbow or tissue. Clean hands with Alcohol-based hand rub or soap and water after coughing or sneezing and specially, when caring for the sick.



Throw tissue into closed bin right after use.

Source:

MINISTRY OF NATIONAL HEALTH SERVICES REGULATIONS AND COORDINATION – Government of Pakistan

<http://app.nhs.gov.pk/>

**Customer Care Unit
Samba Bank Limited**

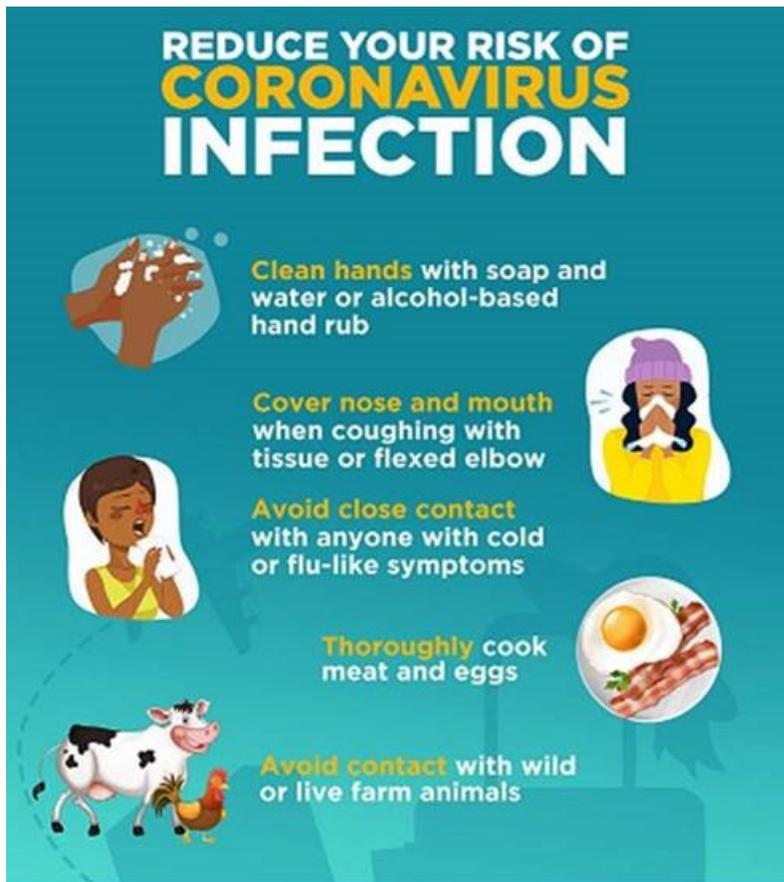
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Dear Samba Family

In continuation of our previous communication and our endeavor to provide our staff with a safe and healthy working environment, please find tips to reduce your risk of being infected with the Coronavirus.

Be safe and remember, **“Prevention is better than cure”**



888-ONE-LOYD(543-0683) | www.moh.gov.pk



**#ProtectYourselfFromCoronavirus
#StayCoronavirusFree #KeepHealthy**

**Customer Care Unit
Samba Bank Limited**

“It is always better to be safe than sorry” and “Prevention is better than cure”

In continuation of our previous communication and our endeavor to provide our staff with a safe and healthy working environment, we at Samba Bank Ltd. would like to share some very important awareness information regarding the Corona Virus COVID – 19 (which has been officially declared as “Pandemic”) on a global scale.

Below are some FAQ’s to help you in order to keep you and your families safe.

PS: Remember, it is our responsibility to take care of each other and ourselves. May Almighty Allah bless us all and keep us in his loving care.

FAQ’s:

what is Corona virus?

It's a virus, which causes respiratory illness, similar to common cold, MERS and SARS.

A "Novel Corona virus (COVID-19)" is a new strain of Corona virus that has not been previously identified in humans.

What is a Novel Corona virus (COVID-19)?

Corona Virus (COVID-19) belongs to a family of viruses that can cause disease in both humans and animals including respiratory infections (Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS), shortness of breath, and common colds which can lead to illness or death. The virus is contagious and creates resistance to treatments; it replicates very quickly from human to human via coughing and sneezing. Its first outbreak was discovered in China in November, 2019; the government of Pakistan is working to spread knowledge to protect humans from its severe effects.

How dangerous is COVID-19?

The COVID-19 can cause mild to severe illness that can result in death. Initial symptoms can include a runny nose, sore throat, cough, and high fever. The severity of the virus can be different for different people; leading to pneumonia and breathing problems. In rare cases, the disease can be extremely fatal for older people or patients of diabetes and heart disease.

