

AGORA IN THE TIME OF PANDEMIC

The year 2020 required swift action and flexible approach in all respects, also in employee-related issues. At that difficult time, for reasons of safety and health of employees, we introduced support and assistance measures (not only in the financial sphere) in the Agora Group.

Financial support

Due to the outbreak of the pandemic, some of the resources from the Social Benefits Fund were used to create a **social assistance grant fund** for employees and their families who found themselves in a difficult financial situation. **323 people received support** from the social assistance grant fund and the total amount of support was **PLN 647 350 thou.**

Psychological support line



As the situation in which we all found ourselves basically overnight was the cause of many difficult emotions resulting from forced isolation, changes in the organisation of work or fear of uncertain future for ourselves and our relatives, psychological aid and support for employees and collaborators of the Agora Group were launched in May 2020. The project was carried out in cooperation with Mental Health Center from Cracow. As part of the Support Line, each employee and collaborator of the Agora Group could benefit from a package of 5 e-consultations financed by Agora. Additionally, a special discount offer was made available to relatives and to employees who had used the free consultation package and wished to continue to use the center's services.

A total of **130 consultations** (video and telephone sessions) were given to **50 people** since the launch of the project until the end of December 2020.

Dedicated webinars and trainings

As part of cooperation with Mental Health Center, we also organised a series of 6 webinars devoted to the subject of the new reality we all faced and the need to live in a lockout. The issues addressed during the initiatives included int. al.: dealing with stress and isolation; anxiety, stress and uncertainty related to the pandemic; remote work – efficiency, threats; co-functioning of remotely working adults and remotely learning children. The meetings were conducted by Małgorzata Wypych, PhD, a psychologist and specialist from Mental Health. **532 employees** took part in the meetings.

In order to support employees in the new reality related to working conditions, Agora also organised a webinar on effective remote work. The project was carried out in cooperation with an external company Gamma Project. **83 managers** took part in the webinar.

In addition, two new in-house training courses in the live online formula were introduced:

- dealing with stress based on mindfulness techniques (**121 employees** took part in it);
- assertiveness in discussions with difficult customers (**30 employees** took part in it).

Safe working conditions

Security in Agora's buildings during the pandemic



Wear a mask when you're in the office

Basic rules:

- Use **non-contact** forms of greeting
- **Keep your hands clean** by washing them with soap and water, alcohol, or a disinfectant
- **Disinfect your desk and phone regularly**

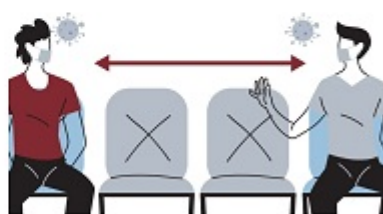


Stay home if ...

you have fever, cough, shortness of breath and be sure to contact your general practitioner.



Keep your social distance



Source: www.gov.pl

As the shift to remote work, as in all companies, took place without any specific legal regulations in this regard, the Agora Group developed internal **“Principles of remote work”** and **“Rules of occupational health and safety during remote work”**. The documents regulate the issues such as int. al.: time and place of remote work, duties, use of

equipment, protection of confidential information, safety of the workstation during remote work.

The dedicated actions implemented in connection with the COVID-19 pandemic also included:

- conduct and co-financing of coronavirus tests for employees and collaborators of the Agora Group;
- ensuring influenza vaccination for persons in the risk group;
- organisation of a chat on the coronavirus with experts from the LUX MED Group;
- provision of protective equipment for field workers;
- provision of disinfection and temperature measurement equipment at the workplace;
- rental of laptops for employees' children for remote learning purposes;
- development of new communication channels providing information about the company's operation and support for employees.