

A background image of raindrops on a window with a rainbow visible through the glass.

BRINKS LINK

SUMMER
2010

DARK WATER

Two Brink's branches rise to the occasion



PRESIDENT'S LETTER

Dear Brink's Business Partner:

At Brink's our people make the difference. You differentiate us from our competition and drive our achievements, and we are committed to giving you the training you need. ***Developing Our People: Talent Management and Training for Success***, a very special companion piece to this issue of *Brink's Link*, provides a comprehensive look at the Training and Development department and the important programs already providing advanced training to Brink's Business Partners. The Branch Manager Program was launched May 18, 2010, in our Leader Board branches, and it's just the start.

Training and Development is part of the massive commitment we are making to you as part of the Path to 2015. The new organizational structure we put in place in February 2010 will support the Path to 2015; and the recent Brink's 9th Biennial Global Conference launched this important initiative. You are going to hear a great deal about the Path to 2015 during the coming months, including the Four Strategic Imperatives at its heart: **People Development, Core Business Maximization, Solutions Delivery and Long-Term Growth Investment**. You can read more about these important Strategic Imperatives on page 20.

When I was the guest presenter for the Brink's Center Court call on June 30, I spoke at length about the Path to 2015. If you missed it, log on to the Brink's World U.S. homepage, select the Change Management tab in the top center of the page and select the "Recorded Events" link on the left side of the page to listen to the audio recording. I encourage all Business Partners to listen and educate themselves on our strategy.

Now let's look at highlights in this issue: The extraordinary teamwork of the Providence and Boston branches, amid rising floodwaters, is chronicled in the **Branch Spotlight** on pages 12 and 13. In **Our Partners** on pages 4 and 5, read how, after the devastating earthquake in Haiti, the Raleigh branch worked long hours to assist our customer, First Citizens Bank, with special runs to the U.S. Army base at Fort Bragg and to the U.S. Air Force base in Fayetteville. Keeping you safe is a top priority here at Brink's. Steven Meitin, Senior Vice President – Risk Management, North America, talks about the inherent risk of what we do and the imperative to drive innovation in **Profile** on page 7. Fred Lowstetter, Senior Director – Organizational Development, discusses the necessity to clearly communicate change in his regular **Change Management** column on page 10.

At its core, the Path to 2015 is a commitment you are making to Brink's, and a solemn promise this Company is making to you. It is a five-year plan, and I need all of you to stay the course to ensure Brink's thrives in the years to come. The future of this Company is in our hands.

Stay safe, and I will see you in my travels.

Sincerely,

A stylized, handwritten signature in black ink that reads "Larry Rodo". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Larry Rodo

President – Brink's U.S., and Executive Vice President – North America

TABLE OF CONTENTS



PROFILE

- 7 Breaking Down Silos, Building Relationships

FEATURE STORY

- 8 Annual Meeting Awards Recognition

BRANCH SPOTLIGHT

- 12 Dark Water: Two Brink's Branches Rose to the Occasion

BRINK'S NEWS

- 15 Brink's Boise: Making it Happen



- 4 Our Partners
- 6 Brink's Best
- 7 Profile
- 8 Feature Story
- 9 Brink's Cares
- 10 Change Management
- 11 Coaching Corner
Center Court
- 12 Branch Spotlight
- 14 Products and Services
- 15 Brink's News
- 16 World Spotlight
- 17 People in Progress
Anniversaries
Transitions
In Memoriam
- 18 Work Safe
- 19 Did You Know...
401(k) At a Glance
Direct Stock Purchase Plan
- 20 HR News

Editor in Chief

Edward Pittman

Managing Editor

Janet Tucker

Creative Direction

Raul Castro

Other Contributors

Matt Bitterman

Craig Campbell

Gail Cannan

Benjamin Caparoon

Eric Larsen

Barbara Miles

We want to hear your stories! It may be an award, a promotion or a heroic act. The next time something happens that would make a great story in *Brink's Link*, please let us know.

Submit your story ideas anytime by e-mail to link@brinksinc.com. You also can contact us by phone at (469) 549-6086.

OUR PARTNERS

Helping Haiti: Raleigh Branch Springs Into Action

After learning about the devastating earthquake that hit Haiti in January, the Brink's team in Raleigh knew there would be a flurry of relief activity and that cash supplies would be in great demand—and they were right. One of the branch's largest customers, First Citizens Bank, needed special runs to the U.S. Army base at Fort Bragg and to the U.S. Air Force base in Fayetteville.

Wasting no time, Raleigh branch Business Partners volunteered to work overtime in order to complete the special runs without impacting other customer needs. "We knew they were going to call and we were ready," explains Joe Pinckney, CIT Branch Manager – Raleigh. "Our Business Partners wanted to do whatever they could to help First Citizens Bank, the soldiers and civilians traveling to Haiti to help with relief efforts and, especially, the victims of that tragedy."

First Citizens Bank was duly impressed. Cathy Isom, Assistant Vice President and Cash Optimization Supervisor for the company wrote, "We have relied heavily on the Raleigh Brink's teams of Joe Pinckney and Joe Heinrich (Money Processing Manager), as well as Steve Borkoski (former District Manager – CIT, now Facilities Director – Brink's U.S.)." Isom went on to say, "Most of our requests have been completely out of the scope of normal lead times required for deliveries. While we routinely receive above and beyond service from Raleigh Brink's, this [special effort] has [us] feeling especially proud to be associated with this branch of Brink's."

Joe Heinrich adds, "The team worked together to make things happen because we wanted to support our customer. Knowing the effort also helped with Haiti relief added another dimension of satisfaction and pride for all of us involved."



Back Row (left to right): Phyllis Clay, Beverly Judd, Kelly Gregory, Matt Murphy and Rebekah Stroud, Takeisha Roberson. Front Row: Pam Mackerway, Karen Adkins, Maurine Coudriet, Elaine Anderson, Alice Hill, Rhonda Siller and Joe Heinrich



Back row (left to right): James Lundy, Eric Anderson, Jim Coleman, Larry Cockrell, Ray Maynard, Scott Perry, Charles Dixon, Stephen Jones, Jerry Fuller, and James Jones. Middle row: Anthony Tomlinson and Gregory Young. Front row: Kelly Londo, Corey Austin, Joe Pinckney, Adrian Daci, George Fann, and Marlon Wheeler

Fast Thinking Averts Potential Robbery

On Feb. 1, 2010, Messenger Hugo Esquivel and Driver Lizzette Palafox arrived at Order Express #5 on the west side of Phoenix at approximately 9:45 a.m. As Esquivel was getting out of the truck, he scanned the area and quickly noticed a person wearing a ski mask emerging from between two parked vehicles. Acting quickly, Esquivel retreated back into the truck just as the suspect pulled a weapon. Palafox sounded the siren, called the police and quickly removed the truck from the area. The suspect fled the scene.

Due to the crew's observation skills and calm, quick reaction to a dangerous situation, no shots were fired and no one was hurt. Good work, Lizzette and Hugo!



Lizzette Palafox

Hugo Esquivel

The Right Strategy

The 2010 Brink's U.S. Strategy Meeting, April 5-9 in Tucson, Ariz., focused, in many ways, on promises: the promises we make to Brink's, those the Company makes to us and those we make to each other. The meeting's theme, "Because we said we would," underscores our commitment to one another and our accountability for our jobs.

Larry Rodo, President – Brink's U.S., and Executive Vice President – North America, kicked off the meeting of Brink's leaders with a rousing message about change, commitment and responsibility. "We are accountable to the triple bottom line: to be the employer of choice, supplier of choice and investment of choice," says Rodo. "But it is much more than that: We are accountable to ourselves."

After a short break, Ian Nunn, Vice President Finance – Operations, Brink's U.S., reviewed the 2010 financial plan, followed by a presentation of the Strategic Pillars—People, Risk, Quality, Efficiency and Growth—by Brink's U.S. Leadership. Then Fred Lowstetter, Senior Director – Organizational Development, and his team provided a comprehensive overview of the new regional structure and the wealth of resources being provided to U.S. regions to support Brink's branches.

