



Bank of Baroda (UK) Limited

CORONAVIRUS (COVID-19) RESPONSE STATEMENT

London, 20th March 2020

We are committed to providing the best customer services at all times. We are continuously monitoring the evolving situation and government guidelines in the matters of Coronavirus. We give below the measures adopted by us at different levels:

BANK STAFF

All the staff of the bank are informed about the continuously evolving COVID-19 situation, general guidelines on health & Safety, as per NHS/UK Government guidelines and the preventive measures to be taken so as to ensure good hygiene, prevent/delay spread of the virus. Staff is advised to be updated with the UK Government guidelines available on <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> and <https://www.nhs.uk/conditions/coronavirus-covid-19/>. Work From Home (WFH) was implemented to reduce spread of infection, if any. Teams have been split, BCP drills conducted and team & locational re-organisation have been completed in order to ensure that business continuity is not affected and assistance to customers is available. Contact points at HO have been identified for each of the 10 branches in U.K.

CUSTOMERS

Appropriate communication to customer is placed on the website as well as in the branch premises by providing information on the contingency arrangement in place and the information that in case of any unforeseen event our branches may operate from the alternate site/branch and that the customers can always visit any alternate branch or any nearby branch as per their convenience. Branch/office premises are cleaned with the disinfectants regularly as per the heightened health & safety perceptions.

BUSINESS CONTINUITY PLAN

Bank has rolled out its Business Continuity Framework to respond to the emergency situations. Adhoc BCP drill was conducted to re-check the various functions. A Contingency Management Team is set-up to monitor and review the situation continuously and they will be coordinating for a calibrated response to ensure bank continues services to our customer. Also Bank obtained responses from its vendors regarding maintaining of normal services from their end and the same are indicating continuance of normal services.

Our business continuity plan, enmeshed with the health & safety requirement/guidelines, currently encompasses splitting of teams, working from different locations, working from home, remote access. While the situation is evolving, measures will be adopted as per a well thought out calibrated response.

In case of significant disruptions/ glitches the management will make decision from time to time regarding communication to customer, regulators and all stake holders.

CUSTOMER SUPPORT & ASSISTANCE

Our dedicated COVID-19 desk is available on contact no. 020-74481577 & 08008121121 and on e-mail ID customercare.uksub@bankofbaroda.com for all our customers which is separate from the call centre facility available. We assure our support to our customers on these modes.

Meanwhile, we will be updating this response statement periodically.

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