

ZAGREB STOCK EXCHANGE

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**CROATIAN FINANCIAL SERVICES
SUPERVISORY AGENCY (HANFA)**

Franje Račkog 6
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OTS HINA

Home member state: Croatia

LEI: 549300A2F46GR0UOM390

Official Market, Zagreb Stock Exchange

Bond 3RIB3
ISIN: HRRIBAO22BE0

Bond 3RIB4
ISIN: HRRIBAO23BA6

Zagreb, March 13, 2020

SUBJECT: Announcement on the impact of COVID-19 on regular business activities

ERSTE&STEIERMÄRKISCHE BANK d.d. with its headquarters in Rijeka, Jadranski trg 3/a (hereinafter: the Bank) as a systemically important and responsible institution, has taken adequate preventive measures to ensure the continuity of its business activities and the availability of services to clients even in the event of further escalation of the current situation. Business continuity and crisis management protocols are an integral part of the Bank's business policies, which are regularly updated and activated if necessary.

The Bank provides the option of working from home up to 4 days a month depending on the workplace. However, taking into consideration current circumstances, the Bank has provided remote working over a longer period depending on the internal work organisation.

In the current situation, the Bank applies a common sense approach and has prepared basic recommendations for its employees, which are updated on a daily basis and continuously adapted in line with the instructions of the Croatian Institute of Public Health. Permanent communication was secured on the internal central communication platform of the whole Erste Group in Croatia. Furthermore, a special task group was established to monitor developments on a daily basis and communicate with employees. In addition, a special e-mail address was created for employees' inquires and all relevant information related to COVID-19.

On March 12, 2020, the Bank announced that the Management Board meeting will be held on March 17, 2020 and the Supervisory Board meeting will be held on March 20, 2020, where audited financial statements for the year 2019 will be considered. Audited financial statements for 2019 will be published on March 20, 2020 according to which there was no COVID-19 impact on the Bank's operations in 2019.

The Bank will be monitoring the potential impact of COVID-19 on its financial operations and will be prepared to respond adequately and organize its operations in the future. The Bank will inform the competent authorities and investors in a timely manner in case of change of circumstances.

ERSTE&STEIERMÄRKISCHE BANK d.d.