

# Covid-19

Information for our customers and contractors – high level summary

**Rockgas would like to assure our customers and contractors that we have systems in place to ensure continuity of service, supply and delivery. We will keep you updated if there are any impacts expected on normal service.**

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## Pandemic planning

Rockgas' pandemic planning is incorporated into our Business Continuity Plan, which is reviewed annually and tested regularly. Our key contractors and suppliers also have Business Continuity Plans, which we are reviewing to ensure alignment.

Our pandemic process, procedures and messaging are all formed in line with current New Zealand Ministry of Health guidance. Plans will be put into place according to the level of risk exposure as and when outbreaks occur.

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## People management

LPG delivery is generally done by individual workers. When working on site with other people, we will implement social distancing protocols to reduce exposure between people and enforce rigorous hygiene. This will include:

- reducing face to face meetings
- holding meetings outside
- staggering shift start times
- increasing frequency and thoroughness of cleaning in shared areas, including trucks, tankers and other vehicles.

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## Isolation requirements

If isolation is required, office-based workers are all able to work from home. People who need to be on-site can be isolated.

Because of Rockgas' wide geographical network, we are able to move people and distribution assets around the country to maintain delivery and service.

If restrictions are placed on air travel within New Zealand, we will be largely unaffected. Our staff and contractors predominantly drive to sites as they carry their tools in their vehicles. This applies to our upstream suppliers, bulk delivery contractors, and maintenance contractors.

All workers have been instructed to remain at home if they are feeling sick. They have also been instructed to declare if they have travelled through any international pandemic high risk areas as advised by the Ministry of Health.

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## Supply and delivery

Upstream supply of LPG is generally operated by individual workers, with little interaction between staff. Most facilities can operate with few staff.

Product is sourced both locally (Taranaki) or through Australia. Refer to diagrams on the back page. Shipping service providers have international pandemic plans covering many illnesses.

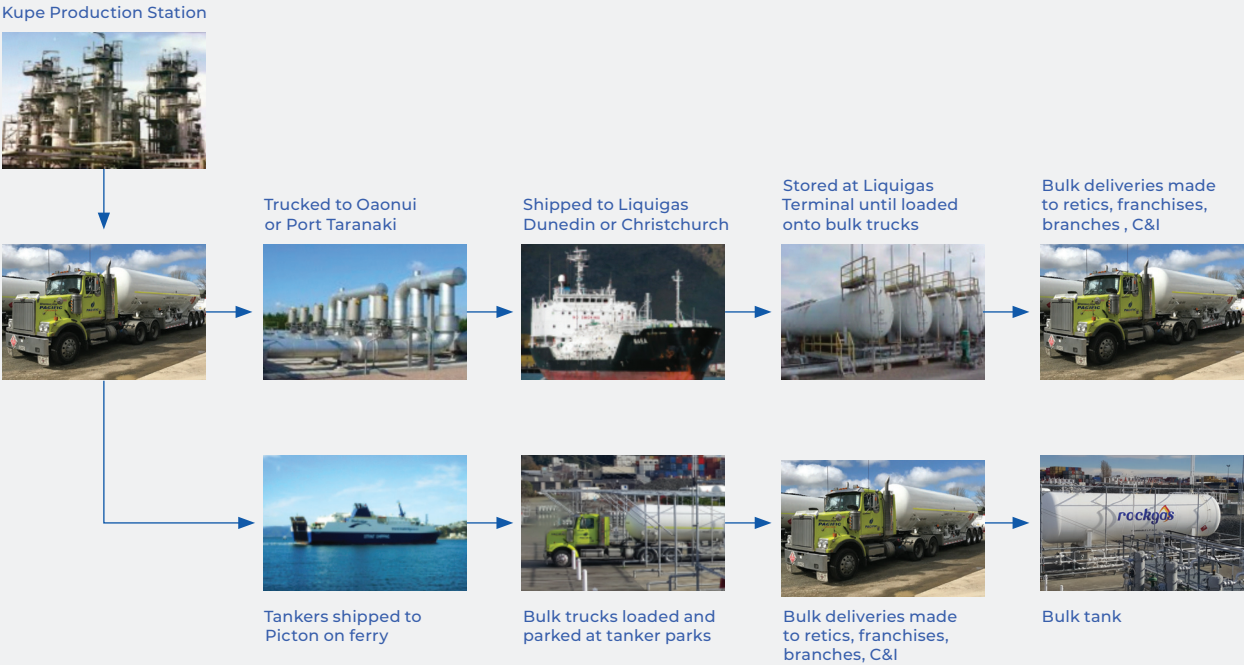
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## Maintenance of equipment

Regular spares for maintenance are held by contractors. Non-standard replacement parts are available, and if necessary we can remove from service elsewhere to maintain supply to critical customers.

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Typical South Island Supply Chain



Typical North Island Supply Chain

