ALPHA BANK

# Accessibility Features Across Branch Network

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## 1. Introduction

This document serves as a reference guide for the accessibility features of the Bank's Branch Network across Cyprus.

Its purpose is to provide information that facilitates the identification of branches that meet specific accessibility criteria, aiming to ensure safe, comfortable, and equitable service for all customers.

The guide forms part of the Bank's strategy to enhance universal accessibility and inclusion, and seeks to promote transparency and public awareness.

The recording of features is based on predefined standards and technical specifications, as defined by applicable legislation and the Bank's internal policies.

A summary table follows, listing the Bank's branches along with their code, name, and available accessibility features.

For additional information regarding the Bank's accessibility policies, interested parties may visit the relevant section on the Bank's official website.

As part of its commitment to improving accessibility, the Bank has launched an initiative for the gradual upgrade of its branches, aiming for full alignment with the requirements of current accessibility legislation. During scheduled renovation works, relevant provisions and technical specifications that ensure accessibility will be taken into account.

This document will also be periodically updated to accurately reflect the progress of related actions and the ongoing improvement of infrastructure.

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## 2. Branch Type

The Branch type refers to the type of services provided there. Below you will find short descriptions of each Branch type.

| Branch Type | Services provided |
|---|---|
| Branch | Branches offer a full range of banking services, including cash transactions and financing. |
| ATM only | Only ATMs are available at these specific locations. |

## 3. Accessibility features

| Accessibility feature | Description |
|---|---|
| Step-free access to ATM | The ATM is accessible without steps or elevations over 2 cm, ensuring smooth access for wheelchair users, individuals with mobility impairments, and parents with strollers. |
| Step-free access to entrance | The main entrance features a flat or gently sloped pathway, allowing comfortable access for all visitors regardless of mobility. |
| Accessible door | All branches, in addition to the secure revolving door, have a second door that is step-free, equipped with ergonomic handles at appropriate height and special signage. |
| Accessible toilet | A restroom designed for ease of use, featuring wide doors, support bars, low sinks, and ample space for wheelchair navigation and assistance if needed. |
| Accessible parking | Designated parking spots with extra space for vehicles with ramps and accommodations for mobility aid users. These may be Bank-owned, public, or part of the facility (e.g., airport, shopping mall). A disability card must be displayed. |
| Accessible service counter | A service counter designed at a lower height or with dual-height counters, allowing comfortable interaction with staff for individuals in wheelchairs or of shorter stature. |
| Soundproof and private meeting room | A confidential meeting space isolated from external noise and visual stimuli. Supports individuals requiring sign language interpretation, ensuring discretion, and benefits those with sensory sensitivities who function better in low-stimulation environments. |

The following table outlines the accessibility features. Each feature may be marked as 'Yes' or 'No'.

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## 4. Branches

| A/A | BRANCH CODE | BRANCH NAME | BRANCH TYPE | STEP-FREE ACCESS TO ATM | STEP-FREE ACCESS TO ENTRANCE | ACCESSIBLE DOOR | ACCESSIBLE TOILET | ACCESSIBLE PARKING | ACCESSIBLE SERVICE COUNTERS | SOUNDPROOF AND PRIVATE MEETING ROOM |
|---|---|---|---|---|---|---|---|---|---|---|
| | | **NICOSIA AREA** | | | | | | | | |
| 1 | **202** | **NICOSIA MAIN BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** | **NO** |
| 2 | **206** | **STROVOLOS BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **NO** | **YES** | **YES** |
| 3 | **207** | **LATSIA BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **NO** | **YES** | **NO** |
| 4 | **215** | **AKROPOLIS BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** | **NO** |
| 5 | **209** | **MAKEDONITISSA BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** | **NO** |
| 6 | **-** | **STYLIANOU LENA** | **ATM ONLY** | **YES** | | | | **YES** | | |
| 7 | **-** | **SPIROU KYPRIANOU** | **ATM ONLY** | **YES** | | | | **YES** | | |
| | | **LIMASSOL AREA** | | | | | | | | |
| 1 | **515** | **LIMASSOL MAIN BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** |
| 2 | **517** | **MAKARIOU BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **NO** | **YES** | **YES** |
| 3 | **520** | **OMONOIAS BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** | **NO** |
| 4 | **524** | **KOLONAKIOU BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **YES** | **YES** | **NO** |
| | | **LARNACA AREA** | | | | | | | | |
| 1 | **430** | **LARNACA MAIN BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **NO** | **YES** | **YES** |
| 2 | **434** | **STRATIGOU TIMAGIA BRANCH** | **BRANCH** | **YES** | **YES** | **YES** | **NO** | **NO** | **YES** | **YES** |

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| A/A | BRANCH CODE | BRANCH NAME | BRANCH TYPE | STEP-FREE ACCESS TO ATM | STEP-FREE ACCESS TO ENTRANCE | ACCESSIBLE DOOR | ACCESSIBLE TOILET | ACCESSIBLE PARKING | ACCESSIBLE SERVICE COUNTERS | SOUNDPROOF AND PRIVATE MEETING ROOM |
|---|---|---|---|---|---|---|---|---|---|---|
| 3 | 438 | MAKARIOU BRANCH | BRANCH | YES | YES | YES | NO | NO | YES | NO |
| | | PAPHOS AREA | | | | | | | | |
| 1 | 647 | ELLADOS BRANCH | BRANCH | YES | YES | YES | NO | NO | YES | NO |
| 2 | 651 | PAPHOS MAIN BRANCH | BRANCH | YES | YES | YES | NO | NO | YES | NO |
| | | AMMOCHOSTOS AREA | | | | | | | | |
| 1 | 760 | PARALIMNI BRANCH | BRANCH | YES | YES | YES | NO | YES | YES | YES |