

COVID-19 update to Co-op City community

March 11, 2020

Dear Co-op City shareholders, staff, and community & business partners:

Riverbay Corporation is closely monitoring information on Coronavirus from the CDC, NYC Department of Health, the Governor's and Mayor's offices on a daily basis. We want to assure you that your health and safety is our top priority. Taking guidance from the city and state, we have implemented best practices into our operations to help mitigate risk of illness among residents, staff, contractors and business partners.

Due to the spread of the illness, however, we have taken the following actions:

1. Embarked on a campaign to educate residents and staff about proper hand washing procedures and responsibility for personal hygiene through postings in high traffic areas of the corporation, in residential buildings and community centers; in the *Co-op City Times* and on the Riverbay Crawler.
2. Installed touch-free sanitizing stations in high traffic areas and meetings rooms in community centers.
3. All staff are on high alert to comply with basic precautions such as thorough hand washing and cleaning of personal work stations.
4. Prohibit sick staff from reporting to work.
5. Encouraging employees to remain home if they, a family member or recent contact has flu-like symptoms, including fever.
6. Increased the frequency of disinfecting all common areas of residential buildings, laundry rooms and community centers with CDC-approved detergents.

Operations – To protect both shareholders and Riverbay staff, precautionary measures effective immediately include the following:

1. All operations staff entering apartments must wear gloves.
2. Staff and shareholders will maintain a distance of at least 6 feet from each other.
3. If you or a member of your household is ill, please postpone and/or reschedule any service appointments.
4. Staff will sign off on work orders on behalf of shareholders. Shareholders will then receive an email confirming the work. If there is a discrepancy, the shareholder will contact the Riverbay Call Center at (718) 320-3300, press option 2.

We will continue to vigilantly monitor updates from the CDC, and local officials. In addition to the steps we have already implemented, we continue to revise and fine tune procedures in the event it becomes necessary to operate with a skeleton work force for the protection of residents and staff. We will update you as necessary by posting flyers in buildings, community centers, through the *Co-op City Times*, Riverbay Crawler and by Phone Tree. If you have not yet registered with

Riverbay Corporation to receive Phone Tree notifications, we suggest you contact your CSO and provide us with a phone number and/or email address.

We encourage everyone who may have family members, friends and colleagues they are in contact with who are ill with symptoms to monitor themselves and families, and seek medical attention.

If you or a member of your household exhibits any of the symptoms associated with Coronavirus, such as runny nose, sore throat, cough, fever and shortness of breath or difficulty breathing, please contact your medical practitioner.

In the meantime, practice cold and flu preventive measures, for example:

- Wash your hands frequently with water and soap for at least 20 seconds. If soap and water are not unavailable, use hand sanitizer with at least 60% alcohol.
- Avoid close contact with sick people.
- Avoid touching your face, especially eyes, nose and mouth, with unwashed hands.
- Clean and disinfect frequently touched surfaces in your home and work space.

Although concerning, we would like to advise everyone to remain calm. The CDC stresses the overall risk of Coronavirus to the general public remains low. Continue to follow proper hand washing procedures, cover your cough and sneeze, and practice good hygiene.

--Riverbay Management