

COVID-19: UPDATE TO OUR CUSTOMERS AND OTHER KEY STAKEHOLDERS

In line with our Business Continuity Plan and to keep you apprised of what we are doing to mitigate the negative impact of COVID-19, we will continue to provide you with frequent updates as events unfold. Recall that we had advised the steps that we had taken, and are taking as an institution to protect our systems, employees, customers and all stakeholders. Namely, amongst others:

Social Contact

- Minimising physical meetings both with our staff and our external stakeholders
- Restricting international travel, and asking international partners to restrict their own travel to our locations
- Enforcing a period of at least 14-days self-isolation before returning to work from outside the country

Business Continuity Plan

- Separating the Managing Director and Deputy Managing Director, ensuring they operate from different locations in Nigeria for the duration of this global crisis
- We replicated this separation for Executive Directors and other critical roles in the Bank
- We are operating from a number of data centres to ensure a 24*7 operation
- We created recovery sites in several locations that will keep our institution protected in the unlikely event there is a complete breakdown in the system in one country of operation

Further steps to minimize potential spread of COVID-19 included:

- Temperature checks at every point of entry to our locations
- Hand sanitisers provided inside and outside all our buildings
- Maintain social distancing within our branches by controlling the number of customers within at any given time.
- All meetings are conducted using online platforms to minimise physical contact
- Appointment of trained health champions in all our locations to provide help and advice to our staff and customers
- Deep cleaning of our premises daily, with attention to high-touch surfaces
- Provision of face masks for staff who wish to use them

Activation of Phase 3 of our Business Continuity Plan

Supporting Government Efforts in the Fight Against COVID-19

We are also extending support to complement Government's efforts in the fight against Covid-19. In partnership with Aliko Dangote Foundation and other private-sector institutions, we have created the Coalition Against COVID-19 (CACOVID), tasked with the responsibility of mobilizing the private sector thought leadership and resources; creating public awareness; and directing support to private and public healthcare institutions. We are pulling resources across industries to provide technical and operational support while providing funding and building advocacy through aggressive awareness drives.

In addition to elaborate efforts from Lagos State, we are erecting four (4) fully equipped medical tents to house 1,000 beds that will serve as training, testing, isolation and treatment centers. We are also providing an additional facility in Victoria Island, Lagos. These centers will be fully equipped with medical supplies and trained personnel to cater to anyone who may become affected. In addition, experts from around the world will be on ground to provide technical and training support. Should there be a need to expand, CACOVID will execute this. COVID-19 affects us all and threatens our collective health (economic, social, psychological) and physical wellbeing, and perhaps, our existence. Hence, the urgent need to collaborate and work together to beat this common enemy. The task ahead is daunting and bigger than any one organization. To win this battle, it is critical that all individuals and organizations join hands and come together as one.

Work has commenced to ensure these facilities are completed in good time to serve the growing need of the population during this perilous period. We will share updates in the coming week to keep you abreast of our progress.

Rotational Branch Opening

We are placing several of our branches on a two-week shift routine, with one branch open for two weeks and its alternate closed for the same period. This rotational plan will affect branches in close proximity so that when one branch closes, customers in that location can easily access another branch close to them. Staff of closed branches will remain at home, taking onboard appropriate advice from public health authorities on safe behavior.

See below list of branches currently on two-week rotation:

