

July 10, 2020

Dear TOPCU Members,

I truly hope this correspondence finds you and your family in good health. The well-being of our members, employees, volunteers and all stakeholders is always of critical importance to the welfare of your credit union.

Please note, we continue to follow the Centers for Disease Control (CDC), Federal, and State guidelines for health and wellness precautions which includes but is not limited to:

- A weekly COVID-19 committee meeting to discuss related updates, current concerns, and action plans.
- Many employees are working remotely to reduce exposure.
- All employees are required to participate in a daily wellness check prior to showing up for work. This includes employees working remotely.
- Members and visitors entering a TOPCU facility are required to wear face covering.
- All employees that closely interact with members are required to wear face covering.
- All member/employee interaction areas have protective plexiglass sneeze guards.
- All internal meetings are held by phone or computer if 6 feet of spacing cannot be maintained.
- All internal general areas, such as the lunchroom, maintain the required 6 feet of spacing between seating areas.
- All areas throughout the credit union are disinfected at a minimum of every 2 hours. This includes, but is not limited to door touch points, counter and table tops, as well as items such as pens and drive up canisters.
- A full office deep-cleaning schedule is in effect in addition to the regular cleaning schedule.
- If an employee is experiencing COVID-19 type symptoms, they are immediately sent for testing and any potentially contaminated area is cleaned—with an immediate additional deep-cleaning scheduled.
- If an employee is sent for testing, they cannot return to a credit union location prior to test results being available.
- If an employee tests positive, they must present their doctor's written permission to return to work.

Unfortunately, as well as we have been adhering to these guidelines, we are not immune to COVID-19. Here are the TOPCU stats as of July 10, 2020:

We have required some employees that have shown symptoms to get tested.

- 10 employees have been COVID-19 tested
- 6 employees have had negative results
- 2 employees are currently waiting for results
- 2 employees from our main office have tested positive

The two employees who tested positive for COVID-19 have been out of the credit union's buildings for two weeks or more. Neither of them required hospitalization. Immediate cleaning

took place. Employees that they were around them just prior to being sent for testing have been notified and encouraged to be tested. The employees that tested positive had been wearing face covering and worked behind plexiglass shields prior to being sent for testing.

Prior to COVID-19, TOPCU was well prepared for employees to work remotely. Data security and equipment was already tested and active. The transition to the current high number of employees working remotely has been smooth. Additional remote access capabilities such as text messaging and online chat have been implemented with new ways continuing to be pursued.

We continue to take significant actions for disinfection so that we can keep our lobbies open for you. We realize how difficult it is for members that don't drive as well as the challenges of scheduling an appointment far in advance when there are unforeseen circumstances.

Thank you for your support and understanding in these difficult times.

Sincerely,

G. Vernon Babilon  
President/CEO