

Service Update of March 20, 2020

This is a Riverbay pandemic update message, for March 21, 2020.

In compliance with the order of the state of New York, and our efforts to help minimize the spread of the virus, effective immediately, Riverbay Corporation is closed for regular business. We are retaining a contingent of essential staff persons to respond to emergencies.

In that regard, we wish to advise you of the following:

Staff Deployment and Services

As required by the Governor's mandate, Riverbay has substantially reduced the number of employees working onsite. Employees who can perform their job functions from home will do so.

Previously scheduled non-emergency service appointments, especially services that require workers to enter an apartment, are cancelled until further notice. Maintenance will only respond to emergencies. Any calls for emergency service should be made to the Call Center. (Please be brief on the phone, as we do not have a full contingent of operators.)

Building Cleaning

While the cleaning of building spaces may not be a guarantee of total disinfection, the vigilant wash down of touch-prone surfaces is an effective preventative measure. To that end, we have increased our activities utilizing a hospital grade, EPA-certified disinfectant as part of the building cleaning process. Because of the products being used, you should expect that some surfaces will not look as "shiny" as we're used to. Nevertheless, the sanitizing work is being done!

Confirmed or Suspected Infection Cases

At this time, government medical agencies have not set up a mechanism to alert Riverbay of every Coronavirus related diagnoses or quarantine in Co-op City. However, in the event of a confirmed or suspected infection, be it in a residential building, community center or Riverbay office, our response will be similar to the general cleaning procedures, but much more extensive. We also have highly trained, specialized contractors on call, if needed.

Shareholder Vigilance

We are asking building associations to voluntarily cancel meetings, and gatherings. In addition, since we temporarily redeployed building Lobby Attendants, your building association may want to consider having resident volunteers sit in the lobbies as a display of security. We are also urging residents to sweep or mop up after themselves, if they drop or spill debris in the public halls.

Riverbay and local community organizations have partnered with JASA to deliver food to seniors who are registered in their lunch program. If needed, we may reach out for building volunteers to receive lunch boxes in their lobbies and bring them up to the registered senior. These volunteers will receive ID cards, and or tee shirts, and be trained in the safe and proper handling of the lunch boxes.

Notifications and Updates

As we are all aware, COVID-19 has drastically impacted the way we function as a company, a community, indeed, as a country. Plans are made and altered on a moment-to-moment basis while rumors abound. Riverbay will endeavor to remain transparent and provide regular updates as conditions require. You can expect to hear from us via Phone Tree, written notification, and television crawler.

Our weekly newspaper, the *Co-op City Times*, will be streamlined to focus primarily on this pandemic.

With the support of our dedicated staff, Board of Directors, and Co-op City residents, Riverbay is confident we have the resilience and talent to make it through this crisis so long as we all work together.

So please, stay safe!