It can be more severe for some persons and can lead to Pneumonia or breathing difficulties.

What is the difference between an ordinary flu and Coronavirus?

Flu and cough are major symptoms of this virus; it makes it difficult to detect corona virus without a test in case of flu. People infected with this virus may feel short of breath.

How does this virus spread in Humans?

- The COVID-19 Corona virus spreads from person to person in close proximity, similar to other respiratory illnesses, such as the flu.
- Droplets of bodily fluids - such as saliva or mucus - from an infected person are dispersed in the air or on surfaces by coughing or sneezing.

- According to scientists, coughs and sneezes can travel several feet and stay suspended in the air for up to 10 minutes.
- These droplets can come into direct contact with other people or can infect those who pick them up by touching infected surfaces and then shift to their face.
- Transmission is of particular concern on transport, where droplets containing the Corona virus could pass between passengers or via surfaces like airplane seats and armrests.
- The incubation period of the Coronavirus, the length of time before symptoms appear, is between one to fourteen (1- 14) days.
- Coronavirus does not transmit from animals or pets; however, it can be transmitted from humans to humans when a close contact is made at a workplace or house.
- It is not yet known how long the virus can survive outside a host but, in other viruses, it ranges from a few hours to months.
- Although not yet confirmed, Chinese health authorities believe the virus can be transmitted before symptoms appear.

Does the virus transmit through animals?

Coronavirus does not transmit from animals or pets; however, it can be transmitted from humans to humans when a close contact is made at a workplace or house.

Does Coronavirus spread by traveling in Plane?

In a plane, many types of viruses can be circulating. Even though major airports are screening passengers for the CoV, you should avoid a person sneezing. Infected people can cough and spread droplets of virus. Spend less time in planes and wear masks to avoid infected mucus or saliva. Avoid close encounters in one row of the plane.

Can Coronavirus spreads by touching door handles?

According to sources, door handles are good example of surfaces that might pose the risk of Coronavirus. Experts recommend washing your hands regularly before touching doors.

Does temperature or climate change spread Coronavirus?

There is a lot to learn about this virus now. The scientists are not yet clear whether seasonal temperature changes will affect its spread.

Source:

MINISTRY OF NATIONAL HEALTH SERVICES REGULATIONS AND COORDINATION – Government of Pakistan

<http://app.nhsrc.gov.pk/>

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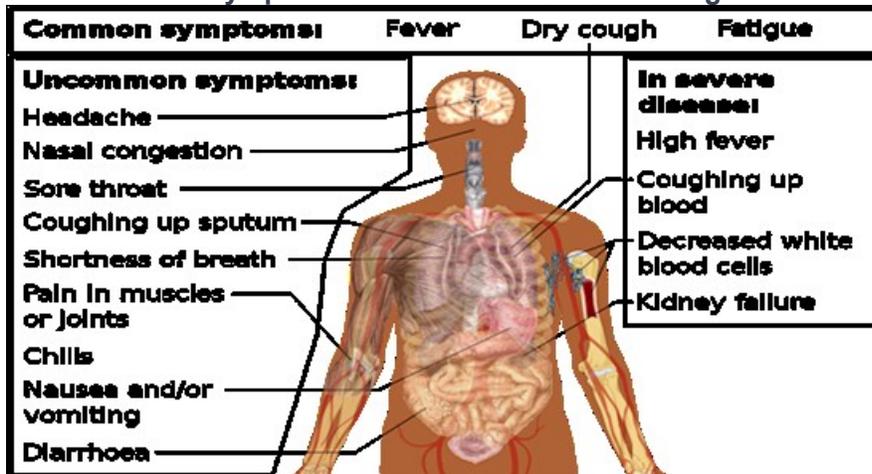
samba bank سامبا بینک

Dear Samba Family,

Amidst the growing spread of the Corona Virus COVID – 19 (which has been officially declared as “Pandemic”) on a global scale, Samba Bank Ltd. (in capacity as a socially responsible organization) remains fully committed to protecting its valued staff & customers from attracting this respiratory virus through all possible means.

Below are some guidelines on identifying the symptoms of coronavirus and what precautionary steps should be taken to protect yourselves and the people around you.

Possible initial symptoms would include the following:



If you have fever, cough and difficulty breathing, seek medical care early. Follow medical advice. Take leave of absence from work to rest if needed. Please immediately contact your line manager and obtain medical leave of absence.

If you have been in contact with anyone who has travelled in the very recent past to any of the countries with higher levels of coronavirus infections which include **China, Italy, Iran, South Korea, France, Spain, Germany, USA, Norway, Switzerland** etc. we would strongly recommend that you and your family members immediately get yourselves checked by your doctor and seek advice accordingly.