On day two, guest speaker Andrew Levison discussed the mental maps that influence our behavior, and breakout sessions delivered terrific information. In the Risk Management session Steven Meitin, Senior Vice President – Risk Management, North America, outlined improved protection measures for the field (see the new Brink's truck on page 18 and read more about Meitin on page 7). The Dignity and Respect session delivered a powerful message about the importance of treating Business Partners with the highest regard.

Michael T. Dan, Chairman, President and CEO of The Brink's Company, brought the audience to its feet at an evening awards presentation also attended by Brink's Executive Vice President and Chief Operating Officer Ronald F. Rokosz. But the stars of the evening were Brink's top performers, and you can see them all on page 8 of this issue.

Larry Rodo succinctly summed up our responsibilities as Brink's Business Partners: "We have to do what we say we will do, not because keeping our promises comes easy, or because it is expedient or because someone is watching. We do it because we said we would."



Michael T. Dan



Daniel Lopez

Business Partner Completes Marathon

Business Partner Daniel Lopez of Lancaster, Calif., proudly shows off his medals for participating in and completing the 25th annual Los Angeles Marathon on Sunday, March 21, 2010. Lopez completed the marathon with a time of 4:30:47 and placed 5,365 overall.

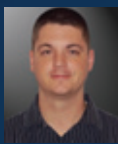
When asked about his marathon experience, Lopez says, "The hardest part was getting to the starting line. It took me more than 10 minutes!"

The entire team is proud of Lopez's accomplishment. "This is a huge accomplishment," says Al Zabala, Branch Manager – Lancaster. "Way to go, Daniel. You are the difference."

A messenger who has been with Brink's for five years, Lopez also enjoys cycling to stay in shape.

BRINK'S LINK PROUDLY CONGRATULATES THE RECIPIENTS OF THE FIRST QUARTER 2010 RECOGNITION AWARDS FOR BRANCH MANAGER OF THE QUARTER, LEADERSHIP AND THE BRINK'S STAR AWARD.

BRANCH MANAGER OF THE QUARTER – AAA, AA AND A BRANCHES



Peter Fontane, Baton Rouge, LA – Under Fontane's leadership, the Baton Rouge team took the historically struggling branch from negative margins to double digits, reducing labor costs, worker's compensation, vehicle insurance expense and other key operating measures in the process—all while overseeing a major building renovation in the Baton Rouge market. Fontane is an expert at building relationships with Business Partners and developing the structure necessary for smooth, efficient operations, a talent he also lent to the New Orleans office when he assisted in running the branch location during a period of management transition at that location.



Jesus Sanchez, Los Angeles, CA – Managing a Leader Board branch has its share of challenges, none more so than a significant loss of revenue. Sanchez led his team through the process of rightsizing both Business Partners and trucks and instituting cost-controls, building a stronger-than-ever team that believes in itself and in the Company. As a result, the branch increased margin and was ahead of plan for the first quarter 2010. During this same period, the branch experienced no crashes, no injuries and only one loss that totaled \$5.00.

BRANCH MANAGER OF THE QUARTER – B, C AND D BRANCHES



Kent Smith, Huntsville, AL – Efficient. Organized. Professional. These are the traits that helped Kent Smith lead the Huntsville team through a series of major projects without losing momentum on their remarkable margin improvement pace of 900 percent over 2009. Under Kent's leadership, the Huntsville team successfully planned and executed a move to a new facility, growth in the form of 150 new

locations and the addition of a major bank to the Brink's Virtual Vault network. The team also maintained zero crashes and injuries in the first quarter of 2010. With a dedicated focus on structure and training, the Huntsville team received profit sharing for the first time in six years.



Cathy Pannunzio, Youngstown, OH – Despite the loss of a significant customer due to banking industry consolidation, the Youngstown team, under Pannunzio's guidance, not only overcame the reduction in revenue but also gained new business to meet the branch margin contribution and labor expense plan goals.

Pannunzio's exceptional execution of daily habits, supervisor scorecards and proactive risk management resulted in an impressive zero incurred- or developed-dollars due to crashes, injuries or losses. Cultivating an environment of dignity and respect, Pannunzio's branch structure and staffing efforts have directly influenced turnover, improved retention and engaged Business Partners with a well-received Retention, Recognition and Reward program—a program that has since become the benchmark in the Great Lakes Region.

LEADERSHIP AWARDS



Joseph Paolino, Providence, RI – When floodwaters invaded the Providence branch earlier this year, Joe Paolino organized a truly incredible feat: the seamless and seemingly effortless transfer of vault operations to the Boston facility. With his trademark upbeat attitude, Paolino stayed at a hotel near Boston where he could more effectively manage any issues his team might encounter. For nearly

35 days, Paolino had complete control of the situation, smoothly running Providence branch operations from the team's temporary base in Massachusetts.



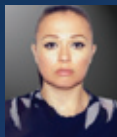
Celso Antunes, Boston, MA – At 8:00 in the evening, Antunes got the call: The Providence branch was flooding and the team there needed help. Without hesitation, he went to Providence that night and drove a Brink's truck back to the Boston branch. Working closely with the branch manager of the Providence branch, Antunes was instrumental in helping the displaced team set up operations in

their temporary home, supplying personnel and equipment to ensure uninterrupted service to Providence customers and helping the teams work together to deliver exceptional service throughout the entire nearly 35-day experience.

BRINK'S STAR AWARDS



April Hudak, Nashville, TN – Hudak took significant ownership in an effort to provide FedEx/Fifth Third Bank with a highly specialized envelope deposit processing process. In addition to visiting the customer location and the Memphis branch to gain an understanding of external expectations and internal operational needs, Hudak helped establish procedural controls and coordinate the resources necessary for this specialized work, resulting in a seamless transition and a happy customer.



Vilma Vani Fuller, Coppell, TX – Fuller leveraged her extensive knowledge of Brink's and Sarbanes-Oxley (SOX) regulations to prepare the Dallas branch's new Money Processing manager for an upcoming audit and help guide the team through the process. The audit went well and the branch received accolades from the auditor for its preparedness.



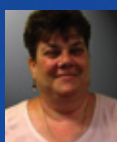
Courtenay Broussard, Boston, MA – Broussard created a training run as part of field training for new messengers. Taking the initiative to develop the task from start to finish, Broussard's training run includes several ATMs and various types of Brink's CompuSafes. Broussard developed instructions to guide messengers, and he monitors their progress with detailed documentation. In addition to boosting messenger confidence, the training run has improved premise times, lowered error rates and enhanced efficiency.



Richard "Garrett" Lovern, Oklahoma City, OK – In the absence of a branch manager and procedural controls, the New Orleans Coin branch needed help. Commuting daily from Oklahoma City to lend a hand to his fellow Business Partners, Richard established procedural controls for the struggling branch and worked with all product lines to cultivate cross-functional support and teamwork during the transition. His efforts led to a dramatic difference in branch operations and extraordinary improvements in customer service.



Mike Roberge, Lewiston, ME – When Brink's was presented with a request for proposal for CIT, ATM and Money Processing throughout the country, Roberge went above and beyond to ensure exceptional service to the customer and to help the RFP team review servicing requirements and pricing. A true asset to the Brink's organization, Roberge's support helped position the team favorably to retain an important and valuable piece of business.



Robin Valley, Providence, RI – Valley was instrumental in supporting the temporary transition of branch operations from Providence to Boston after the March 2010 flood. Setting up shop in the Boston branch conference room, Valley coordinated the suspension of vendors into the Providence branch, handled customer service issues and dispatched routes. A true "Jill"-of-all-trades, Valley even drove a shuttle van to check out routes and help Business Partners get to work.





Steven Meitin

Breaking Down Silos, Building Relationships

Steven Meitin is no stranger to the world of secure logistics. A 25-year veteran of the industry, Meitin has worked at a variety of functions, from his first job at Wells Fargo Armored as a cash logistics clerk to stints in coin, ATM and branch operations, as well as training.

