

Information as of May 7, 2020

## COVID-19: National Bank's commitment to its employees

At National Bank, we put people first.

The Bank has committed to protecting employees' jobs this year, in response to the impacts of COVID-19. As a responsible employer, we're doing everything to make their lives easier during these uncertain times. Here are the measures that have been put in place to protect our employees' health and help them deal with the COVID-19 health crisis.

### Preventive measures

- > Business trips and gatherings were restricted or cancelled early in the crisis.
- > Employees who have returned from abroad or those who may have been in contact with the virus must self-isolate. They still receive their pay during this period.

### Working remotely

- > Since March 13, all employees whose position allows it are working remotely. We've optimized our VPN networks, which are used by 13,000 employees daily.
- > Flexible schedules and working conditions have been implemented to allow employees to balance their personal obligations and the organization's needs.

### Well-being

- > The Dialogue telemedicine app offers virtual healthcare to all employees.
- > Personalized psychological support is also available through the Employee and Family Assistance Program (EFAP) program and Dialogue.
- > Five extra days of leave ("wellness" leave) are being offered to employees and must be taken by December 31, 2020.
- > Free access to the LIFT session mobile app that offers training sessions that can be done from home.

### Hygiene measures and physical distancing

- > Employees who must work on site have received clear instructions and extra hygiene items. Some teams are using different sites in order to follow the physical distancing guidelines.
- > Additional hygiene measures have been set up in all our branches and offices. High-risk areas are disinfected regularly.

### Special compensation

- > A special temporary compensation is being paid to employees who must be physically present in the workplace.