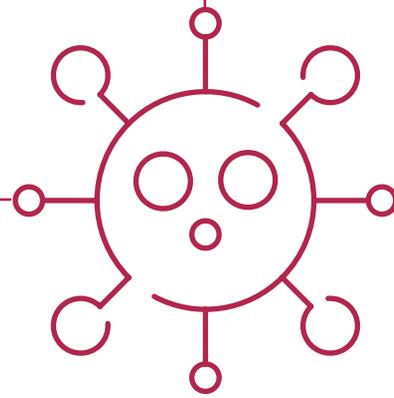


OUR RESPONSE TO COVID-19

Some of the key actions that we have implemented during the pandemic:

EMPLOYEES

- We took several measures to ensure the continuity of business and uphold the delivery of minimum service to our customers. Work from home practice and reorganisation of work process such as operating in split and rotating teams were adopted. Dedicated technological and infrastructure support was provided.
- Sanitary and health practices and procedures were deployed to ensure the safety and health of our employees.
- Around 2,200 employees (66% of the staff) worked from home during the lockdown period in Mauritius.
- All meetings and trainings were done through virtual platforms during the lockdown and we are still favouring online meetings where practicable.
- Regular communication with our employees took place through various channels - newsletter, emails, and our intranet platform 'Workplace.' Our in-house Psychologist and Wellness Coordinators helped employees manage their emotional challenges during the lockdown.
- Availability of tele-medicine services to employees during the confinement period.
- Around 1,000 COVID-19 tests were conducted on our employees at Group Level.



SOCIETY AND COMMUNITIES

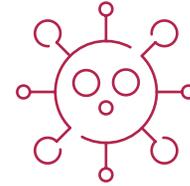
- We remained committed to helping communities and vulnerable families during the pandemic.
- We donated Rs 10 million to the national COVID-19 Solidarity Fund which has been put in place by the authorities.
- MCB Ltd donated Rs 1.7 million to the crowdfunding platform, 'Small Step Matters', for the distribution of 1,470 food packs to households not found on the national Social Register.
- In May 2020, we launched the MCB COVID-19 Solidarity Fund to help NGOs that needed immediate funding in response to the COVID-19 pandemic. This fund is managed by the MCB Forward Foundation and our employees have the possibility to make a donation on a punctual or recurrent basis. Rs 5.9 million are currently available on that account and the funds will be used to support people that have been severely affected by the pandemic's economic consequences.



Read more in the Annual Report 2020

AUTHORITIES AND ECONOMIC AGENTS

- We have interacted and collaborated with the Central Bank and the authorities in our presence countries to implement macro-financial measures deemed most effective to underpin the supply of credit and the delivery of dedicated clients solutions. This was done by making allowances for the new realities and requirements engendered by the pandemic.
- We have accompanied small, medium and large-sized businesses while they faced cash flow difficulties to remain afloat as far as possible, to pursue their activities and to mitigate job losses, thus helping to underpin resilient socio-economic development.



CUSTOMERS

- We have taken immediate and short-term measures to assist individual and corporate clients to alleviate their financial burden, helping them sustain their activities.
- Well-structured financial solutions were delivered in collaboration with the Central Bank and the authorities - guarantees for working capital facilities, execution of relief programmes and provision of funding lines.
- Promoting digital channels and payment solutions.
- Individual customers – launch of COVID-19 Household Support Scheme for customers to apply for relief on their loan repayments; temporary waiving of fees (mainly card-related and funds transfer) to alleviate customers' financial burden; and setting up of a 24/7 help desk to attend to queries and banking needs of clients who were stranded abroad following the border closure.
- SMEs – provision of working capital facilities with flexible repayment and pricing terms; delivering flexible loan repayment solutions; and offering Free Business Deposit Cards for safe deposit of their money through ATMs.
- Large corporate clients – Provision of MUR working capital facilities with convenient repayment terms; deferment of capital repayments and potentially interest payments to help clients that are exposed to cash flow difficulties; provision of treasury services for priority needs such as payment of medical and education expenses and import of pharmaceutical products.

