



**Murrumbidgee
Irrigation**

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18 March 2020

Dear Customer

MI RESPONSE TO COVID-19

I am writing to you to let you know what we are doing at MI in response to the COVID-19 pandemic. We are taking this threat to the community and our Company very seriously. First and foremost we are implementing strategies to keep our people safe and to limit the impact of the virus on our families and the community. In doing this we are also planning for how we can continue to maintain our important business functions and keep delivering water where it's needed when the virus does reach our community.

We have a planned response for MI that is changing daily as the situation changes. We have introduced new hygiene and social distancing measures across the Company. This means that we are not continuing with non-essential customer engagement activities like our recent round of kitchen table meetings for the foreseeable future. It also means that when you do meet with our staff we will be asking you to help us by not shaking hands and maintaining a social distance of 2m where possible. We have already increased cleaning and disinfection of common areas and have hand sanitiser available in our public areas.

We are also planning for how we can continue to maintain our important business functions and keep delivering water where it's needed when the virus does reach our community. It is likely that this will involve restricting access to our buildings and staff as well as changes to our operations. We have already ceased visits by overseas delegations and are limiting visitors to our offices. You can help stop the spread of the virus by contacting us using phone or email rather than attending the office.

This is a new challenge for all of us. It is expected to go on for many months and spread across the country. I understand that people may be feeling anxious for themselves and for their families. We are doing our best to maintain essential services we provide whilst ensuring we follow the Government health advice and directions. We will be sending out regular email updates to keep you informed of any changes across the business as we work together to keep each other safe.

Yours sincerely

Brett Jones
CEO