



Honouring the contributions of these
COVID Fighting
West Island Businesses



NATIONAL BANK'S RESPONSE TO THE PANDEMIC

Now more than ever, National Bank is demonstrating its commitment to delivering on its one Mission—having a positive impact on clients, employees and the communities it serves—in all of its activities. The One Mission has been central to the Bank's response to the COVID-19 pandemic since March 2020. Here's an overview of the measures and programs rolled out by National Bank, temporarily or on an ongoing basis, since the start of the pandemic to minimize its negative impact on clients, employees and the community.

Community

More than \$2.5 million in donations were given to support communities in the context of the COVID-19 pandemic. Amongst other, more than \$1 million was donated to foodbanks, community organizations who help vulnerable populations and the Canadian Red Cross; \$500,000 for United Way/Centraide's COVID-19 Emergency Fund; \$500,000 to 10 mental health organizations and nearly \$290,000 for more than 100 local organizations across the country. National Bank also took part in 2 initiatives to recognize the dedication of health care workers and donated advertising space to Héma-Québec. An expert volunteer initiative was also added to the National Bank's Volunteer program: this new option allows Bank employees to use their skills to support non-profit organizations (NPOs) and small businesses that are business clients of National Bank.

Clients

National Bank demonstrated its commitment to its clients by deferring mortgage payments, delaying minimum monthly credit card payments and waiving temporarily certain fees on current transactions. Special measures for seniors were launched during these difficult times. National Bank increased its support for clients by offering moratorium on principal repayments on business loans, emergency account for SMEs and not-for-profit organizations. National Bank SME Growth Fund, launched in partnership with the Government of Quebec to support economic recovery, was another initiative to support clients. All West Island branches remained opened and exceptional health measures were put in place to ensure our clients' safety. Commercial Banking received the highest overall satisfaction rate among financial institutions in the country since the beginning of the COVID-19 crisis (source: Canadian Federation of Independent Business).

Employees

Exceptional health measures on all premises were taken to ensure our employees' safety and remote work was recommended for all employees whenever possible. Consultations with psychologists were added to the telemedicine application, as well as wellness leave days were added to the employees' bank of vacations.

Their wellness account was increased to reimburse various expenses (ergonomic equipment, etc.) and temporary compensation was offered for employees who were required to be physically present and we handed out free masks. The opportunity to receive a free flu shot was offered to all employees. Regular surveys to measure employee well-being were sent out. Other measures included frequent video conferences with the management team, as well as regular COVID-19 video conferences and video conferences on the specific economic context with Louis Vachon, President and CEO, and Stéphane Marion, Chief Economist and Strategist. Special several informative videos in particular with Dr. Karl Weiss, President of the *Association des médecins microbiologistes-infectiologues du Québec*, and Dr. Sonia Lupien on managing stress were also offered to all employees.