

# ubank News

17 March 2020

## **RE: Ubank and COVID-19 Business Operations Update**

**Dear Valued Stakeholder,**

Ubank Limited acknowledges the increasing global and domestic contamination rate of the Coronavirus (COVID-19) pandemic and the subsequent pronouncement on 15 March 2020 by President Ramaphosa declaring COVID-19 as a national disaster.

In light of these updates, Ubank management has decided to implement urgent interventions to mitigate for possible Coronavirus impact on its employees, business partners, customers and their families as well as the public at large.

Effective the 18 March 2020, **Ubank will implement a maximum 70% workforce operation across all its business units and branches.** This will enable the bank to minimise the infection rate and continue to serve its customers as effective as possible given the circumstances.

Extensive preparatory and prevention measures are in place to safeguard all stakeholders whilst other measures are impending with urgent timelines assigned. Similarly, our Health and Safety teams are constantly monitoring the business, especially branches and they will deploy Government issued Coronavirus reporting protocols should Ubank encounter any infection.

### **Operations protocols**

The 70% operation workforce bank wide plan entails:

- Customer support (Call Centre 0860008322) remains the preferred first line of support.
- Employees at Head office whose duties are not office bound will work from home on a rotational basis.
- Continuation of in-branch services for the customers however, the branch maximum 70% operation workforce will be deployed on a rotational basis.
- Sanitizers have been deployed for employees, visitors and customer use. Protective apparels such as face masks and gloves will be distributed in due course.

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## Travel protocols

- All business travel are suspended including local (e.g. branch/head office) visits, domestic and international travel with immediate effect.
- For personal travel, employees will be required to disclose their destination in case that no cancellation/postponement is possible.
- All visitors will be required to complete the Ubank's COVID-19 visitor log to disclose their past three (3) months of domestic travel. Those who have indicated that they have travelled internationally or who have been in contact with infected people, at the security checkpoint, will not be allowed entrance to the building by the security guards.

## Meeting protocols

- There will be no traditional training, conferences and event attendance from any of the Ubank employees until further notice.
- We encourage only remote communication (e.g. Skype or Conference calling technology).
- In cases of emergency and physical meetings are crucial, we encourage minimising the number of people at any point in time.
- If Ubank employees have to attend external meetings, they are required to obtain the host's COVID-19 protocol confirmation prior to meeting.

## Restriction protocols

As a pre-cautionary measure Ubank will impose entry restriction to prospective visitors who:

- Have travelled internationally or have been in contact with people who have travelled internationally in the past four (4) weeks or who have locally been in contact with infected people.
- Are sick and has the following respiratory symptoms of running nose, sore throat, cough, fever, shortness of breath and difficulty breathing.
- Have visited high risk Countries that have a widespread and an ongoing transmission rate like China, Iran, South Korea, Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Latvia, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, England, Scotland, Wales, Northern Ireland and Republic of Ireland to name a few.

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## **Recruitment Interviews**

All interviews for non-critical positions are suspended with immediate effect. Human Resources and Transformation will update you accordingly in this regard.

## **Important contact details to note:**

- Department of Health Hotline for Corona Virus number: 080 002 9999
- For testing at The National Institute for Communicable Diseases (NICD): 082 883 9920.
- National Health Operations Centre: 012-395-9636/37

We urge everyone to abide by the set protocols outlined in order to help us combat the risk of possible Coronavirus infections. Please feel free to engage your Ubank contact should you have any queries or concerns in this regard.

Kind regards,



**Luthando Vutula**  
**Chief Executive Officer**  
**Ubank Limited**