



## COVID-19 (Coronavirus) Update

To Our Valued Customers,

At DS Services, the safety of our products and services has always been our top priority, and during this crisis we have elevated our safety, sanitation and social distancing protocols above and beyond the already rigorous standards we maintain in our facilities.

Additionally, we are following the guidance of international and national health agencies. As the Food & Drug Administration (FDA) has stated, “there is no evidence to support the transmission of COVID-19 in food packaging.” The World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) have reinforced that view.

As customers, you may be wondering if there are any additional precautions you can take. Here are answers to some frequently asked questions on the topic of delivery safety:

### 1. **How can I enable a “no contact” delivery? Should I wipe down the bottles?**

To align with guidance on maintaining six feet distance between yourself and others, you can opt for a “no contact” delivery. Simply leave out your empty bottles for pickup by associates, and we will replace them, along with your other ordered products, at your next delivery. In addition to these opt-in cases, in some instances we may opt for a no contact delivery if we deem it is in the best interests of the safety of our associates and customers.

Both the WHO and CDC state that the risk of a person transmitting COVID-19 virus by touching a surface or object is low. As a standard practice, we recommend that you clean the surface prior to placing it on or in your water cooler by wiping down the bottle handle, shoulder, neck and cap.

The water is safe for use. We process our bottled water through a well-designed, multi-barrier disinfection process, with stringent checks and balances.

### 2. **What are you doing to keep your associates safe?**

In addition to the multiple safety, social distancing and sanitation protocols mentioned above, we have reinforced handwashing and respiratory protocols – including signage in all facilities and beginning each meeting with reminders and guidance on these topics. As an FDA-regulated manufacturing business, we do not permit associates who exhibit symptoms or are ill to be in the workplace or have contact with other associates, equipment, or product surfaces.

In the event that an associate exhibits symptoms or is diagnosed with COVID-19, in accordance with health agency guidance we will take immediate steps first to isolate the associate by sending him/her home for fourteen (14) days and requesting that s/he receives medical attention; then, we will sanitize the facility and all common areas – including all hard work surfaces, forklifts, delivery trucks, common areas and touch points. Quarantined associates may return to work only with a doctor’s release confirming they are not contagious.

If you have questions related to safety or our service in general, please email us at [customerservice@dsservices.com](mailto:customerservice@dsservices.com) or call toll free at 877-450-6809.

Thank you for the trust you place in DS Services as your provider of safe, great-tasting water.

Sincerely,

A handwritten signature in black ink that reads 'Dave'.

Dave Muscato  
President – DS Services, North America