

COVID-19 IMPACT AND RESPONSE

Our commitment to excellence in customer and employee experience served us well, as we met –and overcame with ease – the challenge to sustain business functions and provide uninterrupted services.

The COVID-19 pandemic was a major test for the Bank's infrastructure and business continuity management. Extensive investment in digital technology infrastructure and enhancement of our digital capabilities across the business in recent years meant we were well-placed to weather the crisis.

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BUSINESS AS USUAL

Anticipating a lockdown, we prepared several weeks in advance to ensure we could operate as usual. We created a second head office in a separate building to spread out our employees. Internet capacity at our call centers was significantly increased by redeploying employees as agents to respond to clients queries and services. The customer service support team was available 24/7 to ensure service standards were maintained and clients were able to conduct their business without interruption. As a result, the Bank's clients experienced no adverse effects.

With the Bank already having advanced e-channels in place, our customers were able to navigate the COVID-19 crisis with ease. Although people were unable to leave their homes during lockdown, they were able to do everything from a banking perspective including opening new accounts,

verifying themselves – and could use their accounts immediately. During the year we reached 97% utilization of new account opening through our e-channels.

WORKING FROM HOME

During lockdown, 80% of our head office staff worked from home, returning to the office gradually in the second half of the year. By the end of 2020, some 40% of head office staff continued to work remotely to ensure social distancing protocols were maintained; this will remain the case until the vaccine is rolled out Kingdom-wide.

From a risk perspective, data security best practices were fully considered, and all staff were able to securely work at home with minimal disruption. All risk meetings were held remotely and the team was able to manage risk and issue reports as usual.

EMPLOYEE WELLBEING

Employee satisfaction and wellbeing is a matter of fundamental importance for the Bank at all times.

Our Albilad Gathering program continued online – and we delivered a session on how to keep physically and mentally well during the pandemic. We also developed and distributed guidance on working from home best practices and procedures, and health and safety for those who continued to work in offices and branches.

We engaged an executive trainer to deliver a one-week session to senior management entitled 'Leading The Transition to Remote Work'. This focused on developing effective leadership skills for individuals who normally manage teams face-to-face.

All employees participated in a 'Professionalism in Remote Work' course. Content included professionalism in meetings, delivering successful presentations online and effective communication with line managers. Both initiatives helped our employees considerably and generated positive feedback.



<p>Support health endowment fund with SAR 5.6 million</p> 	<p>Offering Ramadan baskets for people affected by COVID-19 pandemic</p> 	<p>Enabling transfers locally and internationally for free, through electronic channels</p> 
<p>Postpone loan repayments for healthcare employees for a period of three months</p> 	<p>Offered the e-card for free to all clients</p> 	<p>Activate precautionary measures in the Bank's branches and remittance centers for clients and employees, with face masks and hand sanitizers</p> 
<p>Support the community fund of the Ministry of Labor and Social Development with SAR 3.5 million</p> 	<p>Bank Albilad Social Initiatives in Response to COVID-19</p>	<p>Postpone the installments for a period of six months, for those affected by losing their jobs during this pandemic</p> 
<p>Exempting all clients working in the private sector from any fees imposed on refinancing operations or terminating existing agreements for a period of six months</p> 	<p>Free electronic banking services for a period of six months</p> 	<p>Refund exchange fees to clients for canceled transactions related to travel</p> 
<p>Exempt small and medium enterprises affected by COVID-19 pandemic from costs of the loan financing</p> 	<p>Enabling remote work</p> 	<p>8 languages to introduce clients on how to use to all electronic channels for free and the importance of staying home</p> 