

Watercare Services Limited COVID-19 Approach

2 April 2020

Key Objectives

- Keeping our workforce safe and well
- Maintaining our critical services
- Managing our exposure to risk

Current Assumptions

- Level 4 in place for 6 weeks
- Minimum 6 – 12 weeks for recovery
- Member of staff will be impacted by COVID-19
- Drought challenges likely at the same time

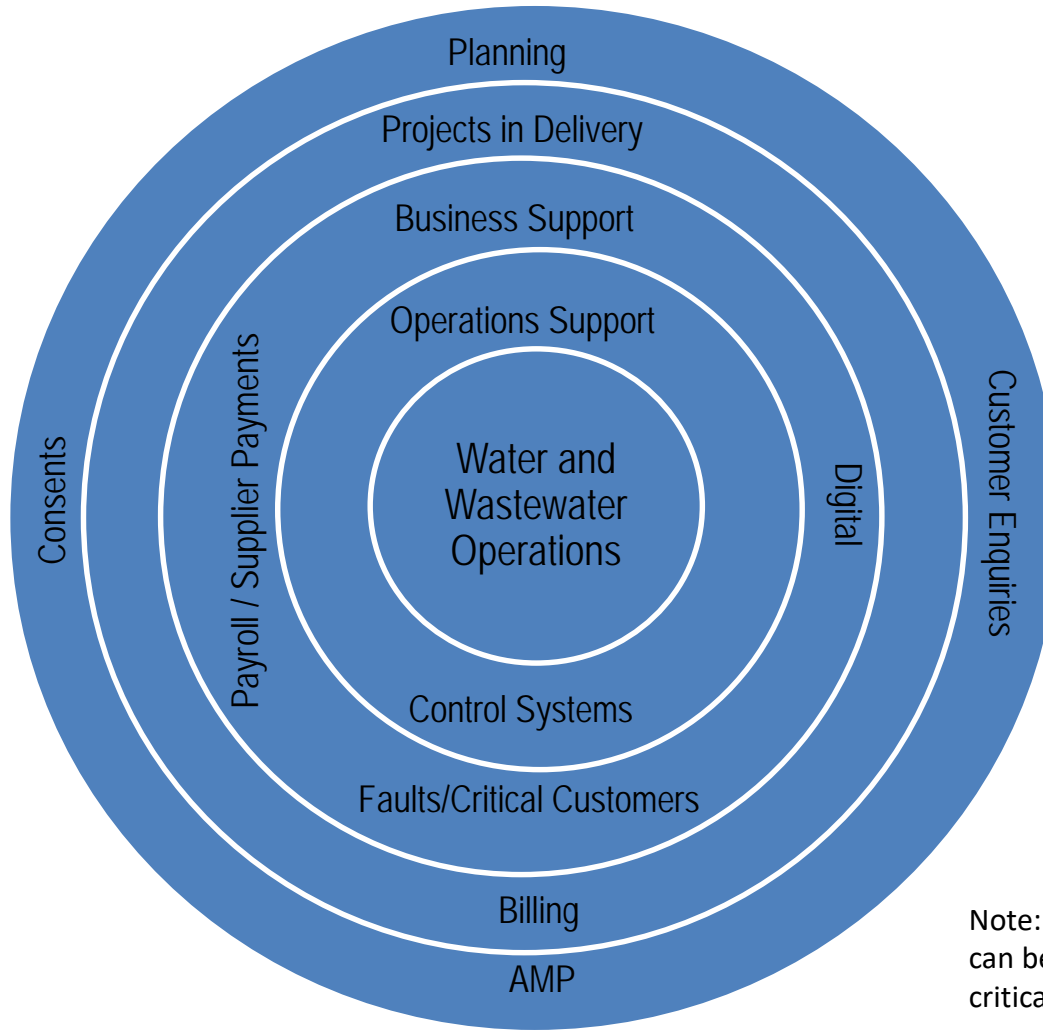
Hygiene / Protection

- Hygiene:
 - Plans enhanced - high touch surfaces
 - Hygiene education and reminders
- PPE – stocks and use
- Site separation and physical distancing
 - Can use both at the same time

Major Incident Management Approach

- CIMS structure with multi-disciplinary team
 - Team members have alternates
 - 1 team on-site, 1 working from home
- Site and physical separation
- Focus on critical services / essential staff

Critical



Note: Where working from home can be accommodated, most critical staff have priority



Critical / Essential

- Staffing to maintain critical water and wastewater and control room operations
- Chemical and spares requirements
- Contractors / suppliers
- Reactive maintenance
- Separate operational sites, limit staff movement
- Top commercial and key customer support
- Monitor and test, more issues if longer lock down!!