Precautionary measures that we must all take to protect each other and ourselves are mentioned below:

1. Wash your hands with soap in running water as often as you can
 - a. After coughing or sneezing
 - b. When caring for a sick individual
 - c. Before, during and after preparing food
 - d. Before and after eating
 - e. After use of toilet
 - f. After handling animals or animal waste

2. When coughing and sneezing, cover your mouth and nose with flexed elbow or tissue
3. Discard used tissues into closed trash bins immediately
4. Avoid contact with anyone who has flu like symptoms such as coughing, sneezing, or having a fever
5. Avoid spitting in public
6. Avoid hand shakes

May Allah Almighty protect our families and us all. Please be safe and take care of yourselves and each other.

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Dear all,

Keeping in view of the current coronavirus pandemic (COVID-19), **ALL SBL STAFF** are advised **NOT** to shake hands with colleagues and the customers as a precautionary measure to safeguard against spread of coronavirus.

Please be safe, take care of yourself and each other.



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Basic protective measures against the new coronavirus

Stay aware of the latest information on the COVID-19 outbreak, available on the WHO website and through your national and local public health authority. COVID-19 is still affecting mostly people in China with some outbreaks in other countries. Most people who become infected experience mild illness and recover, but it can be more severe for others. Take care of your health and protect others by doing the following:

Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

Maintain social distancing

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.

Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

If you have fever, cough and difficulty breathing, seek medical care early

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

Stay informed and follow advice given by your healthcare provider

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19.

Why? National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.

Protection measures for persons who are in or have recently visited (past 14 days) areas where COVID-19 is spreading

- Stay at home if you begin to feel unwell, even with mild symptoms such as headache and slight runny nose, until you recover. **Why?** Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.
- If you develop fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travelers. **Why?** Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also help to prevent possible spread of COVID-19 and other viruses.

Dear Colleagues,

In continuous with earlier communications on the subject, following guidelines & instructions are reiterated/ reemphasized for strict observance at all Samba Bank branches, offices & locations for safety and security of our people and our customers.

1) To prevent infection observe the following:

- ✓ Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub/ sanitizer.
 - ✓ Exercise social distancing, maintain at least 1 meter distance between you and anyone you are meeting or in proximity with.
 - ✓ Maintain at least 2 meter distance between you and people coughing or sneezing.
 - ✓ Avoid touching your face.
 - ✓ Cover your mouth and nose when coughing or sneezing.
 - ✓ Stay home if you feel unwell.
 - ✓ Refrain from smoking and other activities that weaken the lungs.
 - ✓ Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.
- 2) Samba Bank has implemented Work from Home (WFH) model. Unit/Department/Group Heads shall ensure that number of staff attending office at any location at any given point in time is maintained at the level practical to ensure social distancing.
 - 3) No personal visitors are allowed at Samba premises except with the prior approval of the Department/ Group Head.
 - 4) Samba Bank employees are advised to minimize in person meetings/ interaction with customers, vendors etc. and instead make use of the telecommunication channels i.e. email, telephone, & other electronic/ digital means of communication
 - 5) All Samba Staff is advised to maintain and observe appropriate physical distance with each other, customers, visitors etc. in their day to day to dealings. Staff meetings are discouraged and everyone is recommended to make use of telecommunication channels like email, telephone, & other electronic/ digital means of communication instead
 - 6) All class room/ in person training activities stands suspended till further notice
 - 7) Staff meeting where necessary involving more than three persons shall only be allowed with the approval of Group/ Department Head. Where such meetings are necessary appropriate physical distance amongst the participant shall be ensured.
 - 8) Physical contact including handshake and with customers, visitors & within Samba employees remain prohibited and shall be complied at all times & levels.
 - 9) Your bank is regularly undertaking fumigation & sanitization of premises as a precautionary measure. In addition, all Samba premises have been provided with protective safety & personal hygiene supplies (masks, hand sanitizers, gloves). Samba employees are advised to make good & responsible use of the same.
 - 10) Employees must inform their line manager/ supervisor if they feel any symptoms associated with COVID-19 i.e. fever, flu, cough, shortness of breath etc. Such employee

shall take leave from work and immediately consult the doctor/take medical advice. Samba employees, Line Managers/ Supervisors are required to report any such cases to HR & Administration.

