

Our COVID-19 Responsibility and Commitment



Our responsibility and commitment to society

As the first bottled water company to become a Certified B-Corp our responsibility to society is engrained in who we are. At EARTH20, we are working hard to provide hydration to all of our customers both home and office delivery as well as our distributor and retail partners.

As we continue to closely monitor COVID-19-related developments, we are working hard to help protect the health and well-being of our employees, customers and the communities we serve. In response to this quickly evolving situation, we want to take this moment to share the enhanced measures we are taking to help keep you healthy and safe.

Our commitment to our customer's safety

The U.S. Department of Homeland Security's list of "essential" critical infrastructure industries includes the manufacturing and delivery of food and beverages. Providing this essential public service comes with great responsibility and it is something we take very seriously. To be able to continue to deliver to our customers and to help keep everyone safe, we have instructed our employees to practice social distancing. This includes adjusting our residential deliveries to leave customer orders outside their door, identifying a single drop-off location for bulk deliveries at commercial locations so that we can provide necessary water while minimizing unnecessary contact.

Please let us know if you require any specific delivery accommodations or if you have any health or safety concerns regarding your delivery. For those who are ill or who have been in contact with others who may be ill, this is particularly important to protect the health of our community and our EARTH20 employees as we work to fulfill our obligation to continue providing our communities with food and beverage options during this pandemic.

To help ensure we can service all our customers, please be sure to leave out your empty 3- and 5-gallon bottles. We appreciate your patience and understanding at this time.

Our commitment to our employee's safety

In addition to our existing strict hygiene standards, we have put in place additional safety measures in our factories, offices, and distribution centers to further support the health and safety of all EARTH20 employees and customers

including:

- Increasing our sanitization efforts across all of our facilities and our entire fleet.
- Supplying all distribution centers and delivery trucks with necessary cleaning and sanitizing supplies. This is in addition to the vehicle cleaning practices that we already have in place.
- Requiring all drivers to carry with them hand sanitizer, disinfectant wipes, or soap and water solution to wash their hands before starting their route.
- Providing all employees with updated information and guidance from local public health experts, the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) on

healthy workplace habits such as frequent hand washing, staying home if they start to feel unwell, and consulting a doctor immediately if they start to exhibit flu-like symptoms.

Our commitment to our product safety

As a long time certified SQF (Safe, Quality, Food) Level 3 (the highest level of certification for food safety and food quality) facility we have stringent policies and practices regarding the safety and quality of our products and go to great lengths to provide high-quality bottled water. We follow stringent safety and hygiene protocols to protect our products throughout all phases of our operations: production, processing, packaging and distribution.

With regards to our 3- and 5-gallon returnable bottles, every returned bottle is subject to a rigorous inspection and cleaning program prior to reuse. As part of the cleaning

program, each bottle is carefully inspected and then cleaned with a disinfection detergent at 120 degrees Fahrenheit. The bottles are then rinsed, sanitized and rinsed again with another sanitizing agent.

EARTH20 products remain safe for consumption. We follow strict practices, protocols and guidance of U.S. and international regulators like the Open New WindowFDA, Open New WindowWHO and Open New WindowCDC on how to prevent transmission. According to the FDA, there is no current evidence suggesting that COVID-19 can be transmitted through food or food packaging.

Thank you for your continued trust and support!