

Around the world, government and health officials continue to address the spread and impact of the coronavirus and its variants with Bank of America's full support and alignment. We are addressing a health and humanitarian crisis, and we are fighting it together.

Following is an overview of the ongoing steps we are taking to support our company and operations, teammates, clients and communities.

## **Our company and operations**

Across our entire enterprise, we are taking broad actions - and adjusting our operations as needed - in order to support the health and safety of all those we serve.

- We are **continually monitoring the situation and coordinating** with global, regional and local authorities and health experts, including the U.S. Centers for Disease Control (CDC) and the World Health Organization (WHO).
- We are focused on supporting the **health and safety of our teammates** and maintaining **uninterrupted service for clients**.
- We are **encouraging teammates to be vaccinated and receive a booster** and are providing tools and resources to help them do that as soon as possible.
- We are conducting **enhanced cleanings** and **providing onsite testing**, as well as providing **health supplies** (such as face coverings, gloves and hand sanitizer) and following all other protocols recommended by health officials.
- **Our executive Steering Committee** centrally plans, implements and communicates the company's efforts.
- We also have enterprise, line of business, functional and regional **business continuity plans in place**, and continue to update these plans as the situation evolves.
- **More than 100,000 U.S. employees have already returned to in-office status** and are working in environments appropriately tailored for those who are fully vaccinated, and for those who are not.
- Bank of America's work in response to the pandemic has been recognized with several awards:
  - **Named to the Forbes Corporate Responders List as one of 25 U.S. employers leading through the current health crisis;**
  - Received **Euromoney's North America Excellence in Leadership Award** for the company's response to the coronavirus;
  - Received top ranking in our industry as part of JUST Capital's America's Most JUST Companies; based on ways we hold ourselves accountable like fair pay, ESG and our pandemic response.
  - Our employee engagement program to build awareness of coronavirus vaccinations received PR News Platinum Award for Employee Relations.

## Our employees

We are focused globally on promoting health and safety and limiting the risk of exposure, including keeping teammates informed and by providing timely resources, tools and wide-ranging benefits.

- Our actions are **aligned with guidance from the CDC, medical boards and health authorities**.
- We **continuously share guidance provided by health officials** on vaccinations and boosters, as well as good hygiene to stay healthy (including hand-washing; coughing / sneezing into a tissue or elbow; etc.).
- We make it easy for teammates to tell us if they have been diagnosed with — or believe they may have been exposed to — the coronavirus. Then our specialized Life Event Services and Medical Escalations teams provide support to ensure they **receive necessary medical care** and to help protect other teammates.
- We are **helping our teammates understand the importance of coronavirus vaccinations** and how to receive a vaccination and a booster. Our efforts include:
  - Providing **access to vaccination clinics** in many locations
  - Publishing **videos from medical experts** about the importance of vaccines and boosters
  - Providing **time off for employees to receive a vaccination and/or booster**
  - Supporting public service communications to **help educate consumers about vaccinations**
- We have introduced a **vaccination status tool** and require employees to share their vaccination status and have recommended they share when they receive a booster.
- We provide access to face coverings, onsite testing, and other important health and safety resources to help protect our teammates and their families.
- We maintain a **dedicated page on our company intranet** with extensive resources, including the latest updates from health and government authorities, vaccination and booster information, employee FAQs, information on returning to the office, and details on related employee benefits.
- We provide ongoing access to comprehensive **benefits and resources** – many of which have been expanded during this time. Examples in the U.S. include: **no-cost coronavirus testing and related office visit charges; enhanced back-up childcare and adult day care services; Teladoc®** with 24/7 access to general medical and behavioral health consultations online; our **Employee Assistance Program (EAP)**, which offers confidential counseling to help manage the stress and broader emotional impacts of events and uncertainty; additional **emotional wellness resources**, including an emotional wellness and resiliency training program in partnership with Thrive Global; and **student enrichment resources** through Academy for Families to support teammates with children learning at home and at school.
- We are providing **greater flexibility for how and when U.S. employees can take time away**, including through vacation and personal days.
- Our **Employee Relief Fund provides grants to U.S.-based employees experiencing emergency hardships**, such as a spouse/partner losing their income or support for basic needs.
- Early in the pandemic, we **trained and temporarily redeployed more than 30,000 teammates across the company to support our clients and teammates in new capacities**.
- We **continue to evolve our benefits, programs and support for teammates working in the office** to support our clients, including our U.S. financial centers, call centers and operation centers as the environment continues to evolve. At various points in time, benefits have included:
  - Providing **special compensation incentives**, including additional supplements and increased overtime pay
  - Continuing to pay eligible employees in our financial centers nationwide **for their full weekly schedule**, even if their hours are adjusted to less
  - Providing reimbursement for **alternative forms of transportation** for teammates who continue to work in the office and typically rely on public transportation
  - Offering tailored support for employees and contractors who must work on premises, including by **providing meals and meal subsidies** in select U.S. locations

## Our clients

We are helping clients meet their financial needs through continued service as well as through personalized guidance and market insight.

