

Waterco Statement on the Business Impact of Coronavirus

Updated 19 03 2020

There has been unprecedented press coverage in recent days on the spread of the COVID-19 virus. Our thoughts and sympathies go out to the thousands of families and who have been affected by this global pandemic and especially to those who have lost loved ones.

In this challenging and rapidly changing environment, we want you to share with you what we are doing to provide continued support for your business operations and to provide safe methods for you to interact with Waterco.

Firstly, we continue to monitoring developments and the public health scenario closely and we are following all advice provided by Governments and Health Authorities.

We have introduced strict personal hygiene practices in our offices, including regular sanitizing of office and customer areas.

Some of our staff are now working from home. Our sales staff have been instructed not to attend meetings and site visits, but rather to work with all our customers using phone, email and video conferencing. We expect our internal and field sales staff to continue to be responsive to your needs, and to be customer-focused at all times.

We've introduced social distancing measures at our offices. We have changed seating plans; we are encouraging our staff not to congregate in groups. There will also be changes in the way we interact with visitors to our sites.

We ask that you place orders with our Internal Sales areas via email, online or by phone, and have the product delivered to you; instead of coming into our Trade Counters to pick up goods. There may also be changes to the opening hours of some of our offices as the pandemic develops further.

Most Waterco products are manufactured in Malaysia. As part of the company's response to the pandemic, the Government of Malaysia has enacted a Movement Control Order nationwide with effect from 18th March until 31st March. In line with this development, Waterco has closed its manufacturing operations and is awaiting further advice.

In anticipation of supply chain interruptions, we have already made some preparations. We have significant volumes of stock in transit and we are actively sourcing alternatives if needed. At this point in time Waterco is holding sufficient stock of most products, and we foresee that we'll be able to continue supply over the coming months.

I regularly review the situation with our Purchasing and Planning Department, and they are in regular communication with our suppliers. The reports from Waterco China are that many of our supplier's factories are now coming back to operation, and the production of raw materials has re-commenced.

Waterco would like to express our gratitude for your patience and understanding during these trying times. We will do our best to provide excellent products and service to all our customers. The safety of our staff, our contractors and our customers are paramount. Waterco urges you to stay up to date and follow all Government and Health Department directives.

Thank you for your continued support.

Stephen Standish

Sales Manager – Australia & New Zealand