

Watercare

Laboratory Services

Watercare Services Limited

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Dear Customers,

Covid-19 is an unprecedented event and we acknowledge the rapidly changing situation. We are acutely aware we provide important services to help protect public health and wellbeing. At Watercare Laboratory Services safety is always our priority, for our staff and the communities we serve and support.

Watercare instituted an incident management response team very early on. We utilise the CIMS (Coordinated Incident Management System) framework, as used in Civil Defence. Our pan-Watercare approach is focused on the safety of our people, our business systems resilience and delivery to our customers.

We are carefully following the guidance and instruction from the Ministry of Health (MoH) and other relevant authorities. We have implemented the wide-ranging controls, restrictions and increased hygiene practices.

Pandemics are a unique threat to normal operations, with the potential people impact being widespread. We continue to review and update our pandemic incident plan, monitoring and appraising the risk of losing people from daily operations as well as assessing the range of potential impact scenarios that could arise. We have a range of contingency options we can exercise, using our various sites, the wider Watercare staff base and collaboration with other laboratories.

We are operating our laboratories across New Zealand as normal, providing our full range of services and usual operating hours. Should the situation evolve and affect our ability to provide the services we provide to you, our Operations Managers will contact you immediately.

Please feel free to contact us directly if you have any specific concerns regarding our sampling and laboratory services provided to you.

Yours sincerely,



Chris Kinley

Head of Laboratory Services