

Ixom's Response to 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 that has resulted in no missed deliveries and minimal impact to stock levels. It's due to our strong partnerships and relationships that Ixom is able to ensure seamless and efficient management of demand, continuing to deliver on excellent customer service and solve our customers' challenges through this time.

Our current focus is on maintaining supplies into these industries, managing the health and wellbeing of our employees, customers and suppliers and looking ahead to recovery, through updated processes and protocols aligned with government health advice.

Here is Ixom's ongoing pandemic response to ensure we continue our essential operations.

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Leadership	Ixom's CEO-led Crisis Team has been in place since the virus became known, meeting up to three times a week and enacting its Pandemic Plan. Ixom also has put in place two specialist sub committees working on mitigating potential impacts to supply chain and customers. Ixom's Executive Leadership team meets daily to implement our response.
Essential Service	Ixom is an essential business and continues to supply key chemicals, products and services to our customers across a range of critical industries including water, energy, food, agriculture and health. We have been granted "Essential Supplier" status in varying industries and geographies and take this role very seriously, complying with all requirements as set by the relevant authorities.
Supply Chains	Ixom's supply chains are essential to maintaining business continuity for many of our customers. Ixom is closely managing these with our supply chain partners globally to maximise our capabilities and ensure minimal disruption, regardless of geography. This includes road freight, rail, shipping and airfreight.
Customers and Suppliers	Ixom's suppliers and customers' role in maintaining essential services supply chain is critical. Ixom has been regularly and proactively communicating with customers and suppliers on the impacts of the pandemic, where possible, keeping them informed and aware of any impacts or issues. Ixom is fortunate to have such robust suppliers and customers, rising to the challenge together, demonstrating how we have worked in true partnership through this crisis.

Manufacturing

Ixom is proudly continuing its essential manufacturing processes at all operational sites to service our essential customers, as well as other partners who remain operating at this time. We have put in place stringent site and personal protocols to ensure the safety, protection and business continuity of these essential sites.

Offices and Sites

Ixom took the proactive decision to shift our office-based teams to working from home arrangements early in the crisis and are supporting employees with effective remote IT processes and systems. Our sites and plants are enacting stringent hygiene and protective measures to maintain social distancing to protect workers, drivers and other essential staff coming onto site.

Stakeholders and Government

We are continuing our stakeholder and government engagement program on the importance of raw material and toll manufacturers, ports, freight and logistics into the chemical production process to create and deliver products such as water treatment, essential for drinking water and other key industries like health, food, mining and agriculture. We are also providing key information and inputs into taskforces and departments to assist with the pandemic.

Protecting Employees

Ixom has developed a 'COVID-19 Protocol' that outlines the safety and protective measures that employees need to follow regarding their health and the health of their families. Ixom has also set up a 'COVID hotline' within the business for our global employees to access if they have questions and has shared contact numbers for free employee assistance programs. The business is undertaking pulse checks and surveys to assess the wellbeing of employees and implementing some online resilience building and support programs.

Keeping teams informed

Our employees are receiving regular updates on the situation and Ixom's response from the Crisis Team and CEO. We also maintain a COVID-19 hub on our intranet which includes the latest information from health and government authorities across the geographies in which we do business. This COVID-19 hub is accessible to all people working remotely. We are listening to our employees through surveys and pulse checks and utilise Yammer to share information, as well as emails and videos.

Safety

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 whilst managing any issues which arise.

Recovery

Ixom's recovery journey has been mapped out through careful and considered planning by the Crisis Team and Leadership team, detailing a phased approach to normal operations and the re-engagement with our customers and suppliers in alignment with government advice in our varying operational jurisdictions.

We will look to come out of this pandemic with stronger partnerships, a highly resilient supply chain and engaged employees, creating more efficient and effective ways of doing business. We look forward to continuing to serve our essential customers as we all emerge from this more resilient and aware.