



## Letter from the General Manager

Friday, April 10, 2020

Dear Water Works Employees,

It is my unceasing hope that you and your families are remaining safe and well during the current climate in our country. The level of service Birmingham Water Works continues to provide during this pandemic is one that we all should be proud of. To maintain our efforts will take all of us continuing to work together as a team.

Last year, our Board of Directors and Executive Management held town hall meetings for all employees over the span of several weeks. One of the main topics discussed was having an open line of communication between managers and supervisors and their employees. With that said, I can't emphasize enough how vital it is to express any concerns or questions you may have to your department's leaders with an expectation of getting a timely response and hopefully a resolution.

Your concerns and questions matter, and we hope you give us the opportunity to address them internally as a team. Following this process helps increase trust and morale, which are both strong indicators of a cohesive work environment. This is an ongoing conversation and valued objective of our company's leaders, especially as we navigate through the COVID-19 crisis.

Please know that we are making every effort to protect and support each of you and will pursue ways to continuously improve. If you have any concerns or questions, please make your manager or supervisor aware of them. If you still have concerns or questions regarding the response to your inquiry, your division's AGM is standing by to help. I am always willing to listen when your AGM has not been able to resolve a matter.

Our employees are our most valuable asset and as always, I appreciate all you do!

Sincerely,

A handwritten signature in blue ink that reads "Michael Johnson".

Michael Johnson

General Manager