



Brink's, Incorporated
555 Dividend Drive
Coppell, TX 75019

April 2020

To our valued Customers,

At Brink's, we take the health and safety of our team seriously, and nothing is more important than keeping everyone safe during this challenging time. We are actively managing the impact of the COVID19 pandemic on our business. We wanted to inform you of our response plan, and the new safety, sanitization and equipment protocols for our Drivers, Messengers and all branch personnel:

Hand Sanitizers / Hand Washing Guidelines:

Teams were issued a supply of hand sanitizer, disinfectant wipes and additional cleaning supplies for each branch. We have continued to work with our vendors to refill and maintain sanitization and cleaning supplies at all branches. Additionally, we shared posters to display the World Health Organization recommendations for frequent and proper hand washing.

Health Questionnaire (Verbal):

Before entering the branch, a designated attendant will require employees to verbally answer questions regarding COVID-19 symptoms, possible exposure to the virus from interacting with others and travel in the past 14 days. Also, employees must sanitize their hands before entering the branch.

Temperature Checks:

We will perform temperature checks of all personnel before entering the facility. If their temperature is normal, they may enter the branch for work. If their temperature is higher than 100.4, employees must quarantine at home, and only return to work when they do not have a fever without medication for 72 hours. As a standard procedure, social distancing will be maintained during the health questionnaire and temperature check-in processes. All outside carriers and site visitors will also need to complete the verbal questionnaire and temperature check before entering the branch.

Face Masks, Safety Glasses, Gloves:

We have issued reusable face masks to all Operations team members. The custom face masks are blue and Brink's branded. Some team members may be wearing disposable surgical masks until their custom masks arrive. Please note that our surgical face masks are not the N95-rated masks that are in high demand by medical personnel. Additionally, we have authorized clear safety glasses and gloves for all personnel.

Social Distancing, Sanitization Guidelines and Hygiene Protocols:

New standard operating procedures are now in place for ongoing branch cleaning, wiping down high touch surfaces, handheld devices, ATMs and sanitizing inside every armored truck. In certain circumstances, managers may also request a deep cleaning service of the entire facility. Our teams are practicing social distancing, and our money processing and CIT personnel are separated in the branch where feasible.

During these unprecedented times, we are continuing to update our teams with daily and weekly communications through our internal channels.

If you have questions or need more details about our response plan, please reach out to Jeff Klabunde, Vice President of Integration and COVID-19 Response Coordinator - email: jeff.klabunde@brinksinc.com.

Thank you for your support and the opportunity to continue serving your business.

Trent Nevill, SVP of Cash Vault Services