

**2<sup>nd</sup> April 2020**

**COMMUNIQUE TO OUR VALUED CUSTOMERS, PARTNERS AND STAFF**

Since the COVID-19 outbreak started spreading globally, EAB has worked to ensure that its business continuity processes are in place to cope with the COVID-19 outbreak, knowing it would at some point in time reach our shores.

With that in mind, we, at the Executive management committee who double up as the Crisis Management Committee implemented and reinforced a series of coordinated action plans that would ensure business continuity and service delivery in these challenging times. True to our values and guiding principle of (Ahead together) our primary focus is to safeguard the interests of our staff, our clients, our partners, our shareholders and all our stakeholders.

As of March 18<sup>th</sup>, shortly following the confirmation of the first COVID-19 case locally, the Government of Djibouti decided to deploy a lockdown for two weeks - with only the essential service providers working. As soon as this measure was implemented, EAB activated its Business Continuity plan in order to ensure good service levels, whilst safeguarding the health and well-being of our employees and customers. We have put in place working arrangements of sending on leave our elderly and sickly staff together with expectant mothers. While the remaining staff at our branches and head office; we have provided them with safety gloves, masks and sanitizer including customers at the entry of the branches. Social distancing and personal hygiene is observed and at head office, meetings are held via video conferencing.

We are confident that our ATMs will in times like these, provide you with the comfort and assurance that our platform uptime will continue to enable you to carry on doing business with us as seamlessly and efficiently as possible, despite these challenging times.

Moreover, we are comforted that the solidity of our balance sheet and our strong capital and liquidity positions - coupled with the strength of our correspondent banking relationships put us in a robust state to withstand these challenging times and provide the services that you have always expected of us. All of this to reassure you that we remain operational and we currently expect no significant change to our service levels. However, should there may be any minor service delays because of the change in our work configuration; we thank you for your indulgence and understanding.

We wish to thank you for trusting us with your business and for the strong partnership of uniting our organizations.

If you have any further questions, please consult EAB HQ or preferably directly your Relationship Manager, as they will have the most up-to-date information related to your specific queries.

Please rest assured that we are committed to provide you with our highest service levels at all times and help government to stop spread of COVID-19 by staying safe, as we provide you with services.

Ibrahim Rashid Jaffar,

CHIEF EXECUTIVE OFFICER

