

Our Response to COVID-19: (May 31st 2020 Update)

Protecting our Employees
Caring for our Customers
Supporting our Society

Bank of Cyprus



Supporting our customers, employees and society affected by COVID-19

The COVID-19 virus began to spread in Cyprus in March 2020 and created great uncertainty and disruption for people, businesses and communities.

Bank of Cyprus, having a significant role and responsibility towards the Cyprus society, set as its top priority to safeguard the health and well-being of its employees, to safely provide services to customers, to deal with the medium-term and long-term effects on the economy in general, and to support the society at large.

Bank of Cyprus has always been focused on Sustainability, on introducing best practices and creating positive impact. The Bank's strategic approach to Sustainability has always had a clear focus and has been developing holistically across the key pillars of People, Society, Environment and Responsible Services.

The response to COVID-19 has been part of the Bank's balanced and systematic approach that extends "Beyond Banking".

PROTECTING OUR EMPLOYEES

The Bank has been in constant contact with the relevant authorities, coordinating and updating all its actions, and tailoring its response to the different circumstances and situations which its employees found themselves in. Through all available internal channels, the Bank informed and offered support to everyone. A range of special measures was introduced for their protection. In order to protect both employees and customers, the Bank urged its customers to limit their movements, per government guidelines. In this perspective, the Bank encouraged its customers to shift to digital channels for most of their transactions, avoiding all physical presence in branches.

Measures introduced for protection:

- Cancellation of personal meetings and use of technology to carry out work and meetings (i.e. Skype calls, conference calls, etc.)
- Restriction of movements between buildings/departments
- Suspension of all seminars scheduled at the Group's Education Centre as well as all registrations for seminars abroad, until further notice
- Cancellation of mass gatherings
- Suspension of Team Bonding activities and events
- Suspension of the use of Bank of Cyprus Sporting Club
- Suspension of all travelling abroad (professional, team bonding, etc.), in line with governmental guidelines
- Issuing of guidelines to internal and external associates
- Strict implementation of the Ministry of Health's guidelines in relation to the handling of cases of personal contact of members of the staff with confirmed or suspected cases
- Directed customers to use digital channels in order to minimize the requirement of their physical presence at branches



Implementation of protective measures across Bank's operations

We informed and offered support to all our employees

Among other things, the following measures were taken:

- Provision of priority service to vulnerable groups between 8 am to 9 am
- Supply of face masks and gloves to staff
- Supply of antiseptic gel dispensers at all locations and branch entrances
- Supply of thermometers to the branches
- Installation of plexiglass partitions at the counters of Customer Service Officers and Bankers
- Introduction of a new process for cash deposits of over €2,000 and/or deposits of more than three cheques in order to minimize depositors' stay in the branch
- Restriction of service to two customers per Customer Service Officer and not exceed the limit of one person per eight square metres, including employees
- Placed floor signage for compulsory distance between customers and tellers
- Intensification of daily cleaning and disinfecting of premises
- Performance of preventive disinfection of all branches/buildings
- Visits to the Bank were limited to a minimum, upon appointment, and meetings were taking place at a space adhering to the one person per eight square metres mandatory guideline

Immediate adaptation of Bank's procedures to protect our people



Priority services to vulnerable groups

CARING FOR OUR CUSTOMERS

Since the start of the COVID-19 outbreak, the Bank's focus has been to ensure that it can continue to provide consistent, competitive financing and transaction banking services to its customers, help them manage risk and maintain the integrity of the financial markets. A range of special measures was introduced to support individuals and businesses. Measures included a payments holiday on existing loans, restructuring solutions, based on the latest Central Bank of Cyprus guidelines, new credit facilities to ensure customers remain viable going concerns as Cyprus comes out of the crisis, and other facilities.

Free Direct Debit
and standing
orders

Free wire
transfers to
third parties
for up to €500

We introduced a range of special measures to support individuals and businesses

- Regarding loans for which installments were to be suspended for nine months, it is noted that customers were not asked to immediately pay the interest at the end of the moratorium period. The loan repayment period was adjusted accordingly, and customers were given options on how to repay these installments.
 - Urged customers to make the most of this timeframe in order to discuss with the Bank loan restructuring solutions where necessary, based on the latest Central Bank of Cyprus guidelines.
 - Made available as much liquidity as needed in issuing new credit facilities to viable customers, to ensure they remain viable going concerns as Cyprus comes out of the crisis.
- Issued debit cards free of charge and on a fast-track basis for customers holding an account with Bank of Cyprus, but who did not hold a debit card.
 - More broadly, direct debit cards were issued free of charge.
 - Benefits related to the current pandemic and which were remitted into Bank of Cyprus accounts, were not held against debt or other obligations.
 - Persons wishing to open a new account with the Bank were asked to contact the Bank to make the arrangements and to be issued an IBAN so that payment of benefits commenced without delay.
 - All SMS digipass devices for electronic transactions were provided free of charge.
- All charges (administration fee, loading fee or exchange fee) on cash withdrawals made with student cards from overseas and in countries outside the Eurozone were suspended.
 - All wire transfers of up to €500 to third parties were free (within Cyprus and the Eurozone). Chiefly geared at wire transfers from parents to students.
 - All Direct Debit orders and standing orders were free.



Safeguarding liquidity for our viable customers

SUPPORTING OUR SOCIETY

#SupportCY Network

From the very first day, Bank of Cyprus, in partnership with the NGO Reaction, launched the Network #SupportCY. As on May 31st, 2020, 59 companies and organisations became members of the network and offered material support in the form of products and services in support of public services performing frontline duties during the Pandemic.