By the time Meitin joined Brink's, he had served as a branch manager, a regional vice president and a general manager. "When I joined Brink's in 2005, I brought with me an in-depth understanding of almost every single function," says Meitin. "This unique perspective gave me an understanding of how the functions interrelate and rely on each other. That's a perspective that drives my absolute belief in tearing down silos and cultivating the interrelationships that drive our success."

This is the philosophy that characterizes Meitin's role as Senior Vice President – Risk Management, North America, a role created in February 2010 to align Brink's Fleet, Safety, Security and Facilities functions. "All of these functions relate to risk, and all are related to each other," explains Meitin. "You can't change one without impacting other areas."

Meitin also looks for opportunities to improve efficiency, a challenge that traditionally falls to operational functions. Meitin maintains that the concepts of risk and efficiency are intricately intertwined.

"We design processes and procedures in Risk Management that ultimately affect efficiency and the quality of our service delivery," he notes. "For example, in today's world, we can't just build facilities as we've always built them. We are reengineering the design of facilities and bringing in new technologies that actually improve efficiency."

Meitin is quick to point out that efficiency is not the only goal. He considers the mark of success to be continuous improvement, year over year, in three key areas: the frequency of attacks, the frequency of injuries and the value of dollars lost. "Our business is inherently risky," Meitin maintains. "Our role is to continuously look for improvements in our policies, procedures and the tools we provide to the field to ensure continuing improvement in all areas, especially when it comes to bringing our people home safely every night."

Under Meitin's leadership, the new Risk Management structure is already driving advances. "We're not just talking and planning," Meitin says. "We're actively doing things that have a tangible impact."

Meitin cites as an example the new Brink's armored truck, a revolutionary vehicle that improves security while, at the same time, enhances efficiency and safety. "We looked at the vehicle from all perspectives," says Meitin. "Operations helped identify key opportunities for efficiency, we analyzed internal reports and external statistics to learn how attacks are most likely to happen and where we are most vulnerable, and our safety experts identified areas

of greatest safety risk." The new truck concept was unveiled in April in Brooklyn to overwhelmingly positive feedback. According to Raul Ruiz, Vice President – Strategic Operations, the truck brought the 'wow' factor: "As one Business Partner put it, it was as though a Business Partner designed it. Everything was thought of. We can't wait to get more of them." [see related story on page 18]

Meitin states, "A key ingredient to success is involving our customers and Business Partners so we are always adding value through the decision making process."

The eldest of six siblings, Meitin was born in Montreal, Quebec, and grew up in Canada, where he became a Certified Forensic Psychophysiolgologist and earned a Masters Certification in Sales and Marketing from Université Laval, the first institution in North America to offer higher education in French. Meitin has two sons and, when he's not spending time attending to his Brink's responsibilities, he likes to ride motorcycles and photograph high-speed sporting events.

"Our role is to continuously look for improvements in our policies, procedures and the tools we provide to the field to ensure continuing improvement in all areas."

FEATURE STORY

BRINKS

Because we said we would!



OPERATIONS AND MONEY PROCESSING AWARDS



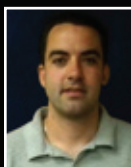
Branch Manager (AAA, AA, A)

Rick Rolf
Detroit



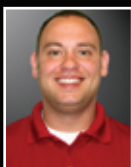
Cash Logistics Branch Manager of the Year

David Minner
Indianapolis



Branch Manager (B, C, D)

Ryan McVoy
Milwaukee



Leadership

Bruce Fields
Louisville



Coin Branch Manager of the Year

Julian Moreira
Oakland

Region of the Year

Pacific Region

Best Total Risk

Great Lakes Region

SALES AWARDS 2009 – CIRCLE OF EXCELLENCE AWARDS

1ST YEAR WINNERS



Andy Sheppard



Andre Branning



Don Debord



Tomas Miranda



Paul Randall

3RD YEAR WINNER



Lou Pagnotto

4TH YEAR WINNER



Bob Carlson

6TH YEAR WINNERS



Rich Matranga



Ydia Tapia

8TH YEAR WINNER



Jack Rood



Financial Institution Salesperson of the Year 2009

Shawn Kruger



Retail Solutions Salesperson of the Year 2009

Marty Hendrickson

TOMAS MIRANDA



Most number
of new accounts

Most revenue strategic
product sales

Account Executive
of the Year

YDIA TAPIA



Most number of
new accounts

SALES REGION OF THE YEAR

Southeast Region



BRINK'S CARES

MANY HANDS MAKE LIGHT WORK

On Thursday, April 8, 2010, approximately 120 participants of the 2010 Brink's U.S. Strategy Meeting traded in their cell phones and laptops for paintbrushes and buckets to give the Arizona's Children Association gymnasium in Tucson a much-needed makeover. Through a combination of teamwork, cooperation and enthusiasm, the volunteers (pictured at right)—Business Partners from Sales, Operations, Human Resources, Legal and members of the Executive Team, including Larry Rodo, President – Brink's U.S., and Executive Vice President – North America—painted the 10,200-square-foot building a desert rose color with rust accents in a matter of hours. “We worked in teams of 10, each with an appointed leader, to paint the building in sections,” explains Lenny Evansek, Brink's Business Development Manager. “We had teams on the roof, teams working on trim and teams on various quadrants of the building. As teams finished their areas, they quickly joined teams that were still working on their sections.”

The effort proved more than a cosmetic boon to the Arizona's Children Association, an organization that offers foster care, adoption, behavioral health, prevention programs and other child welfare services throughout the state. The volunteer paint job saved the organization more than \$20,000—money that instead will be used to help the children.

“The project was a lot of fun for all of us,” adds Evansek, “not only because we were working together as a team, but also because we knew the work we were doing was important. The spirit in which the Brink's team worked together to accomplish so much work in such little time exemplifies the servant leadership attitude that so many within the Company demonstrate every day.”



Brink's Business Partners painted the 10,200-square-foot gymnasium for the Arizona's Children Association.

Doing the Right Things Right

On Sept. 22, 2009, a brutal attack took place in Fort Lauderdale as two heavily armed suspects carrying AK-47 assault rifles rushed a Brink's crew during a routine stop. Crewmembers Leonardo Basulto and Joseph Van Houdt are alive today because of quick action and adherence to procedures and teamwork.

First, Basulto, the crew's driver, strategically parked the Brink's vehicle so that it was not boxed in by other vehicles, allowing him to observe the surrounding area without obstruction. When Van Houdt, exited the vehicle, he closed the door behind him and assumed a strategic guarding position. It was at this point the suspects, who had been waiting in a blue van nearby, attacked the crew. One of the suspects ordered Van Houdt to the ground, disarmed him and fired a round into his leg. The suspect also fired at least 11 rounds at the Brink's vehicle, but was not able to penetrate either the armor or the glass.

Meanwhile, the crewmembers, working to protect each other, took immediate action, firing at least 20 rounds and causing the suspects to abort their attack and flee the scene.



Communicating Change

By Fred Lowstetter



Organizational change success is highly dependent on two factors: follow through and communication. We have to follow through on our commitments to change and we have to communicate our changes—often in ways we may not be used to. I am happy to report that we are following through on our commitments to change. For example, in the Path to 2015, we are making a commitment to invest in and develop our people. Our Training and Development department already is forging ahead on this promise, rolling out a new training strategy that you can read about in *Developing our people: Talent management and training for success*, a special supplement to this issue of *Brink's Link*.

Clear communication

Clearly communicating this and other important changes is critical to ensure we, as a Company, continue to move in the right direction. Recently, Brink's Leadership was presented with a comprehensive Brink's Strategic Internal Communications Plan, a first for Brink's. As part of preparing the plan, Edward Pittman, Senior Internal Communications Specialist, interviewed Business Partners in nine Brink's branches throughout the United States. One thing we discovered is that the old way of distributing messages known as the "cascade process"—where messages from Brink's leadership are cascaded down to front line Business Partners—is not effective most of the time.

