



## Xylem Oceania COVID-19 A Message from Jim Athanas

To our valued customers and partners,

We understand the challenges of managing through such an uncertain time. Our thoughts are with those whose lives have been impacted by COVID-19. Like you, we are keeping close to events as they unfold in this fluid environment, and have taken action globally, to help prevent the spread of COVID-19 and mitigate its impact.

Our first priority is the safety and well-being of our people, customers, partners and the communities in which they live and work.

All of us at Xylem are committed to continuing to serve you, addressing the essential water needs in your respective businesses and communities throughout this challenging time.

Here are the steps we have taken:

1. In early March, we activated business continuity plans at all major sites and manufacturing facilities to minimise disruption, and have implemented response plans at all other sites, under the framework of our Pandemic Risk Mitigation Plan. In Oceania we have 13 sites which remain open and are stocked with inventory & spares. We also have no more than 30% of our workforce in one single location. We have allowed people who can perform their duties from home to do so. Those working in our facilities are maintaining appropriate social distancing measures coupled with appropriate hygiene standards.
2. We are working closely and systematically with our supply base to ensure they have appropriate business continuity actions in place.
3. We have provided appropriate face masks for those staff that need to go into the field to perform critical works along with other appropriate personal protection equipment (PPE). We have also supplied these persons with a letter from the company allowing them to travel safely relative to any Shelter-in-Place Order from the government as we are deemed a "critical infrastructure service provider" being in water services.
4. We have restricted travel, worldwide and interstate, in accordance with our social responsibility, however we will be available for any critical infrastructure requirement. Anyone who has recently travelled overseas will work remotely for 14 days.
5. Through Xylem Watermark -- our corporate social responsibility program -- we have donated water technology equipment in support of temporary hospital construction efforts in a number of locations, and a number of our employees are volunteering to share WASH education and other personal hygiene best practices in the communities we live in.

Wherever local or national health agencies advise actions more stringent than our global response, we of course follow them. Moreover, we are continuously monitoring the World Health Organisation, and other recognised agencies for current guidance on the situation.

If you have any queries please do not hesitate to contact us at:

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Ensuring we stay vigilant and safe during these challenging times.

Warm regards

Jim Athanas Managing  
Director