

17 March 2020

A message to our members regarding coronavirus (COVID-19)

At Traditional Credit Union (TCU), the wellbeing of our people, both staff and members, remains our top priority. It is also important that we can continue to provide essential financial services to our communities, as measures are taken to contain and treat the coronavirus (COVID-19) outbreak.

Each day we are learning more about coronavirus (COVID-19) and how it is impacting the communities in which we live and work.

For TCU this means understanding how it affects our staff and members, and making the necessary adjustments for the health and safety of all.

The following is an update on the coronavirus (COVID-19) precautions we are taking throughout our TCU locations and in accordance with our pandemic plan.

TCU approach

We are encouraging and assisting all staff to practice safe, healthy, hygiene for their own wellbeing, as well as the wellbeing of others, consistent with the advice from the Australian Government Department of Health. We are also facilitating business practices to comply with Federal, Territory and Community Authorities regarding travel and social - separation.

- Any staff returning from overseas or who meet a range of criteria that increases their risk of having being exposed to coronavirus (COVID-19) are quarantining for 14 days.
- All staff are advised to be aware of symptoms.
- Provision of antiseptic hand cleansers in the office and awareness of practicing good hand hygiene and sneeze/cough hygiene.
- Anyone who presents with respiratory, flu, cold or cough symptoms are required to stay at home and follow an agreed process before returning to work.

Travel and Meetings

For the safety and wellbeing of our staff, all business travel that is not considered essential has been cancelled. Meetings will instead be conducted remotely via teleconference or video conference.

Our Offices

We have no planned office closures at this time. Like all businesses we are monitoring and preparing for the possibility of further restrictions on the ability of our staff to attend our offices. TCU has a range of technologies available that are enabled to facilitate continuity of services including members accessing our Call Centre, Internet and Mobile banking, ATMs and EFTPoS.

We have not had any positive cases of COVID-19 amongst our staff. To help maintain this status external visitor access to secured back-office areas will not be permitted at any TCU office location without prior arrangement. Suppliers providing services to TCU are required to certify that they have prudent measures in place to protect their staff from coronavirus (COVID-19), prior to any physical access to our offices being granted.

Our commitment to members

Coronavirus (COVID-19) has presented new challenges to businesses worldwide. We are committed to keeping you informed of our efforts to ensure minimal disruption and where that is not possible simple and achievable alternatives to current services. Our goal is to continue to provide continuous services, so you can focus on keeping your families and communities safe.

Tony Hampton
Chief Executive Officer