- We continue to take proactive measures inside our financial centers and other offices to support the wellbeing and needs of clients, customers and teammates and to limit potential exposure to any illness by following CDC guidelines including:
  - Enhancing **cleaning procedures** with additional cleaning routines
  - Making **hand sanitizer, face coverings and cleaning supplies** available in all financial centers and bank offices
  - Requiring employees to wear **face coverings**; and encouraging or requiring clients to do the same depending on local ordinances
  - Providing **gloves** for client service representatives to wear when handling cash; utilizing **wellness barriers** and other security barriers in all financial centers; and encouraging **physical distancing**
  - Leveraging **drive-up windows** at many of our financial centers
  - Introducing new **virtual communication tools**
  - No longer sharing iPads
- We are ensuring **reliable access** to clients' financial lives and needs, including through:
  - 24/7 access to our **mobile and online banking tools**
  - **Virtual connection** to advisors, bankers and specialists through our mobile app and/or dedicated client teams
  - Our vast network of financial centers and other bank offices
  - **Continued access to cash.** We have not placed any limits on cash withdrawals and have taken steps to ensure our financial centers and ATMs are at full capacity to meet clients' needs
- We continue to **proactively reach out to clients across all of our lines-of-business** to offer guidance and insight in the midst of this unprecedented pandemic.
- We have helped our **Consumer & Small Business clients who have experienced financial hardship** due to the coronavirus through our Client Assistance Program. On a case-by-case basis, at various points to-date, our additional assistance for clients impacted by the coronavirus has included:
  - **Consumer and Small Business Credit Cards** - payment deferrals and waived or refunded late fees
  - **Auto Loans** - payment assistance for 60 and 90 days
  - **Mortgages and Home Equity** - requests for a forbearance or deferral depending on the nature of the loan
  - In all of these instances, there is **no negative credit bureau reporting** for up-to-date clients. We also **paused foreclosure sales and evictions**
  - Over time, we also offered deferrals and late fee refunds for **Small Business Loans.**
  - We also offered refunds for **Consumer and Small Business Deposit Accounts**, including overdraft fees, non-sufficient funds fees, legal order processing fees and CD early withdrawal fees.
- As a result of several federal relief programs, we have provided financial relief to Small Business clients through the **Paycheck Protection Program (PPP)** and have processed **Economic Impact Payments (EIP)** for clients and non-clients.
- We are keeping clients informed via a **dedicated page on [bankofamerica.com](https://www.bankofamerica.com).**

## Our communities

We are supporting the communities where we live and work by engaging at the local level to help areas most heavily affected by current infection rates.

- We committed **\$100 million to support and address pressing needs** related to the coronavirus, including healthcare, food, education and needs in vulnerable communities, in addition to the \$250 million provided each year.
- To help ensure continued learning amid widespread school closures, we are supporting the **Khan Academy's crisis response efforts** to provide free, interactive materials and tools for students, teachers and parents.
- We provided more than **\$250 million in capital to community development financial institutions (CDFIs) and minority depository institutions (MDIs)** to facilitate lending through the Paycheck Protection Program and also provided up to **\$10 million in philanthropic grants** to help fund the operations of CDFIs and MDIs.
- We issued a **\$1 billion corporate social bond to support the fight against the coronavirus**. The bond is the first of its kind by a U.S. commercial bank and benefits not-for-profit hospitals, skilled nursing facilities, and manufactures of healthcare equipment and supplies.
- We announced a **\$1 billion, four-year initiative, now increased to \$1.25 billion over five years, to further accelerate work already underway to address racial equality and economic opportunity** through direct actions, investments and work to catalyze similar efforts across the private sector.
- We issued a **first-of-its kind \$2 billion equality progress sustainability bond** designed to advance racial quality, economic opportunity and environmental sustainability.
- By doubling our match for employee donations, we've **tripled the impact of employee giving to select nonprofits focused on advancing racial equality**, including support of the Asian community; and have enabled our teammates to continue helping their communities safely through **virtual volunteerism**, with more than 1 million hours volunteered last year.
- We **continue to help address needs in low- and moderate-income communities, address climate change, advance civil rights and social justice, and maintain our strong commitment to the arts**, including support for digital arts experiences.
- We announced that for each U.S. employee who has registered that they have received a booster shot in our Vaccination Status Tool before the end of January 2022, Bank of America will donate \$100 to help fight hunger.

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