This was done with the financial contribution of the Bank. As on May 31st, 2020, the total amount of the support provided reached almost €500,000. Support in the health sector was offered towards the Ministry of Health, the Nicosia General Hospital, the Epidemiological Surveillance Unit, the Cyprus Institute of Genetics and Neurology, the national Blood Bank and the 1420 Call Centre of the Ambulance Service. Total contribution by the Bank with the participation of #SupportCY members, for health purposes, surpassed €67,000.

Through #SupportCY, Bank of Cyprus sprang into action immediately and in partnership with the Ministry of Labour, Welfare and Social Insurance, the Commissioner for Volunteerism, the Commissioner for Mountain Communities and NGO Reaction, supported the mobile crews providing assistance to those in need. The Bank provided premises, infrastructure and

operating costs to host the Coordination Centre.

Furthermore, through the #SupportCY the following were offered: technical gear, catering for the volunteers, vehicles and fuel to enable deliveries from the Coordination Centre as well as security and weekly disinfection of the premises. Until May 31st, and with the support of the #SupportCY network, the Coordination Centre responded to 1,163 calls for assistance regarding the need for medical supplies, food and other basic necessities.

Aid was given, when needed, to people in all towns/regions of Cyprus including mountainous and remote communities. Particular emphasis was placed on vulnerable groups and people restricted in quarantine imposed by the Ministry of Health, while citizens of various age groups, from newborns to the elderly, were supported. Total contribution by the Bank with the participation of #SupportCY members, for welfare purposes, surpassed €167,000.

Additionally, in collaboration with educational institutions, e-learning courses were offered to the volunteers at the Coordination Centre. Support was also given to strengthen conducted research in view of the need to step up scientific research specializing in the emergence and reappearance of infectious diseases.

In support of the education system, a total of 1,000 tablets were offered to the Ministry of Education, Culture, Sport and Youth, to be distributed to pupils who lack the means to take online classes from home, while the launch of the "Polignosi", the first online encyclopedia in Cyprus (polignosi.com), served students and the broader public. As far as the arts and entertainment are concerned, the Bank's current partners, as well as new partners, were offered children creative and educational activities, by participating in the television show "Protoselido Junior" and also through social media. Total contribution by the Bank with the participation of #SupportCY members, for educational purposes, surpassed €261,000.

59

companies and organisations members of #SupportCY as on May 31st, 2020



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€261,000

for educational purposes



€67,000

for health purposes



€167,000

for welfare purposes



1,000

tablets were offered to the Ministry of Education, Culture, Sport and Youth to facilitate online classes from home



~300

people actively engaged in implementing all #SupportCY actions

59 companies and organisations

members of the #SupportCY
as on May 31st, 2020

No.	#SupportCY members until 31/05/2020	Members' contribution
1	Bank of Cyprus	Organiser & Main fund provider
2	NGO Reaction	Organiser & Main partner
3	Arnold's Digital Printers	Printing material
4	Bionic Electronics	Technical equipment
5	Burger King	Food
6	C.A. Papaellinas	Snacks and drinks
7	CERIDES - Excellence in Innovation and Technology	On-line education to volunteers
8	Cyprus Anti-Cancer Society	Received medical supplies
9	Cyprus Cycling Federation	Volunteers
10	Cyprus Sports Writers Union	Social support
11	Cyprus Symphony Orchestra	On-line entertainment for everyone at home
12	DHL Cyprus	Transportation
13	Dickran Ouzounian & Co.	Transportation
14	EPIC	Communication
15	EPITEUGMA Training Center	Technical equipment
16	EuroLife	Funding of repatriation flight for vulnerable
17	European Youth Parliament Cyprus	On-line discussion with youth
18	FROTCOM Cyprus	Technical equipment
19	G4S	Security services
20	General Insurance of Cyprus	Funding of repatriation flight for vulnerable
21	Gima Caffè	Coffee
22	Hellenic Tzilalis	Disinfection services
23	Isavella Kids	On-line entertainment for children at home
24	Kafes Pantou	Coffee
25	KEAN	Snacks and drinks
26	Kids Alternativities	On-line exercises for children at home
27	Leroy Merlin	Office equipment
28	Mall of Cyprus	Offered premises for blood donation
29	McDonald's Cyprus	Food and coffee
30	Medical Equipment Services International (MESI)	Medical equipment

No.	#SupportCY members until 31/05/2020	Members' contribution
31	Mesimvria TV Cyprus	Filming and communication services
32	NGO Cyprus Computer Society	On-line education for children at home
33	NGO Cyprus Mathematical Society	On-line education for children at home
34	NGO Goal sti Zoi (Goal in Life)	Offered medical supplies
35	NGO KEPAKY	Received support
36	NGO Pancyprean Thalassaemia Association	Received medical supplies
37	Olitech	Medical equipment
38	ORB Communications	Communication services
39	Pandora Bakeries	Food
40	Partners VMLY&R	Communication services
41	Petrolina	Fuel
42	Pizza Hut	Food
43	Polignosi.com	On-line education for everyone at home
44	Politis Newspaper	Communication services
45	Public Cyprus	Technical equipment
46	Riverland Bio Farm	On-line entertainment for children at home
47	School of Medicine of the European University Cyprus	On-line education to volunteers
48	"Solon" Lefkosias Masonic Foundation	Offered medical supplies
49	Starbucks Coffee Company	Coffee
50	Stephanis Electronics	Technical equipment
51	Supermarket Sklavenitis	Snacks
52	The Body Shop Cyprus	Offer products
53	The Three Bakers	Snacks
54	Unicars	Transportation
55	University of Cyprus	Medical research
56	Wood N' Fire Art Bakery	On-line entertainment for children at home
57	Zorbas Bakeries	Breakfast and coffee
58	3CX	Technical equipment
59	5nostimo	Food

*In alphabetical order