How we communicate is critical

Findings from the Change Management Best Practices Benchmarking Report (Prosci, 2007), a study that involved 288 companies from 51 countries, have important implications for the ways we exchange information at Brink's. Nearly 40 percent of study participants preferred weekly communications, and most indicated that such face-to-face communications as group and team meetings, presentations and one-on-one discussions were the most effective. Many participants also identified e-mail and intranet websites (like Brink's World) as effective methods. Our new internal communications plan

takes into account these preferences and provides for better, more relevant ways to get important information to you quickly, and you'll be seeing these later this year.

What information should be delivered?

During interviews for the Strategic Internal Communications Plan, Business Partners were very specific about the information they want. This information includes:

- What is going on with Brink's, including the current Company vision and related Company performance, as well as goals for the current year.
- Changes that are being made, when they will take place and how those changes affect job responsibility and job security.

We are committed to getting this information to you, as soon as it happens, through such communications channels as *Brink's Link*, Brink's World and the new branch newsletter *Above and Beyond*. Look for it in September in Brink's branches and regional offices.

Who should deliver the message?

Most of the time, the top two senders of information should be:

- Immediate supervisors, to deliver messages that directly impact Business Partners.
- President, to deliver messages about important initiatives and the Brink's vision.

Brink's leadership and Larry Rodo, President – Brink's U.S., and Executive Vice President – North America, deliver exactly that during every Brink's Center Court conference call. Unfortunately, because of the nature of your jobs, many of you can't listen to this call, so

we're taking that information and posting the audio in the Change Management section on Brink's World. Just go to the Brink's World

U.S. homepage and select the Change Management tab in the top center of the page. Then select the "Recorded Events" link on the left side of the page to listen to Brink's Center Court calls. Although not all Business Partners have regular Internet access, we

will soon be distributing edited versions of the calls to branch managers to be aired during branch meetings. These audio summaries are just the start of new communications methods coming this year.

What we need you to do

Be an evangelist for Brink's. Share the good news and positive experiences. Communicate what you know, when you know it, to everyone around you. And if you need information and you aren't getting it, ask your supervisor. You can also reach out to U.S. Headquarters with your questions about customers, processes, pilot projects and safety and security issues by sending an e-mail to askus@brinksinc.com. We will find the information you need and send an answer straight to you. With your help, we can break down information silos and speed the transfer of information so everyone has the knowledge they need to succeed.

We want to hear from you

We want to know your ideas and success stories from your branch or office. For article ideas for *Brink's Link*, e-mail link@brinksinc.com. For Free Throws questions about anything Brink's-related for Brink's Center Court, or questions about Change Management communications, e-mail uschangemanagement@brinksinc.com. For questions to Company leadership, suggestions on how we can do things better or ideas for new products or services, e-mail askus@brinksinc.com.

COACHING CORNER



Think Outside the Zone

Greg Blalock has coached a lot of sports—and a lot of teams. While the athletic challenges of each may differ, Blalock says he sees an important life lesson common to all, regardless of age, sport, or team or, perhaps, because of these differences: “On just about any team, there are people of varying skills and athletic ability. It’s important to understand these differences and help each player reach his or her full potential.”

1. **Push Past the Comfort Zone.** All team members, regardless of age or experience, should be encouraged to push past their personal comfort zones. Says Blalock, “You will never learn or accomplish anything in life or sport unless you exceed your comfort zone and are willing to bear the consequences.” That does not mean that you accept failure; only that you acknowledge that failure is possible and make every effort to reduce it. He tempers this approach with positive reinforcement and suggests focusing on what the player is doing correctly while, at the same time, pointing out areas for improvement and pushing the envelope. “Even if things don’t turn out the way they planned, they always learn something, and that’s valuable for their individual growth as well as the team’s overall success.”
2. **Create the Right Environment.** Fear of failure is a common human reaction that can be crippling. According to Blalock, “The challenge as a coach is creating the environment that not only allows people to push themselves but actually encourages them to.” The key factors in such an environment are trust and support, where team members are empowered to try new things without the fear of punitive repercussions because they mitigate the risks by training and strategy.
3. **All For One.** Blalock also suggests a win-as-a-team approach, wherein successes and failures are not looked at as a series of individual contributions but as a holistic team effort. “When you look at the team as a whole, people focus less on themselves and more on the big picture.” This, he maintains, gives people the power to stretch. “Team members know that, even when they’re on a ledge, there’s an airbag below them to break their fall.”

Greg Blalock is a Customer Solutions Manager, a part of the new Product Development and Innovation group. He has coached his two children, ages nine and 12, and their teammates in a variety of sports including baseball, softball, soccer, lacrosse, basketball and volleyball.



Submit your coaching tips to
link@brinksinc.com

CENTER COURT

March 4, 2010 Call



Chris Cage, Vice President and General Counsel – Brink’s U.S., introduced the Brink’s Legal team. During the Scoreboard section, Cage pointed out that higher fuel costs this year were offset by our fuel surcharge program, currency and coin volumes are down from prior year levels, adverse weather conditions impacted February Money Processing and CIT volumes and operating labor performance is meeting targets. Cage also noted that cost management initiatives are continuing to work. We continue to become more proficient with our procurement process and our

supplier relationships.

In the Main Event, Cage said the Legal team’s goal is to simultaneously protect the Company from legal risks while facilitating growth. The team deals with litigation, contracts and marketing material, among other responsibilities, to protect the Company. The Legal department serves both internal and external customers. However, the team cannot give legal advice on personal issues. Instead, Business Partners should contact the Employee Assistance Program. Cage mentioned that vehicle crashes cause more litigation than anything else, and emphasized the necessity of driving safely to protect Brink’s and our Business Partners.

Larry Rodo concluded the call by underscoring the Legal team’s role in helping the Company grow. Looking at business through a legal filter helps ensure Business Partners are doing what is in the best interest of the Company.

April 26, 2010 Call



Geoff Gerks, Senior Vice President – Human Resources, Brink’s U.S., introduced the HR team, the HR philosophy and his department’s 2010 strategic initiatives. During the Scoreboard section, Gerks mentioned that key regional support position staffing is proceeding well, as is staffing of positions in Product Development and Innovation and Product Management. He also introduced the Boise branch, which provides Money Processing services to U.S. Bank. Gerks also discussed the success of the 2010 rate increase plan. Gerks talked about CompuSafe

growth and the challenges of downward price pressures. He concluded by reinforcing our commitment to our 2010 revenue objectives.

In the Main Event, Gerks introduced members of the U.S. Headquarters-based HR team and the regional Human Resource Directors (HRDs) who support U.S. regions. He emphasized the Training and Development team’s dedication to providing first-rate training and career development to Business Partners and pointed out we all have a part in creating a positive working environment, in creating branch success and in serving customers like no one else can. Critical 2010 HR initiatives include, among others, 132 consolidation; updated recruiting, staffing and onboarding processes; such Training and Development programs as Brink’s University and the Branch Manager Program; and the PeopleSoft upgrade. Gerks emphasized his personal commitment to providing a positive environment for everyone.

Larry Rodo said Brink’s U.S. is focusing on the right things and moving in the right direction. He concluded the call by thanking Business Partners for the work they are doing to support our Company goals.



BRANCH SPOTLIGHT

DARK WATER

When floodwaters invaded Providence, two Brink's branches rose to the occasion

On May 30, 2010, more than 20 inches of rain fell in 24 hours. At 4:30 p.m. Providence PM Operations Supervisor Joseph J. Paolino called the Providence CIT branch with bad news: There was water in the branch. Behind the building, a river had jumped its banks, and floodwaters were creeping in under the bay doors and through expansion grooves in the concrete floors. Within the hour there were two to three inches covering the floor. Branch leadership had a decision to make, and they made it quickly. Business Partners immediately started loading up the trucks, with water pouring in faster and faster as the minutes passed. They gauged the water level by how far the truck tires were submerged, and everyone knew time wasn't on their side: If the truck exhausts went under, they weren't going to be able to get them out.



Thank you
Boston Team



WRAP IT UP

As soon as the decision was made to move out, everyone sprung into action: APP Mike McDermott moved the CAPs machine up high; they printed paperwork for the next day; unplugged the servers; vault personnel grabbed radios and keys along with the liability; and the coin room was cleaned out. Everybody did exactly what they needed to do, without being told what to do. The vault was at the top of the list. "Even with the water pouring in, we balanced the currency, coin, gold and silver," says Paolino. "We were also packing up the firearms, customer keys, phones and everything else our messengers would need."

