

Dear customer,

I hope you, your team and your loved ones have had a lovely Easter and are safe and healthy.

We are deeply privileged to work with customers and partners like yourselves, who are essential to our communities. Together, you have been generous in sharing ideas with us about ways we can work together to help cope with the stresses COVID-19 is putting on your operations and your communities.

In the early weeks of the outbreak, our initial response was, appropriately, focused on ensuring the safety and well-being of our colleagues around the world. We also took action to maximise business continuity – so we could continue serving you. Now, while we continue to optimise for safety and continuity, we are expanding our COVID-19 response to support you, your communities, and global efforts to combat COVID-19.

Supporting your communities:

Xylem Watermark, our corporate social responsibility program has made a new philanthropic commitment of \$3 million to both local and global actions.

- **Action in your community, with your local non-profit partners:** To help you make a difference in your communities, we have funded a new Partner Community Grants Program. You can choose a local non-profit and apply for a Xylem grant, which will be provided to the non-profit organisation in both your and Xylem's name. In addition, for any fundraising you do, we will match your donations to community-based organisations' COVID-19 response. Learn more [here](#).
- **Global action, global partners:** We are also providing \$1.5 million in new support to the COVID-19 programs of two global partners: Americares and UNICEF. The money will help each organisation work with healthcare facilities around the world on water and sanitation responses – including provision of supplies and training – and to support children and families affected by COVID-19.

Supporting your operations:

- **COVID-19 rapid deployment for utilities:** We know water network operators are under extreme stress. Earlier this week, we launched a new [resource center](#) specifically to respond to what our utilities customers are telling us is their most urgent challenge: maintaining operational continuity with reduced staffing. The resource center contains immediately deployable means of maintaining normal operations while keeping your teams out of harm's way.
- **Tailored virtual training:** We are committed to serving you and are here to help you solve the immediate challenges you face. We are offering an

increasing number of webinars on topics related to health and safety, and business continuity in the current situation. New webinars are being added weekly.

If you would like to know more about how to access any of these programs, or how to get your teams involved, we would love to talk with you. Let us know how we can help you keep essential services flowing by submitting a form at our immediate response and resource portal, or contact watersolutionsuk@xylem.com.

Extraordinary times call for extraordinary partnerships. We're here to work with you, and to deliver for your team, your customers, and your community.

Sincerely,

A handwritten signature in black ink that reads "Ian L Thompson". The signature is written in a cursive, slightly informal style.

Ian Thompson
Managing Director, UK&I
Xylem Water Solutions