



Brink's U.S.  
A Division of Brink's, Incorporated  
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Dear Brink's U.S. Customers,

We want to inform you that we are seeing some operational impacts as a result of staffing shortages related to COVID-19.

Below is a summary of the impacts we are seeing and steps we are taking to minimize disruption. We are also providing some guidance on steps you can take to ensure consistent service.

- The following 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:
  - Oakland, CA CVS (as of 6/28/22)
  - Roanoke, VA (as of 8/1/22)

We are closely monitoring staffing on a daily basis, as well as reviewing processing alternatives such as 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.

### **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.

### **Guidance for On-site Audits at Brink's Facilities**

- Brink's is open for auditing in all branches; however, we caution visitors against entering facilities that are impacted by COVID-19 and ask that you reconsider before sending auditors into these markets.
- We ask customers who are not feeling well to refrain from visiting any of our facilities until such time that your symptoms subside.

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

- 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.

Should Brink's identify an employee with a confirmed case of COVID-19, the following actions are 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).

Please notify Brink's immediately if any of your locations are affected by the Coronavirus, causing your organization business interruptions.

Sincerely,  
The Brink's Team