

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

24 March 2020

Dear Customers,

As New Zealand moves to COVID-19 Level 4: Eliminate, Watercare Laboratory Services will continue to provide sampling and testing services to our customers.

Watercare, as a water utility, is classified as an essential service provider and our Laboratory operations are included within that scope. Our priority to the customers and communities we service, is to ensure safe drinking water and that wastewater treatment plants continue to operate. This includes customers and communities across NZ who utilise our services. Our team will work to assist other communities who need us in a backup capacity.

We are presently restructuring our operations to provide our staff with resilient ways of working, utilising, in Auckland, our back up facilities to enable teams to be divided up across more than one site for separation. We will operate shift systems so that teams don't encounter each other, and this reduces any risk of transmission related impacts on our core capability, our people.

Our Invercargill and Queenstown laboratories have options to share people resource and have and Auckland team members who can provide remote support. Both these laboratories and our Wellington laboratory should continue to have access to courier and air freight options, if the need arises for the Auckland laboratory to provide back up support. We note travel restrictions may prevent temporary relocation of Auckland staff, however, each situation will be assessed and escalated through our incident management team and public health authorities.

We will work with other laboratory providers to assist each other with public health essential service continuity.

The situation is evolving fast and we will continue to review and update our pandemic response plans, monitoring and appraising the risk of losing people from daily operations as well as assessing the range of potential impact scenarios that could arise. Our Operations Managers will contact customers affected as our operations adjust to the resources available due to the pandemic.

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

Yours sincerely,



Chris Kinley

Head of Laboratory Services