

Freight and Supply Chain Commitment during COVID 19



Ixom is actively responding to the various challenges in each of its global locations as a result of COVID-19, and are working with our employees, customers and suppliers to ensure a continuity of business as an essential operator.

Ixom continues to supply key chemicals, products and services to our customers across a range of critical and essential industries including water, energy, mining, food, agriculture and health. We appreciate and are truly grateful for the partnership approach taken by our customers and suppliers

Here are some frequently asked questions from our customers and suppliers regarding our supply chain during COVID-19

Will Ixom's supply chain be affected by any state and border lockdowns?

The Australian States have separate Essential Service Acts, which uniformly designate Freight Transport as an Essential Service. Courtesy of this, and due to the nature of Ixom's products, Ixom's supply to customers is not expected to be affected by current or future border closures. That said, we do recommend increasing lead times by a couple of days in case of any COVID-19 related delays and site specific COVID-19 requirements requiring extra time. We are working closely with State governments proactively to work through any possible issues and border pass requirements.

What is Ixom doing to protect customers, drivers and goods?

Ixom has developed a 'COVID-19 Protocol' that outlines the safety and protective measures that all employees and contractors need to follow regarding their health and the health of their families. Ixom's Carriers will abide to general customer site requirements in place due to COVID to reduce the risk of transmission. These can include:

- Drivers remaining in trucks whilst site staff are nearby
- Temperature checking upon arrival
- Completing health questionnaires

Ixom asks customers to please have their site-specific COVID-19 requirements communicated locally upon arrival at site, for example through signs to ensure drivers and goods are managed appropriately.

What do I do if I have concerns about my products?

One of Ixom's core values is to 'do things safely and with integrity'. As such, Ixom will continue to prioritise the safety and well-being of its employees, customers and suppliers. If you have concerns about the integrity of your product you can call us on 1300 550 036.