



The better way to bank

COVID-19 PREVENTION PLAN

Updated: October 2021

Since March 2020, CUA has initiated a variety of safety measures to prevent the transmission of COVID-19 in the workplace. CUA's safety measures continued to evolve with changes in public health directives and recommendations. COVID-19 will continue to be active in our community for some time, and as such, the Government has advised that some level of public health protocols will remain in place to protect individuals.

Effective October 4, 2021, the Nova Scotia Government advised that the Province is proceeding to Phase 5 of the Reopening Plan. Consistent with this Phase, CUA has in place the following provisions to safeguard its employees, members, visitors and the broader community:

1. A mandatory vaccination policy that requires all employees, contract resources and Board of Directors members to be fully vaccinated.
2. Mandatory mask wearing in all public places, as defined by the Provincial Government. Mask wearing protocol is as follows in CUA's branches and Corporate Office:

Branches:

- The space from the building's main entrance to the branch entrance, which may include the ATM area, stairwells, hallways or elevators. This also includes the Civic branch ATM area even though it is separate and apart from the branch entrance.
- Reception areas and open spaces where the public can be expected to enter and move freely, line up or sit down to wait, or receive over-the-counter service. This includes the entire area where these services are provided, including where members walk-in and line-up as well as where the Financial Service Representatives (FSRs) and teller stations are located.

Corporate Office:

- The space between the front door of Chebucto Place to the main doors of CUA's Corporate Office in Suite 350. This includes the entrance vestibule, stairwell, elevators, hallways and washrooms, as well as any route to access the Mumford Professional Centre through the second floor.
- Reception area of Suite 350.
- Kitchen area of Suite 350.

- Document Centre area of Suite 350.
 - In all other areas of Suite 350, a mask is recommended other than when individuals are at a workstation or office, or in a meeting room where each attendee will determine if they wish to wear a mask.
3. Hand sanitizer and disinfectant wipes are available in all locations, including hygiene stations at the entrance of all branch locations for customers.
 4. Plexiglass barriers at the front line service counters and in offices where the public or members may visit at all branch locations.
 5. Limited usage of the Corporate Office kitchen area to four employees at a time. Masks are required while in the kitchen, and employees may not sit at tables in order to provide greater usage of the space.
 6. Disclosure of planned business or personal travel outside of Nova Scotia to Human Resources for information purposes. This information consists of the location (city, province/state, country if applicable) and dates of travel (departure and return), and is provided at least two weeks prior to the travel date. Should there be a major issue or outbreak pertaining to COVID-19 in that location, consideration may be given as to whether additional safety measures should be pursued for the employee's return to work in order to protect them and others.
 7. Signage at the entrance and throughout each location, requesting symptomatic visitors refrain from entering branches, and providing customers with alternative banking options, such as using online and mobile platforms, or by phoning CUA's Customer Contact Centre.