



For Immediate Release
March 13, 2020

Pandemic Readiness & Coronavirus (COVID-19)

SUMMERLAND, BC – Like many of you, our team at Summerland Credit Union has been closely monitoring the developing situation around the novel coronavirus, COVID-19. The health and well-being of our employees, members, clients and communities are top priority, and we take the evolving and global nature of the coronavirus very seriously.

As part of our Business Continuity Plan, we have an updated Pandemic Management Plan specific to COVID-19, and our Executive Team is working to identify opportunities and support actions to strengthen our response protocols, preventative measures, monitoring, continuity and communication planning in case of a wider outbreak.

Some of the enhanced protocols we've implemented include:

- identifying critical staff and their back-ups
- enhanced preventative and risk avoidance actions for staff to stay healthy, including limiting staff travel
- expansion of our telecommuting arrangements
- enhanced cleaning protocols

As part of the Provincial guidelines, we are also requiring employees who have returned from, or who have been in close contact with, family or a household member who travelled from any region for which the Canadian Government has issued a Level 2 or Level 3 alert to undergo a 14-day self-quarantine and work from home.

Furthermore, related to health officials' recommendations concerning social distancing, we are also asking any members who may be experiencing any cold/flu symptoms to please refrain from visiting the branch. Just give us a call and we can look at the safest way to fulfill your request.

"We're also aware that some of our business and personal members may be experiencing unexpected economic issues related to this health crisis. As such, our team at the credit union is more than willing to review any and all financial issues with our members and look for creative solutions", reassured Kelly Marshall, CEO of Summerland Credit Union.

While public health officials still deem the risk to individuals in Canada as low, we are taking extra precautionary measures to ensure the health and safety of our people, while protecting our critical business functions for the credit union and our members.

If you have any questions or comments, please contact us directly via email sdcu@sdcu.com or by phone (250) 494-7181.

Summerland Credit Union was started by ten founding members in 1944. Today, it's one of the longest-running, independent credit unions in Canada, employing 38 people and serving more than 7,700 members.

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