But Providence needed somewhere to go, and around 8:00 p.m. Boston CIT Branch Manager Celso Antunes' phone rang. "Providence was underwater," said Antunes, who lives close to the Providence branch, "so we decided to bring everything to Boston." Antunes got in his car and headed for Providence and called Boston Route Supervisor Courtney Broussard, who immediately left to join him.

They arrived just in time. "We had bins, floating, that we were filling with paperwork and currency," says Night Cashier Kris Solomito. The situation was worsening minute by minute as the floodwaters rose, and the last time the bay doors opened a waist-level wall of water rushed in.

ON THE MOVE

By 9:30 p.m. the trucks were loaded and ready to go. Behind the wheel were Celso Antunes, Courtney Broussard, Providence's AM Operations Supervisor Christopher Hatch, Joseph J. Paolino, Kris Solomito, Mike McDermott, CDL Driver Ken Thurman and Messenger Mike Georgio. With a police escort, they set out in a convoy to Boston.

At the same time, the Boston branch cleared half of its truck bay and quickly moved liability from one of its two vaults, opening up a vault for everything on the way from Providence. "We had to make a lot of room," says Boston's Chief Cashier Monique Whitney, "and we had to do it fast." The trucks arrived at the Boston branch around 11:30 p.m. and the loading in process began. While David Wiedeman, Regional Vice President for the Northeast Region, installed Providence's servers and worked with the Brink's Technical Assistance Center to get them up and running, Boston Business Partners swapped out wet boxes of coin with their inventory so Providence could deliver dry coin the following morning. They finished at 3:00 a.m., and by that time shuttle vans to ferry Providence Business Partners to Boston were in the works. "Even at three in the morning, after a full day, everyone had a sense of

urgency," says Antunes. "The enthusiasm and the attitude everyone displayed was amazing."

The first runs to Providence customers began just a few hours later. The Providence team worked with Boston's Operations Manager Christos Kalavantis to reorganize the Providence routes and normalize the runs to minimize, as much as possible, the time the Providence crews would be in the trucks. There was no service interruption, and Brink's Providence fulfilled all of its customer obligations, braving the elements to make the pickups and deliveries like no one else.

A SHINING EXAMPLE

For the next five weeks, from March 30 through May 8, the Providence and Boston branches worked side by side out of the same building, sharing the vaults, the truck bay and everything else. "It's not easy for two branches to work together in the same building," says Solomito. "Celso and his people made it easy. They helped us from the first night we arrived to the last night we were there. We can't thank them enough.

It couldn't have gone any better." During that time Turret Guard Lou Marinelli kept watch over the Providence branch daily, sometimes more than 12 hours a day.

"Servant leadership was on display for nearly 35 days in Boston after the flood devastated the Providence branch," says Wiedeman. "115 servant leaders put their fellow Business Partners and their organization before themselves." The Providence and Boston branches are fine examples of the type of joint effort it takes to succeed, and their exemplary teamwork is evidence of the high caliber of Brink's Business Partners.

ABOVE AND BEYOND

OTHER PROVIDENCE BUSINESS PARTNERS

ROBIN VALLEY - set up and organized admin, as well as assisted with CS calls
FRED MORENTSON - coin operations

OTHER BOSTON BUSINESS PARTNERS

SCHARETT BARBOUR - vault cashier
JOHN BRIDGERS - vault cashier
JOHN REINOLD - vault cashier
ALVAN JOBERT - turret guard
STACEY QUINN - ATM Point Person

Thank you
Providence Team



PRODUCTS AND SERVICES

A New Era of Brink's CompuSafe®

When you listen to your customers, you learn a lot. Over the past few years, quick-service restaurant (QSR) owners told Brink's they needed a CompuSafe® that had three compartments: One for the cash cassettes, one for cashiers and a third where managers could store change funds, payroll checks and other items off limits to the rest of the staff.



Three-compartment
Galileo

Two-compartment
Galileo

Customers spoke. We listened.

The new Galileo CompuSafe®, introduced in April, features what no other armored carrier offers—a three-compartment design that includes a large storage compartment at the bottom of the safe and an optional side compartment. “With three compartments, store managers no longer have to use a second safe or share a compartment with cashiers, giving their staff access to secure items,” says Paul Blachowicz, CompuSafe® product strategy director. “The solution is more convenient and takes up less space, which is very compelling to retailers.”

What's more, the safe compartments are modular, which means store managers can choose how the compartments will be used and the appropriate security level for each. Whether a retailer wants to use the bottom compartment to secure deposits and other store items or designates it for cashiers, the safe is easily configured to meet each store's unique needs.

The modular design is more than a customer convenience; it's also an important aspect of Brink's CompuSafe strategy. “The modularity gives us greater flexibility to meet customer needs with a single safe type that can be customized to their specifications,” says Blachowicz. “It's a rebirth of the smart safe and the concept upon which new safes will be built.”

The Galileo also features dual high-speed note acceptors or optional bulk note feeders that accommodate up to 30 bills at a time.

“There's a story to be told with Galileo,” adds Blachowicz. “It gives us the opportunity to be more consultative in our approach and to better deliver on what our customers say.”

Way to go Galileo!

The newest CompuSafe is a finalist
in the CSP Retailers Choice Best New
Products Contest!



He Raised the Bar

Bill Hodnett recently retired as Vice President after a distinguished 23-year career with Brink's and a respectable role in the logistics industry. Bill joined the Company in 1987 as Corporate Vice President – Eastern Region, a position that had him overseeing the eastern third of the U.S. In 1996, his responsi-

ties were expanded to Senior Vice President, and he managed the eastern half of the country. Since that time Bill has served as Senior Vice President of Cash Logistics, Senior Vice President of Special Projects, and Vice President of Fleet, Procurement and Document Destruction.

“The letter ‘P’ perfectly describes Bill,” says Dennis Casteel, Director of Firearms. “He is passionate, personable, always professional and has great presence. He exhibited these traits throughout his Brink's career.”

Andy Havener, Vice President – Safety and Fleet, agrees: “Bill's leadership and personal core values made him a perfect fit at Brink's. His love of our Company resonated with every task he performed; and we will continue to benefit from the legacy of his work and service to us.”

Hodnett's contributions are too numerous to catalogue, but include the following:

- He negotiated the use of different materials in truck construction, and today Brink's pays less for trucks now than just a few years ago.

- Retrooled truck construction enables Business Partners to stand in the back of the truck, making it easier to move liability in and out.
- Hodnett contributed to branch security dynamics with his intuitive understanding of branch security structure, construction and finance.
- He was a pioneer in establishing the Money Processing business, a shaper of the Document Destruction unit and a key supporter of Basic Blue training.

“We thank Bill for the great contributions he has made to this organization,” says Larry Rodo, President – Brink's U.S. and Executive Vice President – North America. “We must always remember to honor the past as we look toward the future. Bill Hodnett has been instrumental in laying the foundation for a brighter future for this Company.”

BRINK'S BOISE: MAKING IT HAPPEN

The Brink's branch in Boise, Idaho, is not only the newest branch in the Brink's U.S. network, it is also the most unusual.

Created to service financial institution partner U.S. Bank, the Boise branch is the first-ever Brink's facility to offer only Money Processing as a stand-alone service in a marketplace. "U.S. Bank identified a need, and we built a facility to meet that need," says Tevon Taylor, Brink's General Manager – Southwest and Pacific Region. "We're running completely independently in Boise. We have no transportation, no ATM and no CompuSafe."

Taylor attributes the branch's success to the entrepreneurial, make-it-happen spirit of the team's nine Business Partners: "Out here, there are no Brink's resources close by to help us, so we rely on each other to make things happen." As an example, with no onsite

training facility, the team traveled to Phoenix for two weeks of intensive training prior to the launch date, which was originally slated for Feb. 1. The building contractors weren't ready on time, however, putting the team on stand-by for branch opening. "Once we had a firm date, the team jumped into action, quickly readying the branch for service and executing the process flawlessly," says Taylor. "Our customer is very pleased."

