

# COVID-19

## Questions & answers

### **How are you adjusting to the current situation?**

We follow the situation closely as well as the recommendations from the authorities in the countries in which we operate. From the outset, we have taken a precautionary approach, and we have implemented a number of measures, which, among other things, mean that we have split daily operations physically and with employees working from multiple locations.

We continuously plan for different scenarios and assess further initiatives to make sure that our employees are safe and that we contribute to our mutual goal of minimising the risk of spreading the coronavirus, while still ensuring the general functioning of society.

### **Will the COVID-19 affect Danske Bank's business continuity?**

We remain operational, and we are well equipped to handle payments, settlement requests, and any other services and support as usual. Danske Bank as a group has been taking a cautious approach in the market for some time, and we generally assess our customers and hence the bank to be in a strong position to cope with potential adverse market conditions.

Danske Bank has solid business continuity plans in place and a strong operational setup that steps in for situations like these, incl. concrete plans for how the business should be run if a larger number of employees have to work from other locations. We are a large organisation and, for example, it allows us to draw on our capabilities in the other countries if needed.

We have taken steps such as splitting daily operations physically and some employees work from home.

### **What have you done so far to manage potential pandemic risks/as part of your business continuity plan?**

Several steps have already been taken in the areas of prevention of, preparing for and reacting to any spread of the COVID-19 directly affecting our operations. On a daily basis, Danske Bank communicates instructions, advice and FAQ for all employees to be aware of in connection with COVID-19. The instructions are updated at least daily and also includes travel restrictions, which are aligned with official recommendations from the authorities, as well as hygiene instructions. We have taken a number of precautionary measures, such as splitting daily operations physically and with employees working from multiple locations and some from home.

### **Does your organisation have a pandemic plan to respond to and recover from mass absenteeism events, such as the COVID-19?**

Yes, Danske Bank has a group-wide Pandemic Business Continuity Plan and more specific Pandemic preparedness plans apply in the countries, where Danske Bank operates. All relevant plans will be continually adapted to the situation, and they are already or will be activated when relevant. Any gaps in the preparedness are addressed through well-coordinated centralised crisis management effort.

### **How are you handling customer contact?**

We are monitoring the potential impact of the current situation for our customers to ensure we can assist and support them appropriately. To minimise health risks, we all meetings are now online or phone meetings.

### **What is your own supplier chain risk, and to what extent are your services impacted? Are you aware of your own supplier chain's business continuity plans and situation during these circumstances?**

Danske Bank works very closely with our key suppliers to ensure the safety of our own and their staff working on our premises as well as to understand their business continuity plan strategies to ensure that they are able to continue providing us with critical services. This work was initiated during last week of February and will continue on an ongoing basis based on the key situational developments.

### **How can I as a customer be sure that Danske Bank will continue to handle my payments etc?**

Danske Bank, being the second largest bank in the Nordic Region, is a system relevant bank in order to continue to have a working financial sector in each of the markets. This means for example that we are in a very tight dialogue with the regulatory entities in each of the markets, together with the other bank and relevant financial institutions, in order to continue have a working infrastructure in all markets. Hence the payments systems and infrastructure access is vital to remain and Danske bank is taking this responsibility very seriously.