



The better way to bank

COVID-19 PREVENTION PLAN

Updated: December 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 December 21, 2021, the Nova Scotia Government advised that the Province is reinstating safety measure to slow the COVID-19 spread. Consistent with government regulations, CUA has in place the following provisions to safeguard its employees, members, visitors and the broader community:

1. 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. This protocol ensures that in all CUA branches and corporate office, staff are required to wear a mask, with the exception of when an individual is alone at a workstation or office.
3. Requiring physical distancing of six feet, in addition to required mask wearing, in any office or branch location, including in all staff interactions.
4. Providing hand sanitizer and disinfectant wipes in all locations, including hygiene stations at the entrance of all branch locations for customers.
5. Maintaining the plexiglass barriers in the front-line service counters and in offices where the public or members may visit at all branch locations.
6. Limiting in-person member interactions to only where there is a plexiglass barrier in place and mask wearing by both the employee and member.
7. Moving all possible positions to remote working in order to reduce the number of staff in CUA's locations. This action enables consistent physical distancing, reduces risk of exposure for staff, as well as mitigates the business continuity risk of multiple employees having to self-isolate due to either a close contact or positive test result.

8. Restricting any in-person meetings in meeting rooms or in-person all-employee events.
9. Limiting usage of kitchen area in all locations to one employee at a time.
10. Prohibiting non-essential business travel. While travel is discouraged, disclosure of planned personal travel outside of Nova Scotia is required. Disclosure 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.
11. Conducting the necessary follow-up as soon as a staff member advises they have taken a rapid test or a PCR test and the test shows a positive result (i.e., it indicates the employee may have or has COVID-19). Follow-up is conducted and information is obtained regarding any possible close contacts, as defined by Public Health, including any involving other CUA staff. Direction on self-isolation or other requirements is provided accordingly.
12. Maintaining 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.