



ROCHESTER
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Date: March 20, 2020
To: Employees and Customers
From: Joseph M. Shea / President
Re: Minimize Risk of Coronavirus

Dear Employees and Customers:

This is to update you on actions Rochester is taking to minimize risk to our employees, families, and customers.

Rochester is as of today March 20, 2020 operating pretty much business as usual. We experienced high volume of special requests to increase of capacities in servicing ATM's, special deliveries to bank branches, increases in inventories and additional cash vault services. So far so good, we have been able to accomplish all of the requests. We are closely monitoring the news regarding Coronavirus COVID-19.

Rochester employees are disinfecting cash vault operations and areas where high traffic exists in terminals. Employees are acting very responsibly to wash hands, social distancing, and staying home if sick. Absences and status of our operations are reported to senior level management every morning and any impacts. Policy is in place of actions to be taken of any confirmed case. Plan is in place should there be operational impact an Incident Response team will assemble to determine best course of action and address workspace impacted, unavailability of significant workforce, and effects to employees and customers.

Rochester's goal is to minimize the effects of this COVID-19 and initiate a recovery plan as soon as possible.

Any questions please contact Rochester corporate offices at 1-800-558-9323.

Joseph M. Shea
President