The Brink's Boise branch comprises an all-local team, including Branch Manager Stephenie Hyer, hired in December 2009 from the banking industry. "Our team of Business Partners is exceptionally bright and skilled," says Taylor. "To keep startup expenses in check, we wanted primarily to hire part-time Business Partners

interested in growing with the Company, and we were fortunate to find people with the talent and motivation for success right here in Boise."

Going forward, the branch is well positioned for growth. "We will begin promoting our services this summer, but companies already have found out that we're here and want to give us the opportunity to earn their business," adds Taylor. "I have no doubt that we will continue to grow profitably. If there's ever been a team to make it happen, the Boise team is it."

Two-Day Triumph

The new Brink's Annapolis Junction branch is open for business after an amazing two-day endeavor by the Brink's D.C. team. With an excellent plan, universal commitment, solid execution and selfless effort, the team successfully completed the 25-mile branch move from an older building in Washington, D.C., to a state-of-the-art future in Annapolis Junction, Md.

On the morning of Friday, June 4, the runs were dispatched out of Washington, D.C. One-on-one communication with every team member ensured everyone received a consistent message, and all crews were given a FAQ sheet to clarify the day's instructions. By early afternoon, the first of two major Money Processing treasury moves began with a convoy of support: Maryland State Police and the Howard County Police Department accompanied our trucks all the way from D.C. to the front door of the new building.

By 3:30 p.m., the first runs arrived at Annapolis Junction, and the final treasury transfer was completed by 11:00 p.m. After completing check in, crews were given a personal tour and debriefed on the new building's security policies and procedures before being treated to pizza and drinks in their new break room. Afterward, a shuttle bus took everyone back to their cars at the D.C. facility. "The smiles,

high fives and hugs were in no short supply," says Danny J. Pack Jr., CIT Branch Manager. "The looks on their faces were worth a million dollars!"

PM Operations Manager Bryan Burk met the challenge, balancing a new vault in iTrack on four laptops with wireless cards, working through the VPN. "His team worked through the night to make it happen by Saturday morning," says Pack. "They hit a grand slam." And the team led by Adam Kilgore, Brink's U.S. Director IT Operations, worked tirelessly to provide additional IT support. "I'm so proud of my team, it's beyond words," says Linette Cruz, Money Processing Branch Manager. "They do an amazing job every day, and they really outdid themselves during this move."

Saturday opening and dispatch were supported by Strategic Branch Regional Security Manager Pat Natalie; Sal Colello, Regional Security Manager, Central Region; and Raul Ruiz, Vice President –

Strategic Operations. Pack is quick to acknowledge the members of the Regional Wheel of Support and U.S. Headquarters: "I cannot thank everyone enough for their exhaustive efforts in making this huge task a success. It's a true display of the Brink's commitment to our customers and, most importantly, to each other."

One of our customers said it best: "Your very successful transition to the new facility in Annapolis was seamless, really going 'unnoticed' to your SunTrust clients," says Steve Ricca, Service Management and Governance, SunTrust Banks, Inc. "Thanks again and keep up the great work!"





OLYMPIC EFFORT

Vancouver 2010: The World was Watching

All eyes were on Vancouver, Canada, this past winter as athletes from around the world skied, slid and skated their way into Olympic history. Behind the scenes, Brink's Canada employees contributed to the glory of the XXI Winter Olympic Games in a less visible but no less medal-worthy way of their own.

Brink's Canada and Brink's Global Services serviced the Royal Canadian Mint Pavilion, easily the busiest pavilion in downtown Vancouver, where people stood in line for hours to touch the gold, silver and bronze medals on display and to see the Mint's world-renowned Million Dollar Coin and special Olympic Gold Loonie (dollar). Brink's Canada was also responsible for daily service to circulate the Mint's special-edition Olympic coins—quarters depicting various winter sports and distributed in conjunction with the Olympic event schedule.

"The Pavilion was a great success during the Games," said Sony Dosanjh, Operations Supervisor - Vancouver. "Our employees were excited to be part of this tremendous opportunity and volunteered their time to pass out flyers and promote the Pavilion."

In addition to supporting the Royal Canadian Mint Pavilion, Brink's Canada stayed on top of its game, servicing customers in the busy downtown core under truly extraordinary conditions. To enter the restricted venue area, Brink's employees were required to pass background checks and were issued accreditation passes with photo identification that they had to present for access at various points throughout the city. Brink's also was required to register each truck for a daily schedule that would dictate arrival times, truck information and crewmember specifics. The Brink's facility underwent a security check as well, and crews had to present a report card at venue area checkpoints as proof the facility had been approved.

Most challenging, however, were the traffic restrictions and security requirements in the Vancouver downtown core where customers expected service-as-usual from their Brink's teams. "The City wanted to reduce traffic in the downtown core by 30

percent, so we were given time limitations," says Dosanjh. "We had to be in and out of downtown by 12:00 p.m. every day." So the team began planning in October 2009, meeting with the Vancouver Olympic Committee, the City of Vancouver and others to develop a plan of action that would accommodate both the customers' needs and the City of Vancouver restrictions. According to Dosanjh, "We were fortunate. Our customers were very understanding, and some even opened earlier than usual for us."

Using three trucks instead of the one typically needed to service customers in the downtown core, Brink's Canada faced other obstacles, too. "In some cases, our teams had to walk farther, park in locations that were less than ideal and some messengers were dropped off while the truck circled around, through the crowds, back to

the pick-up point," says Rudy Hernadi, Branch Manager - Vancouver. To address these challenges, extra guards were put on service runs to the downtown core and crews pulled together, working tightly as a team and relying on each other to get the job done.

"It all went off without a hitch," adds Hernadi. "But we didn't do it on our own. A lot of credit goes to BGS and the local branches in Kelowna, Victoria, Langley and Toronto. Everyone worked together to make this a success."

In addition to supporting the Royal Canadian Mint Pavilion, Brink's Canada stayed on top of its game, servicing customers in the busy downtown core under truly extraordinary conditions.



From left to right: Craig Mclean, Catalina Macalalad, Justin Matte, Praneet Sandhu, Sony Dosanjh, Darin Reid, Gladys England, Ray Kingsbury, Rudy Hernadi, Ranjit Thind, Sonja Urbancic

PEOPLE IN PROGRESS

The high number of *People In Progress* this quarter is proof positive that Brink's hires only the best and brightest in the business. Here are a few of the changes that took place most recently. For a full list of 2Q People in Progress, please visit <http://us-world.gblapps.brinksgbl.com/Departments/MarComm/LinksDocs/PeopleInProgress.doc>.

Central Region

Troy Christensen is the new Regional Controller – Central Region. Troy joined Brink's as Manager – Financial Reporting in the Richmond office in August 2007. Previously he worked as International Finance Manager with the Seaboard Corporation in Kansas City. Troy is a CPA and earned his B.S. in Accounting from the University of Colorado Denver. Troy is based in St. Louis in the Central Region office.

Karen Ehlermann joins Brink's as Human Resources Director for the Central Region. Karen arrives at Brink's from Express Scripts where she served as Director of Human Resources. She is based in the Central Region office.

Great Lakes Region

Bruce Fields has been promoted to the position of Branch Manager for the Columbus, Ohio, CIT branch. Bruce started his career with Brink's in June 2007 as Branch Manager in Charleston, West Virginia, before being promoted to Branch Manager in Louisville, Kentucky. Bruce served eight years in the United States Air Force.

Donald Grey has accepted the position of Process Improvement Manager for the Great Lakes Region. Don has been with Brink's for 2 1/2 years working as a driver, messenger, cashier and most recently, as ATM point person in Indianapolis. He is based in the Great Lakes Region office.

Northeast Region

Jeff Hill has been promoted to District Manager for the Northeast Region. Jeff started with Brink's in May 2003 as a supervisor for the Oakland Branch. After two years he was promoted to Branch Manager in San Jose, and later promoted to Branch Manager in San Fernando Valley. Jeff has made significant contributions to the branches and their sustained success.

