

Dear Valued Supplier

Umgeni Water is closely monitoring the evolving COVID-19 situation and taking proactive measures to preserve the health and safety of our colleagues and their families, as well as our clients and the communities we serve. If you are an Umgeni Water -approved supplier, please take note of the guidelines below.

In order to protect our employees and maintain our services, Umgeni Water is limiting access to operational sites. However, from time to time access is required for the delivery of important goods (e.g. chemicals), maintenance or construction crews undertaking work on site. We also have some people working in non-operational areas as contractors, consultants or as service providers.

It is expected that these firms to take similar measures to protect their own workers and ensure none of their workers attend an Umgeni Water site (operational or otherwise) if they are unwell, have travelled overseas in the past 14 days or believe they have come into contact with a person who may be exposed to the COVID-19 virus. Please note, we may seek separate assurance that you have the appropriate measures in place.

We also expect our suppliers to follow our protocols on entering our sites and our expectations for hygiene while on site, and to report to Umgeni Water any confirmed case(s) of COVID-19 among the supplier's workforce who have visited or worked at an Umgeni Water site.

It is expected that meetings will be done electronically, and only face-to-face where it is critical to do so. If face-to-face meetings are required, we expect strict hygiene protocols to be adhered to.

You should notify your primary Umgeni Water contact person if:

- a) If you experience a shortage of supply or a supply-chain disruption impacting Umgeni Water.
- b) In this case, please communicate your business continuity, response protocols and action plans to Umgeni Water to restore supply.

Other visitors to our sites

In order to protect the employees who are critical to our service delivery, Umgeni Water will not be permitting any visitors to its operational sites other than those suppliers mentioned above. The above measures are an important part of our overall plan for the safety and wellbeing of our staff members, and the continuation of essential services for the people of KwaZulu-Natal Province through this pandemic.

If you have a specific question in relation to suppliers and contractor restrictions, please refer these to your usual Umgeni Water point of contact.