S/No	State	Branch Name	Branch Address	Alternate Branch Location	Alternate Branch Address
1	Lagos	Idejo Branch	Plot 161E, Idejo Street, Off Adeola Odeku, Victoria Island, Lagos State.	Adeola Odeku Branch	11A, Adeola Odeku Street, Victoria Island, Lagos State.
2	Lagos	Saka Tinubu Branch	44A, Saka Tinubu Street, Off Adeola Odeku Street, Vi, Lagos State.	Victoria Island, Adeola Odeku	Plot 64, Adeola Odeku Street
3	Lagos	Ikoyi, Awolowo Road	80, Awolowo Road, Ikoyi	Awolowo Road 2 Branch	87, Awolowo Road, Ikoyi, Lagos State.
4	Lagos	Ret Shop - Ikota, VGC Lagos	Ikota Retail Shop, C96 -101, Ikota Shopping Complex, VGC	Ikota Branch	Suite E 79-81 And 116-118 VGC, Ikota Shopping Complex, Ikota, Lagos State.
5	Lagos	Lagos Island, King George V Branch	King George V(11, King George Vroad, Onikan)	Moloney Branch	34, Moloney Street, Lagos Island, Lagos State.
6	Lagos	Ibafon Branch	Plot 24, Opposite Ibru Jetty, Olodi Apapa, Lagos State.	Apapa, Oshodi Expressway	30, Apapa –Oshodi Expressway, Coconut B/Stop
7	Lagos	Broad Street 2 Branch	32, Broad Street, Lagos Island, Lagos State.	Marina Boi Branch	23, Bank Of Industry Buliding, Broad Street, Marina, Lagos State.
8	Lagos	Lagos Island, Balogun Street	Balogun, 36, Balogun Street, Lagos Island	Kosoko Street Brch	52/54, Kosoko Street, Lagos Island, Lagos State.
9	Lagos	Trade Fair Branch	ICC, Lagos International Tfc, Lagos Badagry Exp. Rd, Ojo, Lagos State.	BBA Lagos, Atiku Abubakar Plaza	Balogun Business Association (Bba 1), Atiku Abubakar Plaza, Trade Fair Complex, Badagry Expressway
10	Lagos	Festac Town Branch	4Th Avenue, Festac, Lagos State.	Festac Town, Second Avenue	Festac, House 20, 2nd Avenue Festac Town
11	Lagos	Alaba International, Old Garage	Old Garage, Alaba International Market	Old Alaba Motor Park	Old Alaba Motor Park, Off Ojo Igbede, Ojo, Lagos State.

