

15 November 2022

The logo for IXOM, featuring the word "IXOM" in a bold, black, sans-serif font. To the right of the text is a large, abstract graphic composed of several overlapping teal-colored geometric shapes, including triangles and polygons, creating a dynamic, angular pattern.

Ixom Service Announcement Update

After a recent period of low rates of Covid, New Zealand is experiencing another wave and Ixom remain committed to providing regular updates to keep customers aware of any emerging challenges – please refer to our [web page](#) for the latest information.

We have seen an escalation in case numbers reported from across our community in the last couple of weeks as a result this latest wave. We continue to run our illness management protocols where we require staff to stay home if they have any symptoms, test and if positive, isolate for 7 days.

In general, packaged goods within the NZ supply chains are again coming under increasing pressure.

Ixom has had some positive cases and/or household cases in the last two weeks, and our service partners are reporting similar patterns. To date, these cases have not resulted in any direct supply issues for our core bulk operations due to contingency measures we have implemented, however as we approach Christmas and the busiest time of the year, if there is further community spread it may impact on supply.

Ixom would like to encourage customers to proactively ensure they are ordering in advance and carrying sufficient safety stock to minimise potential disruption. Urgent deliveries are likely to be challenging as warehouses and delivery resources come under pressure and we start to see Christmas demand from across our communities increase.

Thank you for your continued understanding and assistance should we need to reschedule deliveries as we work through this together.

Regards,

A handwritten signature in blue ink, appearing to read "Sean Eccles".

Sean Eccles
EVP New Zealand

Sean Eccles
EVP New Zealand
Level 5, 277 Broadway
Newmarket
Auckland
www.ixom.com