

Waterlogic Group Coronavirus (COVID-19) response plan

We take great pride in prioritising our duty of care to employees, contractors and customers of Waterlogic, Billi and Purezza. As such, we've been closely monitoring the Coronavirus COVID-19 pandemic and taking the advice provided by the Australian Government and Department of Health.

Waterlogic can confidently assure our customers that we have robust business continuity and contingency measures in place so that your service can continue with minimal disruption.

We have built resilience into our operations, supported by investments in technology, which gives us a unique capacity to effectively work remotely while maintaining excellent virtual engagement among colleagues and our customers.

Below are some specific measures that Waterlogic is taking to upkeep our commitment to health and safety. As at 16 March 2020:

- Personal Protection Equipment (P2 masks and gloves) and sanitisation products (antibacterial sprays and gels) have been made available to all staff.
- Prior to visiting customer premises for servicing, maintenance or installation, our field staff are to confirm there have been no positive COVID-19 diagnoses onsite. Rigorous safety and sanitisation processes will be stringently followed.
- We are asking that outside visitors do not attend our offices unless critical to do so. We are equipped to facilitate customer engagement via telephone and video conferencing facilities.
- A 'Working From Home' plan has been implemented for all staff possible, encouraging social distancing to help reduce risk and spread. There are some essential operations which cannot be fulfilled remotely, including warehouse and service teams.
- All non-essential domestic and international travel has been postponed indefinitely. Employees or contractors returning from overseas must self-isolate for 14 days on arrival.
- Employees or contractors who have had direct/close contact with someone confirmed to have the virus, must self-isolate for 14 days from their last contact with that individual.
- Since 28 January 2020, employees have been supported with regular communications; including reminders in best-practice health and hygiene procedures, as well as information from the World Health Organisation, Australian Government and Department of Health.

These recommendations are being monitored regularly and the policy is subject to change as new developments occur.

We are working closely with our suppliers to minimise impacts to our supply chain and ensure they are following containment protocols. There are some delays with stock of Waterlogic point-of-use units, which we are managing via a secondary supplier. There is currently no impact on Billi and Purezza products. We will continue to provide updates as more information comes to hand.

We are grateful to our team members and suppliers who work tirelessly to do the best job possible under the circumstances, and we thank our customers for your understanding.

Regards,

A handwritten signature in black ink, appearing to read 'M. Timbs', written in a cursive style.

Michael Timbs, General Manager – Logistics, WHS and ESG