

TAKE CARE FOR FAMILIES

➤ Take CAre for Parents & Children *[Actions put in place in the context of the pandemic]*

Home kindergarten

We have established cooperation with an early stage language school. She has 26 years of experience in teaching children.

The school has prepared an online language and music kindergarten for children. On the platform to which you will receive access every day from Monday to Friday a new 2-hour recording will be available. You will be able to play them at any time and many times. You can use all the videos from the whole week until the end of Sunday.

The videos are prepared in such a way as to engage children to speak, sing, dance or draw. These are two games for a child without involving you as parents.

The program of the home section of the kindergarten will include:

English, music (original songs), movement - dance and gymnastics, mindfulness - music therapy and yoga, art.

Note every episode conducted in English with elements of the Polish language. Below you will find sample recordings for children.

➔ 3 Guidelines for parents:

- Talk with children about COVID-19
- Activities for children 3-6 years old
- Activities for children 7-14 years old

➤ Take CAre for Elders *[Actions put in place in the context of the pandemic]*

Internal & external campaign safe banking among elders in their families engaging our employees and followers

We encourage our employees to use the authority of a bank employee to educate their loved ones about safe banking from home. We have prepared an article describing that despite the introduction of restrictions, seniors still visit bank outlets in crowds to make them aware that the problem of queues in branches still exists. We want the employees of Credit Agricole to be ambassadors of positive changes and try to change at least 1 habit of their parents, grandparents or other senior relatives. We show you how to talk and encourage you to pay by card or use the hotline to perform basic banking operations. We want to regularly remind employees about this initiative also on our facebook group Take Care.

➔ 1 Guideline: Safe Banking

TAKE CARE FOR EMPLOYEES *[Actions put in place in the context of the pandemic]*

➤ **Employee group on Facebook - "Take CAre"**

- main goal: an online place, where our employees can "OFFER colleagues support / LOOK FOR help" in private matters during pandemic,
- a platform for exchanging information, sharing inspirations, recommendations – connected with dealing with coronavirus,
- currently there are 630 group members of Credit Agricole Bank Polska,
- the initiative was appreciated by the best external experts from the employer branding industry in Poland.

➤ **Take CAre for Mental Health**

Psychologic support (hotline) internal and external experts for all employees

➤ **Take CAre for Physical Health:**

"Power Sport Challenge at home" - initiative combining physical activity and support for medical services in Poland:

- our employees practice regularly at home (yoga, strength training, stationary cycling) and document their work-outs using the ENDOMONDO application, post photos / videos on the employee's Facebook group "Program powerON",
- instead of getting fancy, sport gadgets - employees decide what support they offer to medical services dealing with coronavirus: masks or daily meals

➔ **Guidelines for 9 topics:**

- Home office
- Team support
- Stress control
- Safety work at office
- Support your immunity
- Overcome boredom
- Prepare yourself to quarantine
- Survive quarantine
- Support your relatives in quarantine

TAKE CARE FOR PEOPLE WITH DISABILITIES

- **"I'm listening"** is a Credit Agricole project aimed at raising the standards of service for people with hearing problems and changing the perception of deaf people and their integration with the rest of society. The project is a comprehensive activity focused on three areas. The infrastructure in the outlets is adapted to the needs of

the hearing impaired and the deaf: installation of induction loops, remote translation system of the Polish Sign Language. The employees are also educated on how to comprehensively and respectfully serve customers with dysfunctions. The Bank has also undertaken to integrate communities, inviting people with problems to a concert by Dawid Podsiadło. For the purpose of this initiative, an induction loop was previously installed in the music hall.

➤ **E-learning “Disabled persons service at Credit Agricole Bank Polska”**

1. Wprowadzenie
2. Zasady szkolenia

Transakcji i O

W trakcie szkolenia, skupimy się na wymienionych obok rodzajach niepełnosprawności. Możesz się z nimi spotkać w codziennej pracy.

CRÉDIT AGRICOLE

osoby niesłyszące/niedosłyszące

osoby niewidome/niedowidzące

osoby z niepełnosprawnością ruchową

osoby z niepełnosprawnością intelektualną

STOP! DO OBSŁUGI OBOWIĄZUJE JEDNA KOLEJKA. DO OBSŁUGI OBOWIĄZUJE JEDNA KOLEJKA.

1/7

TAKE CARE FOR D&I

- **Campaign DIVERSITY POWER**
to promote Diversity in the Organization



➤ **Workshops / webinars :**

- inclusive language, micro aggressions and responses
- savoir-vivre for people with disabilities