

# BANKING SAFELY

## SUMMARY OF HEALTH & SAFETY IN OUR BRANCHES

JUNE 30, 2020

Member  
**FDIC**



**Customers**  **Bank**

## **Welcome back!**

First and foremost, I hope that you, your loved ones, your friends, and your colleagues are safe and well. COVID-19 has presented our country and world with many challenges, but it's also magnified the power of community and authentic partnerships.

As a community bank, we've seen first-hand how customers, business owners and our communities have been impacted by COVID-19. From the beginning of the crisis, our goal has been taking care of our clients and Team Members. This includes providing safe work environments and a plan to interact with clients in a manner that protects everyone's health.

We never closed our bank branches, but we did limit our services to drive-through and appointment banking. We are now prepared to move forward with additional "walk-in" service in locations where local retail activity is permitted and advisable. These pages outline some of the steps we have taken to safeguard you and our team.

**Sincerely yours,**

**Jay Sidhu**

**Executive Chairman, Customers Bank**

- 6' floor markings for social distancing in are in place
- Teller/Platform acrylic shields are in place
- Conspicuous signage to require social distancing
- Mandatory wearing of masks for team members and customers
- Cookies and other food removed from branches (sorry!)
- Sanitary and cleaning supplies restocked regularly
- ATMs and commonly used doors wiped down daily
- Nightly cleaning and maintenance

- Enhanced cleaning schedule 5 days/week using hospital grade cleaners and solvents -- includes high traffic areas, kitchen/break rooms and common touch points.
- All core infrastructure systems, including mechanical, water, fire, life and other systems have been kept in full force and effect throughout the pandemic, ensuring building integrity.
- HVAC systems were serviced to ensure operational status and to provide ample ventilation.
- Installed newer and enhanced air filters with a higher manufacturer MERV (Minimum Efficiency Reporting Value) ratings on all HVAC systems.
- Rooftop HVAC units were cleaned, including coils.
- Increased the fresh air intake, to help ensure the air quality of the building.
- Air economizers/handles checked for correct operation.

- Hand sanitizer stations located in facilities, and 2-ounce bottles of hand sanitizer have been delivered to Team Members.
- Face masks and gloves have been provided to frontline Team Members.
- Face masks are in place for ALL Team Members at all locations.
- Disinfectant wipes/spray are available at all locations.

- Removed/reduced number of conference room chairs to maintain social distance.
- Posted handwashing reminders in all common areas/bathrooms/kitchens.
- Eliminated non-essential facility visitors and, where possible, using a drop box for deliveries.
- Step N Pull hands free door opener/closer installed on all restroom doors in branches.
- Installing touchless trash receptacles.

## **Workstations**

- All Team Members are asked to keep their workstations free of paper and personal items to ensure nightly based cleaning of CUBI spaces is done thoroughly and completely.
- It is recommended that Team Members sanitize work area at the beginning and end of each workday.

## **Common Areas**

- Additional cleaning materials have been provided so that Team Members can properly wipe down frequently touched surfaces before and after each use.
- When using any shared equipment, we are asking Team Members to please wipe the point of hand contact both prior and after use.
- When using the restroom, we are asking Team Members to please wipe the point of hand contact both prior and after use.

## **Fans/Heaters**

- Currently, we are prohibiting use of all fans and heaters in order to maintain the balance and air quality of the heating and cooling systems.

**We will continue to track best practices and upgrade our facilities for everyone's protection.**

**We're happy to welcome you back!**

Member  
**FDIC**

