

BEL-AQUA RESPONSE TO COVID-19 UPDATED THURSDAY, MARCH 12

Dear Customers and Vendors:

We would like to take this time to update you on how Bel-Aqua is navigating through the uncertainty of the COVID-19 coronavirus outbreak. We are aware that many customers are learning about the containment zone in New Rochelle and have questions regarding Bel-Aqua. Thank you to everyone who has reached out to us to express your concern. It's important to read this letter to understand this situation more clearly.

Bel-Aqua's New Rochelle, NY Branch is currently open and fully operational.

As you may have heard on the news, there is a Containment Zone issued for a small part of New Rochelle. Bel-Aqua **is outside** of this zone and open for business.

Our counter is open, our staff is here and we are making daily deliveries.

Here are a few things to understand regarding the containment zone and New Rochelle.

According to the Mayor of New Rochelle and other county officials:

- New Rochelle is open for business
- There are no restrictions on people traveling in and out of this area
- Similar to many areas in the country right now, the containment zone has closed large gathering facilities such as schools and houses of worship
- The National Guard is ONLY coming in to this area to clean facilities and deliver meals
- The National Guard is NOT policing or restricting people in this area at this time

We are committed to maintaining the quality and timeliness of the service that you expect from Bel-Aqua. Our biggest priority is the health and safety of our employees and customers. For everyone's safety, we will continue to review the situation and recommendations from our local, state and federal governments and health organizations. We expect that this situation will continue to evolve rapidly, and we appreciate everyone's cooperation in ensuring that we are prepared going forward.

Thank you for your continued support, and be safe and healthy. If you have any specific requests or questions, please reach out and we will be happy to help you in any way that we can.

Sincerely,

Mark Warshaw/CEO

Scott Silver/President