



**THEME: BUILDING BACK BETTER AFTER COVID-19**

**QUESTIONNAIRE FOR CEOs**

**IMPACT**

1. How has COVID-19 disrupted your operations?
2. What was the impact of Covid-19 on your performance in 2020 and in Q1 of 2021 so far?
3. What do you foresee as the long-term impact of the pandemic to your bank?
4. Is there a lasting impact of this pandemic on your business?

**LESSONS LEARNT**

5. Are there any lessons that you have learnt as a result of the pandemic?
6. How do you intend to leverage on these lessons going forward?
7. If a crisis of this nature were to strike again what would you do differently in-terms of your preparedness and your reaction?

**MANAGEMENT**

8. How has your crisis management system held in the period of this pandemic?
9. How significant is the financial impact of this pandemic and how are you adapting, short-term and long term?
10. How are you mitigating against the heightened risks in your business environment posed by this pandemic?
11. How have you managed the short-term liquidity and financing challenges occasioned by this crisis?

**RECOVERY**

12. How do you see recovery from the disruption in demand in the aftermath of this pandemic?
13. SME have been hit hard by this pandemic. How do you see them recovering and what role are you playing?
14. Is your business model resilient enough to counter the impact of this pandemic?

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### **LEADERSHIP**

15. What has this pandemic taught you about leadership?
16. People's well-being is a high priority during a crisis of this magnitude. How have you ensured the well-being of your customers and employees?
17. The importance of communication became very apparent at the height of this crisis, how did you handle it? Did you have any challenges?

### **TECHNOLOGY**

18. Technology came in very handy during this pandemic, how did your investment in technology aid in managing this crisis?
19. The work environment has shifted from being office based to a hybrid of both home and office. Have you been able to access how this has impacted staff performance either positively or negatively?

### **BUILDING BACK BETTER**

20. Has your long-term picture of the organization changed in the aftermath of this pandemic?
21. Have you conducted a post crisis review to assess your response so far?
22. How are you building back better and stronger?

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