



February 1, 2021

Dear Brink's U.S. Customers,

As you are aware, the Coronavirus (COVID-19) is a major concern for people all over the world. Brink's is taking actions to minimize the risk to our employees, their families, and our customers.

We want to inform you of the steps we are taking in response to the COVID-19 pandemic. The below is a summary of the impact we are seeing and steps we are taking to minimize any disruption. We are also providing guidance to customers on steps they can take to ensure consistent service during this time.

- The following Cash Vault Services (CVS) branches are open and operating today. However, these locations may experience delays in processing and may miss some deposit Service Level Agreement (SLA) metrics as a result. Impacted customers will be notified via their Customer Service Representatives:
 - Annapolis Junction, MD
 - Chicago, IL
 - Houston, TX
 - New Orleans, LA
 - Peoria, IL
 - Philadelphia, PA
 - Syracuse, NY
- All other branches are operating Business-As-Usual (BAU) today.

We are closely monitoring staffing on a daily basis, as well as reviewing processing alternatives like additional shifts and weekend processing to continue to meet our customers' expectations. Brink's will proactively communicate to our customers should we require their assistance in making alternative arrangements.

Based on significant changes in volumes and sporadic staffing call-outs that we are experiencing, we have suspended late order support effective Monday, April 13, 2020. We are asking customers to please adhere to the standard order cutoff times.

Customer Guidance

- Contact Brink's with known impacts to bank branches, retail stores and ATM locations.
- In order to speed the delivery of cash, please remove any orders placed that have not yet been delivered and are no longer needed. This will allow Brink's to focus on current needs in the market and avoid service attempts that may no longer be applicable.

Brink's continues to take the following steps in response to this threat:

- Effective September 7, 2020 we are open for auditing in facilities that are not listed on our website daily as having COVID impact. This would assume that proper temperature checks and questionnaire are completed along with wearing PPE.
 - Out-of-state visitors are strongly urged to check current state and local requirements prior to making any travel arrangements, as these change on a regular basis; all Brink's facilities will enforce these requirements.
- We are asking for our customers' cooperation in deferring all on-site audits until such time that the spread and threat of COVID-19 has subsided.
- We will be updating our visitor policy based on COVID-19 best practices and provide those updates as they are implemented.
- Brink's is closely monitoring the Center for Disease Control (CDC) for current updates on prevention of the COVID-19 spread.

- On a daily basis, all Brink's U.S. branch employees must undergo a temperature check prior to being allowed to go on route or entry into our buildings. Employees who register a temperature of 100.4 or higher will be sent home.
- Brink's U.S. employees have been provided with masks and other additional supplies, as well as education about COVID-19 and its symptoms.
- Employees are taking precautions throughout each day to prevent further spread of COVID-19 – disinfecting workstations and truck interiors, washing hands frequently, using hand sanitizer, and staying home if they are sick.
- On a daily basis, managers in all Brink's U.S. locations are reporting employee absences to senior-level management, and updates on any subsequent impact to their operations.
- Brink's has restricted all travel, both domestic and international, to business-critical travel only.

Should Brink's identify an employee with a confirmed case of COVID-19, the following actions will be taken:

- The affected employee will remain in isolation at home until they have been cleared by a doctor to no longer be infectious.
- Brink's employees who have been in direct and sustained contact with the affected employee may be directed to stay home until such time as they can seek medical evaluation.
- Brink's employees who may have been in indirect contact with the affected employee will be notified, while maintaining confidentiality. These employees will be asked to monitor for symptoms, to notify their manager immediately if they experience any symptoms, and to stay home if they are sick.
- Should the number of employee absences in a Brink's facility cause operational impact, the Incident Response team will assemble by phone to determine the best course of action.

Brink's will communicate any impacts to customers within 24 hours, and will provide a contingency plan for those impacts.

Brink's has strategies already in place to manage certain potential impacts. These strategies include:

- How to continue operations in the event that workspace is impacted or unavailable
- How to manage the loss or unavailability of a significant portion of the Brink's workforce
- Steps for managing the effects of a disruption to or loss of specific third party resources or services

Should Brink's experience impacts such as those mentioned above or need to execute any of these strategies, a response structure is in place to communicate status and actions to customers.

Our goal is to minimize disruptions as much as possible during this time. Should you have questions about your service, please contact 1-877 5BRINKS (1-877-527-4657).

Lastly, as this issue is constantly evolving please notify Brink's via the above phone number if any of your locations are affected by the Coronavirus, causing your organization business interruptions.

Sincerely,

The Brink's Team