- 11) In case of identification of any COVID-19 case in Bank premises, the area will be closed for disinfecting and staff will be moved to BCP sites or shifted to work from home mode.
- 12) As precautionary measure, daily thermal screening is being performed at all Samba locations. Any Samba staff or visitor with body temperature above 100 degree Fahrenheit shall not be allowed to enter bank premises.
- 13) All resources engaged in support roles like janitorial services, tea boys, drivers, security guards and other support staff should also wear facemask. Doors inside the Samba Premises shall be kept open during working hours to avoid human contact with door handles.

We seek your individual and collective understanding & cooperation in fight against COVID-19 and urge all of you to take all necessary measures and follow instructions/ directives issued by Samba and authorities from time to time.

Remember it is our individual as well as collective responsibility and ownership to ensure we follow the guidelines mentioned above in true spirit, for not only our own safety, but also the safety of others connected to us.

May Almighty Allah be with us all and help us to successfully win this battle against Coronavirus.

Regards,

HR Services Team
Human Resources
Samba Bank Limited
hr.services@samba.com.pk

Dear SAMBA Family,

At Samba Bank Limited, we remain committed to put the health and safety of our staff and customers first. Accordingly, in view of COVID-19 (Coronavirus) threat, we are putting in place following precautionary measure aimed at systematic and orderly continuation of business and to aid in fighting the threat.

We have already been taken precautions by sending out regular awareness communications, instructions, checking on staff health & wellness before they enter the premises and also placing hand sanitizers and providing protective supplies of masks & gloves etc.

To ensure that we continue to do business and serve our customers in a safe and orderly manner, the following measures are being taken in the wake of the prevailing situation.

- Every Group/ Department heads is identifying staff for shifting them to work from home model, in order to limit on-premises presence of staff
- Every Group/ Department heads would identify staff who would be allowed leave from work, again with the view to limit on-premises presence of staff
- All official travel has been suspended forthwith in order to minimize exposure to vulnerable public places like airports, train & bus stations, hotels etc. Only in no choice situation, travelling is allowed with the prior approval of the Group Heads only.
- All staff are also strongly recommended to limit personal travel to the minimum possible and avoid personal and family exposure to large gatherings & public places
- All class room/ in person training activities are suspended henceforth till further instructions
- All Samba employees are advised to limit in person interaction/ meetings with each other, customers, vendors, visitors to the minimum possible in order to protect themselves and everyone around including their families. No personal visitors are allowed except with the approval of Group Head concerned
- In person staff meetings of more than three people shall only be allowed with the approval of Group/ Department Head concerned. All SBL staff members are advised to make use of telecom channels i.e. phone, email, WhatsApp and other digital communication channels for interaction within SBL, customers and other stakeholders
- All SBL staff is advised to exercise care & vigilance, ensure personal hygiene and follow advisories issued by the Bank and Govt. authorities from time to time. Make good and responsible use of the safety supplies provided at all Samba premises.
- All SBL staff are advised to exercise care and vigilance for people and environment around them. Anyone showing corona virus infection related symptoms shall be asked to take leave from work and seek medical advice / care immediately. Any such instances shall be reported to HR & Admin for taking further necessary actions needed for a safe workplace for SBL employees and customers.
- Any person with recent travel history to high risk countries particularly China, Iran, Europe, South Korea etc. should inform their line management & take two weeks precautionary leave with the approval of the line management.

I look forward to your cooperation & understanding and hope that the Samba bank staff and their families and our communities will benefit from the steps taken with the certainty that we at Samba Bank are doing all that we can to protect the health and safety of our staff and customers.

May Almighty Allah give us the wisdom, courage and strength to work together as one team and we'll Insha'Allah overcome this difficult time. Please be safe and take care of yourself and each other.

Regards,

Shahid Sattar

President & CEO

Samba Bank Limited (Head Office, Arif Habib Center, Karachi)

Telephone: **+92 (21) 35686267/35683059**

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Dear Samba Family,

In furtherance to the President & CEO Samba Bank Limited communication on the subject, following measures are advised & re-iterated for the safety of all Samba employees, its customers and community at large. These measures are put in place to ensure availability and continuity of financial services amidst prevailing COVID-19 disease threats in accordance with State Bank of Pakistan instructions and in view of the various administrative measures taken by the authorities throughout the country.

