



Brink's Canada Limited
400-2233 Argentia Road
Mississauga, Ontario
Canada
L5N 2X7

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brinks.ca

Re: Business Continuity Assistance Services

To Our Valued Financial Services Community,

As we all navigate through the unprecedented events related to COVID-19, we would like to extend our thoughts to every individual and business impacted by this global pandemic. We believe this is a time to provide assistance to the Financial Services community to minimize the impacts of COVID-19 on their operations.

We want to share some services that are available to you to help in this current environment.

As Financial Services branches reduce their hours and close over the counter services, it is more important than ever to keep cash supplies available to your customers and ATMs running efficiently. At Brink's Canada we can offer:

- ATM cash and consumable replenishment
- ATM and Night Depository pick up
- Cash Management including deposit processing and vaulting services
- Business Continuity Planning including alternative offsite operational sites for our Financial Services partners
- Change Fund solutions and Foreign Exchange services for your commercial customers

While providing these services, Brink's is taking actions to minimize the risk to our employees, their families, and our customers.

Brink's continues to take the following steps in response to this threat, and will continue until the threat no longer exists:

- Brink's is closely monitoring the Center for Disease Control (CDC) and the World Health Organization (WHO), as well as Health Canada for current updates and prevention on COVID-19.
- Brink's employees have been provided with guidance concerning the Coronavirus disease and its symptoms at all locations, as well as supplies such as hand sanitizer, tissues, disinfecting wipes and rubber gloves.
- Employees at all Brink's locations are taking precautions throughout each day – disinfecting workstations and truck interiors, washing hands frequently, using hand sanitizer, and staying home if they are sick.
- On a daily basis all Brink's locations are reporting employee absences to senior-level management, including employees who choose to self-isolate, and impacts to their operation.
- Brink's has restricted all travel, both domestic and international.
- In an effort to reduce the risk of exposure we have created clean breaks between all of our shifts at the Branch level and we have separated essential staff into different areas.
- We have asked that all employees who are able to do so effectively to work from home for the next two weeks.

- In the event Brink's is notified of a confirmed case of COVID-19, we have plans in place to safeguard our workplaces and all employees and will communicate any impacts to customers within 24 hours and will provide our contingency plan for those impacts.

Our goal is to minimize disruptions to you and your customers as much as possible during this time. Should you have questions about our available services, please contact the **Brink's Canada Customer Care Team at 1-800-570-2867 or via email at BrinksNCS@brinksinc.com.**

We value your partnership and appreciate working with you through this challenging time.

The Brink's Team