S/No	State	Branch Name	Branch Address	Alternate Branch Location	Alternate Branch Address
12	Lagos	Trade Fair Complex, Aspamda, Hall 2	Trade Fair Complex 1, Hall 2 Aspamda Plaza, Trade Fair Complex, Badagry Expressway	Aspamda Branch	Zone B, R4 Mercy Café, Aspamda Plaza, Trade Fair Complex, Ojo, Lagos State.
13	Lagos	Maryland Branch	6, Mobolaji Bank-Anthony Way, Ikeja, Lagos State.	Maryland, Mobolaji Bank Anthony Way	4A Mobolaji Bank Anthony Way, Maryland
14	Lagos	Alausa Branch	183, Obafemi Awolowo Rd, Alausa, Ikeja, Lagos State.	Alausa Branch	Alausa(Plot J, Asitabi Cole St, Central Business District, Agidingbi)
15	Lagos	Ojodu Berger Branch	Plot 101, Isheri Road, Berger, Lagos State.	Ret Shop - Isheri, Berger)	Isheri Road, (Plot 47, George Crescent, Ogba)
16	Lagos	Ikeja, Ladipo Oluwole Street	34, Ladipo Oluwole Street, Off Adeniyi Jones	Adeniyi Jones Ikeja Branch	53, Adeniyi Jones, Ikeja, Lagos State.
17	Lagos	Oregun, Ziatech Road Oregun	Oregun Branch, Plot E Ziatech Rd, Oregun	Oregun Branch	51, Kudirat Abiola Way, Oregun Road, Ikeja, Lagos State.
18	Lagos	Ret Shop - Ifako Gbagada	Gbagada/Ifako, 20, Diya Street, Ifako, Gbagada	Ifako-Gbagada Branch	6 Diya Street, Ifako-Gbagada, Lagos State.
19	Lagos	Aguda Branch	5, Enitan Street, Aguda, Surulere, Lagos State.	Surulere, Enitan Street Aguda	No. 23 Enitan Street Aguda, Surulere
20	Lagos	Ogunlana Drive Branch	150, Ogunlana Drive, Surulere, Lagos State.	Retail Shop - Ogunlana Drive (051)	Ogunlana Drive, 33 Ogunlana Drive, Surulere
21	Lagos	Nnamdi Azikwe Street Idumota Branch	68, Nnamdi Azikwe Road Street, Idumota, Lagos State.	Idumota Branch	122 Nnamdi Azikwe Street, Idumota, Lagos State.
22	Lagos	Oyingbo Branch	68/70 Muritala Mohammed Way, Oyingbo, Ebute-Metta, Lagos State.	Ebute Metta, Market Street Oyingbo	Ebute Metta, 1, Market Street, Oyingbo, Opposite Bhojsons Ltd.
23	Lagos	Yaba, Herbert Macaulay Road Branch	238, Herbert Macaulay Street, Yaba	Sabo Yaba Branch	290, Herbert Macaulay Way, Sabo, Yaba, Lagos State.
24	Lagos	Ret Shop - Iddo, Ebute Metta)	Iddo Market Mini, Iddo Ultramodern Market	Iddo Branch	Iddo Shopping Complex, Iddo, Lagos State.
25	Lagos	Broad Street Branch	115/117, Broad Street, Lagos Island, Lagos State.	Lagos Island, Broad Street	Broad Street, 121, Broad Street, Lagos Island
26	Lagos	Ogba Branch	40A/40B, Ogba Ijaiye Road, Ogba, Lagos State.	Ogba, Ijaiye Road	Ogba, 36, Ijaiye Road
27	Lagos	Gbagada Branch	Plot 286, Oshodi Apapa Expressway, Gbagada Phase I, Lagos State.	Gbagada, Gbagada Expressway	Gbagada, Plot 228, Gbagada Residential Scheme
28	Lagos	Lawanson Branch	87, Itire / Lawanson Road, Surulere, Lagos State .	Lawanson/Itire Rd Branch	Lawanson(58, Lawanson Road)
29	Lagos	Lekki Phase I, Admiralty Way	Plot 1, Block 36, Lekki Peninsula Scheme 1, Lagos State	Admiralty Way Branch	10, Admiralty Road, Lekki, Lagos State
30	Lagos	Ojuelegba, Shifawu Street	53/55 Shifawu St, Ojuelegba	Ojuelegba Branch	78, Ojuelegba Road, Tejuosho, Yaba, Lagos State.
31	FCT	Gwagwalada Branch	353, Specialist Hospital Road, Gwagwalada, Fct, Abuja.	Gwagwalada Abuja, Park Lane	Gwagwalada, Plot 52 Park Lane Fct Abuja
32	FCT	Gwarimpa Branch	Plot 5, 3Rd Avenue, Gwarimpa Estate, Abuja	Gwarimpa	Gwarimpa, 1St Avenue Gwarimpa, Abuja
33	FCT	Ladoke Akintola Blvd Branch	Plot 1244, Ladoke Akintola Boulevard, Garki 2, Abuja.	Abuja, Ladoke Akintola Bolvd	Plot 283, Ladoke Akintola Blvd, Garki II, Abuja
34	FCT	Jos Street Branch	6 Jos Street, Area 3, Garki, Fct, Abuja.	Retail Shop- Savannah Suites, Abj(013)	Savannah Suite Hotel
35	Rivers	Plot 105 Olu Obasanjo PH Branch	Plot 9, Olu Obasanjo Road, Phc, Rivers State.	PH, Olu Obasanjo Way	No 109A Olu Obasanjo Way, PH
36	Rivers	Ikokwu Branch	31A, Amaigbo Road, Ikokwu Diobu, Port Harcourt, Rivers State.	Rsust Branch	River State University Science And Technology, Port Harcourt, Rivers State.
37	Rivers	Agip Road Branch	1, Agip Road, Beside Kilimanjaro, Mile 4 Rumueme, Port Harcourt, Rivers State.	PH, 222 Ikwerre Road	222 Ikwerre Road, PH
38	Rivers	Rumukurishi Branch	Plot 382, Port Harcourt-Aba Expressway, Port Harcourt, Rivers State.	Ret Shop - 316 Aba Road (003)	316, Aba Road, PH
39	Rivers	Ret Shop - Odua Road, PHC (003)	No 2 Station Road, Ph	Bank Road Ph Branch	10A, Bank Road, Port Harcourt, Rivers State.
40	Rivers	PH, 145 Aba Road	Aba Road, 145, Aba Road, Ph	Olu Obasanjo Branch	329A, Olu Obasanjo Road, Port-Harcourt, Rivers State.

Note: These branches are not closing. They are only observing a two-week on and two-week off shift structure.

Our thoughts and prayers are with everyone during this difficult period as we battle this threat.

We will get through this together. Stay safe.

Signed
Management
 Access Bank Plc