Pacific Region

Dan Mattos is the new Branch Manager for the San Jose Branch. Dan started with Brink's in 1994 at the San Luis Obispo Branch, and served in various positions including vaulting, trucking and administration. He was promoted to Operations Manager in San Jose and Branch Manager in San Luis Obispo. Dan also is a certified firearms instructor.

Peter Webster is the new Human Resources Director for the Pacific Region. Peter served our country in the U.S. Army for 24 years and retired as a Major. He comes to us from HMS Host where he was Senior Regional HR Manager. He is based in the Pacific Region office.

Southeast Region

Tennille Jackson has been named Branch Manager of Atlanta CIT. Tennille started with Brink's in 2002, originally working in administration/billing at the San Jose, California, branch. In 2004, she was promoted to Branch Supervisor at that branch. Subsequently she was promoted to Branch Manager of the Modesto, California, branch, and later to the role of Branch Manager - San Jose, California.

Nick Johns moves into the position of Branch Manager for

the Charleston, W. Va., CIT branch. Nick started his career with Brink's in July 2008 as a driver and progressed to a messenger in South Bend, Ind. He then became Manager of Operations for the Indianapolis Coin branch.

Southwest Region

Rudy Bustos moves into the position of Process Improvement Manager. Rudy started with Brink's in 1991 as a driver and has held various positions since then, including messenger, route supervisor, operations manager, assistant branch manager and branch manager. Most recently, he served as Project Manager for the iTrack team at U.S. Headquarters. Rudy is based in the Southwest Region office.

Bill Gadwood is the new Branch Manager for the Dallas CIT branch. During the past two years, Bill has been U.S. Logistics Manager for a large manufacturing company. Prior to that, he was with Brink's for 10 years where he spent three years in quality assurance and seven years in product operations.

U.S. Headquarters

Darren Langton joins Brink's U.S. as Senior Director for the CIT/ATM line of business. Darren comes to us after 13 years with Loomis Armored where he most recently served as Vice President of Operations overseeing CIT/ATM, cash management, fleet operations and customer service. Darren will be based at U.S. Headquarters.

Brian Taylor is a new Customer Advocacy Manager. Brian will be leading the Shared Services and Retail Teams. Brian started his career with Brink's four years ago as branch manager for the Altoona CIT branch, and most recently served as branch manager for the Richmond CIT branch where he won the Branch Manager of the Quarter Award for AAA, AA and A branches.

U.S. Sales

Julie Brown has joined Brink's as Regional Sales Director for the Northeast Region. Before arriving at Brink's, Julie worked at PHH Mortgage Corporation, where she was responsible for training internal and external salespeople and managing sales accounts. Julie will be based in the Northeast Region office in Philadelphia, Pennsylvania.

John Klingseisen is a new Strategic Account Manager – Financial Institutions. Prior to joining Brink's, John worked as the director of software sales for Giesecke & Devrient, a pioneering innovator in banknote and banknote paper production and processing. John previously worked for Brink's from 1992–2000, when Brink's owned SFB Solutions, a subsidiary of Brink's dedicated to development and implementation of cash management software. John will be based in Dallas.

ANNIVERSARIES

50 Years

Elizabeth Patrick

Dayton

40 Years

Randy Drlich
Harrel Harris
Paul Huff
Jeffery Magierski
Alfred Ratjen

Hammond
Chicago
Cincinnati
Chicago
Eureka

35 Years

Robert Peacock

Raleigh

30 Years

Diane Hubbard
Richard Schorsch
Karen Schwierjohn

GS/Chicago
Cincinnati
Central Region

25 Years

John Beal
John Ferrugio
James Henkle
Wayne Johnson
Jennifer Kohus
David Lewis
Alvaro Mendoza
Gino Millin
Benjamin Rodrin
Rudolph Thompson

Dallas
Brooklyn
Charlotte
GS/NY 580
Cincinnati
Youngstown
GS/Miami
Massillon
San Diego Coin
Houston

20 Years

Marguerite Bathold
Victor Batres
William Boleski
Audrey Collins
Raul Gonzalez
Robert Gregory
Jeffrey McCarthy
Joseph Mischel
Martha Oviedo
David Paiz
Leslie Popieluch
Michael Reichert
Miguel Reyes
Jerry Rumph
Melvin Scott
Lorenzo Smith
Mark Stegman
Michael Wade
Jenkins White
Tracy Young

Brooklyn
Oakland Coin
Chicago
Raleigh Coin
Seattle
Tulsa
Boston
Las Vegas
U.S. Headquarters
Los Angeles Coin
U.S. Headquarters
Cleveland
San Juan
Atlanta
Roanoke
Jacksonville
Kansas City
Brooklyn
Oakland
Central Region

IN MEMORIAM

LAVERNE BARBATO

a 46-year Brink's veteran, died March 14, 2010, after battling illness.

RICHARD NIEKAMP

83, passed away on October 13, 2009. Niekamp retired from Brink's in 2007 after 50 years of service.



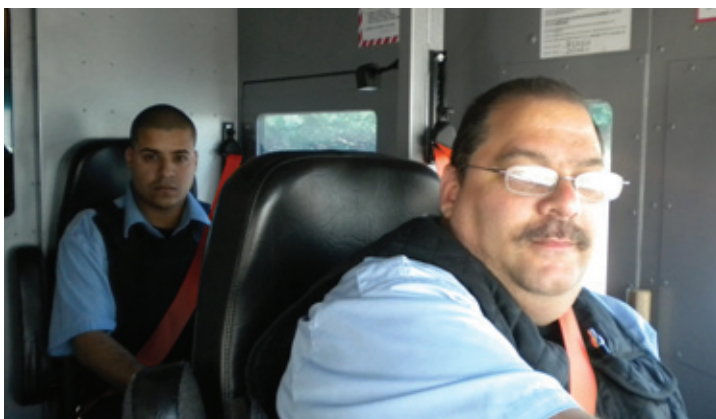
StarDate 200 The Enterprise Lands in Brooklyn

Imagine an armored truck so advanced, so state-of-the-art, so futuristic, it's like something you'd see in an episode of Star Trek. For Business Partners in Brooklyn, this future became reality as Steve Meitin, Senior Vice President of Risk Management – North America; Andy Havener, Vice President – Safety and Fleet; and Raul Ruiz, Vice President – Strategic Operations, unveiled the new D-Series truck at an Open House at the branch in April. The result of cross-functional collaboration, the truck features elements straight out of a sci-fi movie, prompting Business Partners to dub it "The Enterprise."

The D-Series truck is so named because of its signature drum, a floor-to-ceiling cylinder-shaped mantrap designed to prevent criminals from rushing the truck. Big enough for one person at a time, the drum uses biometrics to authenticate Business Partners before letting them into the truck. The drum then spins around to allow entry into the truck while sealing access curbside.

ERGONOMIC DESIGN

Built on a low-profile chassis, the D-Series truck is also taller, making it big enough for most Business Partners to stand upright inside the truck. With so much space, crewmembers will suffer less knee pain from crouching and have ample room to employ proper lift techniques to prevent back strain. The truck uses air suspension for a smoother, more comfortable ride and less vibration, and it is built with superior insulation that makes the truck quieter and helps control interior temperature. Creature comforts include an AM/FM radio, a messenger work table, coat and key hooks and drink holders.



THREE QUARTERS, ONE GREAT TRUCK

The roomier interior also allows for a shared crew member area where drivers and messengers are no longer separated and can work together to communicate and protect each other when necessary. Behind the crew member quarters, separated by a sliding pocket door, is the safe area, that features a liability pass-through, or "breadbox", into which messengers can put coin and cash before passing it through to the safe. The third section is the coin area, separated by a movable partition wall that provides an additional layer of security. Here, messengers can easily load bulk coin through wide double cargo doors at the back of the truck.

