

## COVID-19 Pandemic Measures and Business Continuity

In view of the current escalations surrounding the Covid-19 Virus the Bank would like to inform its esteemed customers and stakeholders, of the following preparations and preventive actions that it has taken and have been put into force:

### As from 16<sup>th</sup> March 2020:

- The Bank has restricted access to its premises to staff only by implementing a “work behind closed doors” policy;
- The Bank has also implemented part of its Business Continuity Plan whereby 50% of its staff are already working from their private homes;

### As from mid-February 2020:

#### Preventive action regarding our staff and general health and safety:

- ✓ Increased the level of general cleaning and sanitising measures office-wide in an effort to mitigate against infection and protect our work force;
- ✓ Staff have been individually provided with hand sanitisers and anti-bacterial wipes and urged to wash hands and sanitise their workspace frequently;
- ✓ Hand sanitisers have been placed in public areas and common areas used by employees;
- ✓ Meetings with external stakeholders have been put on hold and encouraged to be conducted remotely via teleconferencing;
- ✓ Frequent doctor checks, while staff who may feel ill are encouraged NOT to report for work;
- ✓ Work related travel has been banned;
- ✓ Work from home arrangements have been made more readily available;
- ✓ Private travel has been discouraged and quarantine rules have been put in to force.
- ✓ Staff have been repeatedly encouraged to stay away from public gatherings, mass public spaces and to be mindful of their actions outside the work place.

#### Business continuity:

- ✓ The Bank can operate remotely as part of its standard Business Continuity Plan. Furthermore, the Bank has always fostered a culture of minimising a single point of failure including human resources, whereby more than one person would be capable to stand in for another in the event of loss;
- ✓ Critical functions of the Bank as well as critical service providers have been identified and stress tested for remote accessibility;
- ✓ Staff are equipped for remote access to the Bank’s systems and can provide identified critical functions remotely;
- ✓ In addition to working from home facilities, the Bank has an additional site to its Sliema offices that it can operate from.

Should you require further information please contact your relationship officer at the Bank for assistance.

Thank you

Sparkasse Bank Malta plc.