- i. In order to minimize COVID-19 spread threat Samba Bank has implemented Work from Home (WFH) model. Each Group/Department Head has identified staff in their respective areas who would be working from home instead of coming to their usual place of work
- ii. Keeping in view the situation and authorities directives to limit people movement to critical services only, each Group/Department Head is also responsible to identify staff who are allowed leave from work
- iii. Group/Department Heads are responsible to identify staff who are required to come to office for ensuring continuity of critical financial services as mandated by SBP/ authorities
- iv. All Samba employee are advised to coordinate with their line managers/ supervisors to check their status, with regard to above categorization which has been done as an extra ordinary measure under the circumstances
- v. All employees attending office must carry Bank Employee Card and Original CNIC with them to be shown to concerned authorities, if so required.
- vi. Group /Department Heads shall inform Human Resources the names of staff members who are required to attend the office, those authorized to work from home and those allowed leave. Any changes therein shall also be advised to HR
- vii. All official travel has already been suspended till further notice. All Samba Bank employees are also advised not to undertake any personal inter-city travel without prior intimation to concerned Department/Group Head & HR.
- viii. No personal visitors are allowed at Samba premises except with the prior approval of the Department/ Group Head.
- ix. All class room/ in person training activities stands suspended till further notice
- x. Samba Bank employees are also advised to minimize in person meetings/ interaction with customers, vendors etc. and instead make use of the telecommunication channels i.e. email, telephone, & other electronic/ digital means of communication
- xi. All Samba Staff is advised to maintain and observe appropriate physical distance with each other, customers, visitors etc. in their day to day to dealings. Staff meetings are discouraged and everyone is recommended to make use of telecommunication channels like email, telephone, & other electronic/ digital means of communication instead
- xii. Staff meeting where necessary involving more than three persons shall only be allowed with the approval of Group/ Department Head. Where such meetings are necessary appropriate physical distance amongst the participant shall be ensured.
- xiii. Physical contact including handshake and with customers, visitors & within Samba employees remain prohibited and shall be complied at all times & levels.
- xiv. Sama premises fumigation for sanitization is been under taken as a precautionary measure. In addition, all Samba premises have been provided with protective safety & personal hygiene supplies (masks, hand sanitizers, gloves). Samba employees are advised to make good & responsible use of the same. Administration department is working to ensure required supplies at all premises, however, keeping in view the prevailing movement restrictions imposed by the authorities & supplies position,

Branches and individual Departments are authorized to purchase these items from the market following the Bank's prevailing policy & procedures in this regard.

- xv. Any Samba employee with recent travel history to high risk countries particularly China, Iran, Europe, South Korea, USA etc. should inform their line management & take two weeks precautionary leave with the approval of the line management. This precaution also applies in case one suspects to have come in contact with anyone who has either contracted the COVID-19 virus or is been suspected for the same. Please report all such situations to HR and Administration for support and further necessary measures for safety of other Samba family.
- xvi. Employees must inform their line manager/ supervisor if they feel any symptoms associated with COVID-19 i.e. fever, flu, cough, shortness of breath etc. Such employee shall take leave from work and immediately consult the doctor/take medical advice. Samba employees, Line Managers/ Supervisors are required to report any such cases to HR & Administration.
- xvii. In case of identification of any COVID-19 case in Bank premises, the area will be closed for disinfecting and staff will be moved to BCP sites or shifted to work from home mode.
- xviii. As a precautionary measure, daily thermal screening is being performed / introduced at Samba locations, where available. Any Samba staff or visitor with body temperature above 100 degree Fahrenheit shall not be allowed to enter bank premises.
- xix. All resources engaged in support roles like janitorial services, tea boys, drivers, security guards and other support staff should wear facemask. Doors inside the Samba Premises shall be kept open during working hours to avoid human contact with door handles.

We seek your individual and collective understanding & cooperation in fight against COVID-19 and urge all of you to take all necessary measures and follow instructions/ directives issued by Samba and authorities from time to time.

All line managers, supervisors, Unit/ Department/Group Heads please bring the above contents to the knowledge of all concerned for ensuring compliance.

Remember, it is our responsibility and ownership to ensure we follow the guidelines mentioned above in true spirit, for not only our own safety, but also the safety of others connected to us.

May Almighty Allah be with us all and help us to successfully win this battle against Coronavirus.

Regards,

HR Services Team
Human Resources
Samba Bank Limited
hr.services@samba.com.pk

Dear all,

Reference to below e-mail, you all are requested to please cooperate and strictly follow the below guidelines to avoid any untoward incidents at the time of LEAs surprise visit at AHC.

1. It is mandatory to wear the mask to enter AHC without mask no staff will be allowed to enter AHC.
2. Time for evacuation of AHC for all staff members is 4.15 pm with 15 minutes leverage (i.e. till 4.30pm).
3. Any person present till 4.30pm will be asked to leave office premises immediately.
4. Chiller and lights will be turned off (as temporary shutdown) at 4.30pm.

Your cooperation in this regard will be highly appreciated.

Regards,

Arshad Khursheed

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