SAFETY AND SECURITY

In addition to anti-lock brakes and computerized anti-rollover technology, the truck is equipped with keyless fob access, a seatbelt 'houlder' system that reminds crewmembers to buckle up, and an optical device that senses the lines on the road, emitting an audible alarm to keep drivers from drifting across lanes. A camera system helps crews monitor their surroundings and a back-up sensor warns drivers of obstacles they may not be able to see.



"We're proud of this new truck," says Havener. "It not only enhances security, it also enhances efficiency and crewmember comfort so we can protect valuables better, protect our people better and protect our bottom line."

Brooklyn Business Partners Anthony "Tony" Apria and Eddie Conde were selected as the first crew in the United States to drive the D-Series truck. "The crew did a beautiful job," says Havener. "Eddie and Tony quickly developed a rhythm and cadence, mastering the truck's features in a matter of hours. I think it speaks well of both the crew and the truck that they learned it so easily."

When asked what they liked best about the truck, crewmembers said they "loved being able to speak with each other inside the truck without screaming" and "standing up without hunching over." They also like the smooth ride and "not having to fumble with keys". Adds Havener, "The crew was so proud of the new truck, they want a trash can installed so they can keep it clean!"

◀ Brooklyn Business Partners Anthony "Tony" Apria and Eddie Conde enjoy the shared crewmember area on board the Enterprise.

DID YOU KNOW ... KARIBU

HOŞGELDİN

WELCOME

The Language of Brink's

Brink's Developing Markets Region is actively seeking Business Partners with diverse foreign-language proficiencies. The goal: to identify Business Partners with Brink's experience who can help grow the Company in developing markets. Modern Standard Arabic speakers are needed for potential assignments in North Africa, the Middle East and, potentially, some Commonwealth of Independent States (CIS). Turkish speakers could help support the growth of Brink's Turkey. North and West Africa has a need for French speakers. Such CIS locations as Kazakhstan would be opportunities for Brink's Business Partners who speak Russian.

If you have the requisite language skills and are interested in an opportunity to further your Brink's career in some of the most exciting business environments around the world, contact Richard Shurtleff, Senior Vice President, Brink's Developing Markets Region by e-mail at richard.shurtleff@brinksinc.com.

بـيـحـرـت

WELKOM

Have a Requisite Language Skill?

Contact Richard Shurtleff, Senior Vice President Brink's Developing Markets Region, at richard.shurtleff@brinksinc.com.

401(k) AT A GLANCE

Average Annual Returns for T. Rowe Price

Ing International Value Fund I
New Horizons Fund
Small-Cap Funds
Equity Index Trust Fund
Blue Chip Growth Fund
Equity Income Fund
Spectrum Income Fund
Stable Value Fund
Lord-Abbett Mid-Cap Value Fund I
Mid-Cap Growth Fund
Vanguard Total Bond (New Fund Offered)

3 Month Outlook: Jan. 1, 2010 - Mar. 31, 2010

0.96
9.54
7.77
5.35
4.30
6.53
2.83
0.96
7.35
8.36
1.69

One year: Mar. 31, 2009 - Mar. 31, 2010

46.40
64.05
61.72
49.80
49.94
58.10
25.66
3.96
55.47
59.41
7.35

T. Rowe Price Retirement Date Funds:

Retirement Income Fund
Retirement 2005 Fund
Retirement 2010 Fund
Retirement 2015 Fund
Retirement 2020 Fund
Retirement 2025 Fund
Retirement 2030 Fund
Retirement 2035 Fund
Retirement 2040 Fund
Retirement 2045 Fund
Retirement 2050 Fund
Retirement 2055 Fund

3.21
3.64
3.94
4.22
4.45
4.62
4.83
4.88
4.95
4.95
4.95
4.89

29.97
34.54
39.46
44.19
48.45
51.96
54.48
56.05
56.25
56.15
56.13
56.22



Dependent Verification Process

To help keep insurance costs down for Business Partners and the Company, we recently completed the healthcare Dependent Verification Process. Now that this activity is complete, it is important to communicate the ongoing process for adding dependents to your Company insurance. Most of the time, Brink's Business Partners add people to their insurance

plan during annual enrollment or when they join the Company. However, there are other occasions that may fall outside of the annual enrollment period—the birth of a child and marriage are two examples we refer to as life events. When a life event occurs, you have 31 days from the date of the event to advise the Company and complete the necessary documents to add dependents to the program. If you do not turn in the required information during the 31-day period, you will not be able to add your dependents to the Company insurance plan until the next annual enrollment period. This is an IRS regulation and, by law, we have to comply.

At Brink's, we want to make sure all Business Partners and their families have the insurance coverage they need. If you have questions about adding a family member to your insurance or about any of the health or retirement plans, please contact the Brink's Benefit Service Center at 800-248-3424, option 4.

HAVE QUESTIONS?
800-248-3424, option 4



SCHOLARSHIP WINNERS

Brink's is proud to announce this year's scholarship recipients



Michael Addeo is the son of Charles and Angela Addeo of Philadelphia, Penn. Michael will study at Gloucester County College in Sewell, N.J.



Lauren Addeo is the daughter of Charles and Angela Addeo of Philadelphia, Penn. Lauren will study at Rowan University in Glassboro, N.J.



Camila Cabrera is the daughter of Carlos Cabrera of Tampa, Fla. Camila will study Microbiology at the University of South Florida.



Katherine Coles is the daughter of Janice and Simon Grimmer of Coppell, Texas. She will study Nursing at Texas Woman's University in Denton.



Angie Garcia is the daughter of George Garcia and Denita Custodio of Garden Grove, Calif. She will study Criminal Justice at Chapman University in Orange, Calif.



Justin Halferty is the son of Jane Halferty of Coppell, Texas. Justin will study Marketing at Dallas Baptist University.



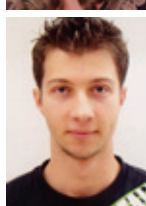
James Lechman is the son of Jamie Lechman of Louisville, Ky. He will study Psychology at the University of Louisville.



Joanna Mantini is the daughter of Marc and Sheryl Mantini of Pittsburgh, Penn. Joanna will study Biology at Clarion University of Pennsylvania.



Daniel Musco is the son of Charles and Mary Beth Musco of Richmond, Va. Daniel will study Business at Virginia Polytechnic Institute and State University.



Metodi Natov is the son of Ivan and Stoimenka Natov of Tampa, Fla. Metodi will study Information Systems at the University of South Florida.

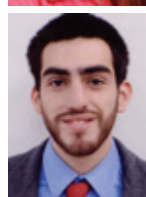
\$ 2,500 Award Winners



William Foreman is the son of Michael and Faye Foreman of Miami, FLA. William will study Physics at State University of New York at Stony Brook.



Kristin Lambert is the daughter of Charles Lambert of Garden Grove, Calif. She will study Psychology at the University of California: Los Angeles.



Christopher Moore is the son of Brad and Janelle Moore of Coppell, Texas. He will study Biology at Rhodes College in Memphis, Tenn.



Amelia Vernon is the daughter of James and Paulette Vernon of Indianapolis, Ind. She will study Accounting at Ball State University.

\$ 1,250 Award Winner



Megan Versluis is the daughter of Kenneth Versluis of Grand Rapids, Mich. Megan will attend Grand Rapids Community College.

The Fantastic Four



The Path to 2015 is here. It's an exciting time for Brink's, and a great opportunity to take a closer look at the Four Strategic Imperatives at the core of this important company initiative.

- **People Development** is our commitment to you including talent management, succession planning, regional training resources and much more.
- **Core Business Maximization** is all about improvement: Safety and security, operational excellence, product and service excellence, improved productivity and service levels to strengthen our margins, fixing underperforming businesses and making sure best practices are shared worldwide.
- We will have the flexible technology platforms we need to create alliances and deliver to customers. That's what **Solutions Delivery** is all about.

- For Brink's to remain relevant, we have to grow. **Long-Term Growth Investment** will focus on expanding our presence in core existing and emerging markets.

We are on the road, and we are on it together. There's much more to come, and we will keep you informed with updates on all of our progress in future issues of *Brink's Link*.

Vision Statement:
to be the **Worldwide Leader in Secure Logistics and Security Solutions**