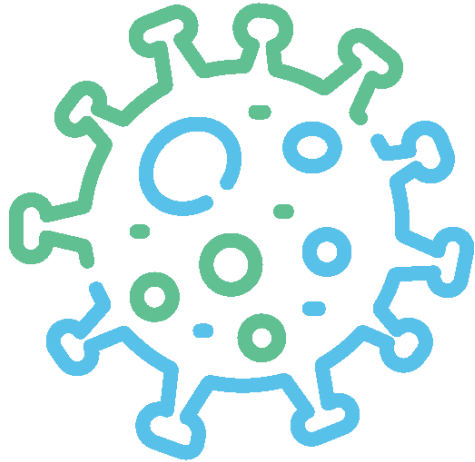




# ASKI IN THE MIDST OF COVID-19: SITUATIONER AND ACTIONS TAKEN

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## SITUATIONER

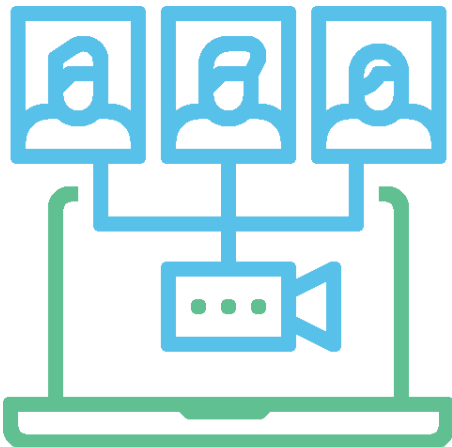
- ✓ On March 17, 2020, the entire Luzon island was placed under the “Enhanced Community Quarantine” or ECQ until May 2020. Localized lockdown are being implemented depending on the number of COVID-19 cases in the area.
- ✓ During ECQ, “chaotic situation” happened during distribution of food packs, social amelioration, conditional cash transfer and support for small businesses;
- ✓ Experienced shortage of health facilities and personal protective equipment;
- ✓ Slow down food delivery and difficulty in accessing basic goods;
- ✓ Restricted peoples movement (below 21 years old and 60 years old and above); and mass gatherings and religious activities were not allowed during that time. Currently, it is allowed but on a limited capacity.

## ACTIONS TAKEN



- ✓ Maintain contacts with all clients through SMS/Call and immediate processing and payment of microinsurance claims;

- ✓ Serve as payout branch for the beneficiaries of conditional cash transfer, social amelioration and savers amounting to Php 4.1 million;



- ✓ Provide salary advances to employees during the lockdown period. Some staff were on a “Work from Home” arrangement;

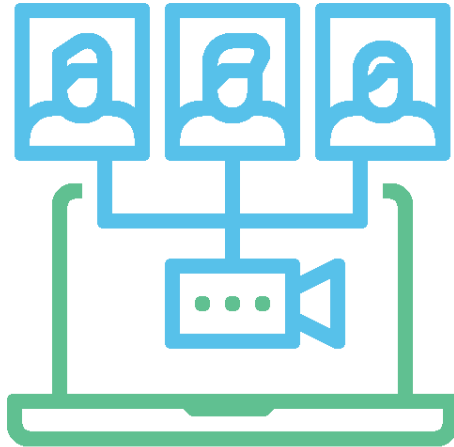
- ✓ Regular virtual communication with Microfinance Council of the Philippines (MCPI) and Alliance of Philippine Partners in Enterprise Development (APPEND), to lobby government support for the MFI industry;



- ✓ Maximize the use of digital technologies as part of the business continuity like virtual meetings, work from home arrangements, and monitoring of staff and clients situation.
- ✓ Compliance with the “Bayanihan” to Heal as One Act in March 2020 and the “Bayanihan” to Recover as One Act in September 2020 granting moratorium on loans without imposing penalties, charges and interest for 90 and 60 days, respectively.



- ✓ Close coordination with funding institutions to manage liquidity concerns
- ✓ Enable the organization to conduct community programs like food, facemasks and faceshields distribution to frontliners, and seedlings distribution for additional income, among others;
- ✓ Participation to local and international webinars



- ✓ Strict compliance of the entire organization on the government regulations on Health protocols for employees and customers, provision of free safety protection, adjustment on policies that would still allow productive and safe workplace such as work from home;

- ✓ Conduct of webinars for employees and clients on the significance of health protocols, new normal in dealing with clients and regular psycho-social support session to all employees;



- ✓ Daily monitoring of employees in terms of: Suspected, probable, confirmed and recovered cases of COVID -19 infection; and

- ✓ Coordination with local government agencies on new guidelines.