

Watercare

Laboratory Services

Watercare Services Limited

Laboratory Services
52 Aintree Avenue
Airport Oaks
Mangere, Manukau 2022
New Zealand

Telephone
+64 9 539 7600

PO Box 107028
Airport Oaks, Manukau 2154

Facsimile
+64 9 539 7601

12 August 2020

Dear Customers,

The government announced yesterday evening that Auckland will move into COVID-19 Level 3 lockdown from midday today, 12 August, with the rest of the country moving to Level 2.

Our Auckland Laboratory will continue to provide full sampling and testing services until further notice. Please observe COVID -19 social distancing and health protocols and follow the signage instructions if dropping off samples at the laboratory.

Customers of our Invercargill, Queenstown and Wellington laboratories will continue to receive normal services, and our support teams will be working from home. Please bear with us as we divert phone calls and make necessary adjustments to our ways of working.

Some services may be impacted by internal travel restrictions. Please rest assured that we will be in contact with any affected customers directly. We will continue to monitor the situation and provide further updates should we require different operational measures.

Please feel free to contact us directly if you have any specific concerns regarding our sampling and laboratory services provided to you. Either email us at clientsupport@water.co.nz or call Bruce Winter on 021 508 018.

Yours sincerely,



Chris Kinley

Head of Laboratory Services