

The company keeps its branch network open to the public to guarantee the continuity of retail banking services, in compliance with the provisions established by authorities

CaixaBank strengthens prevention measures for customer service in its branch network

- ***The business hours of all centres and branches, including those operating with special timetables, will be 8.30am to 2.30pm.***
- ***The authorities recommend minimising unnecessary travel and use telephone, online banking and the mobile app where possible.***
- ***Strict capacity limitations are established to ensure that safe-distancing measures are fulfilled.***

Barcelona, 15 March 2020

Following the latest developments pertaining to the coronavirus epidemic, the decisions by the Spanish Government – which include bank branches as an essential public service – and the recommendations outlined by health authorities, CaixaBank has introduced new preventive measures to its business network that will apply as of tomorrow, 16 March.

Specifically, business hours of all centres and branches, including those with special schedules, will be reduced, operating from 8.30am to 2.30pm.

Similarly, the bank has developed a special operating protocol for customers, who are advised to avoid non-essential travel and use the branches exclusively for emergencies as recommended by the authorities. Alternatively, the CaixaBankNow online banking service, available in a web format or through mobile app, allows customers to carry out a wide range of their banking operations. Customers can also get in touch with their corresponding adviser by telephone.

As regards cash operations, these will be diverted – wherever possible – to ATMs.

Other measures that will be implemented, starting tomorrow, are intended to ensure safe-distancing, including limiting branches' entry admissions to one customer being attended, and one customer waiting, on a first-come-first-served basis, with all other customers waiting outside the branch.

Cleanliness and regular disinfection will continue to be upheld in all the centres open to the public, through distribution of disinfectant gels.

Work flexibility measures for employees

To ensure continued customer service, each branch will manage its operations taking into account the varying circumstances of its employees with special measures – all of which are subject to the authorisation of the direct manager – which include setting up online-working and on-site shifts, as well as flexible working hours.

Employees that belong to vulnerable groups (individuals who are over 60 years old, those with high blood pressure, diabetes, cardiovascular diseases, chronic lung diseases, cancer, immunodeficiencies and pregnant workers) should not be travelling to work, and will be able to work remotely, wherever technically possible.