

# Watercare

## Laboratory Services

### Watercare Services Limited

Laboratory Services  
52 Aintree Avenue  
Airport Oaks  
Mangere, Manukau 2022  
New Zealand

Telephone  
+64 9 539 7600

PO Box 107028  
Airport Oaks, Manukau 2154

Facsimile  
+64 9 539 7601

28 April 2020

Dear Customers,

New Zealand moved into COVID-19 Level 3 today and we all hope to see further moves towards normal operations in the immediate weeks ahead. Watercare Laboratory Services has successfully navigated the challenges of Level 4, most importantly our staff are fit and well and we have maintained essential sampling and testing services for our customers.

Our priority remains the safety of our staff members. During level 4 we restructured our operations to provide our staff with resilient ways of working, utilising our back up laboratory site, dividing up operations into Team A and Team B and rostering the teams to work on different days of the week from each other. This reduced the risk of transmission and adverse impacts on our core operational capabilities, but it has temporarily reduced daily workload capacities.

In line with the government guidelines for Level 3, our sampling and laboratory operations will, for the time being, continue to operate as they did under level 4.

For our Auckland Laboratory customers this means we do have some capacity constraints. We aim to maintain the sampling and testing services undertaken during Level 4. However, if you have a specific urgent need to resume some other activities please contact our Sales Manager, Bruce Winter. We will seek to assist on a best endeavours basis and that might include test turnaround times extending, as we seek to utilise our teams across all days in our reduced staffing interim roster.

Our Invercargill, Queenstown and Wellington laboratories have maintained full operations throughout the period of Level 4, with enhanced hygiene protocols in place for those teams and sites. Our customers serviced from these sites will continue to receive full normal services.

Level 3 applies until at least Monday 11<sup>th</sup> May. Our current operational plan is to return to full capacity in our Auckland Laboratory during the week of 18<sup>th</sup> May. This assumes Level 2 has been announced and is in place no later than Monday 18<sup>th</sup> May. A review will occur on Monday 11<sup>th</sup> May to confirm our next steps and a further update will be provided to you then.

Please feel free to contact us directly if you have any specific concerns regarding our sampling and laboratory services provided to you. email us at [clientsupport@water.co.nz](mailto:clientsupport@water.co.nz) or call Bruce Winter on 021 508 018.

Yours sincerely,



Chris Kinley

**Head of Laboratory Services**