

# OUR RESPONSE TO COVID-19

Dear Customers,

We are continually working to manage the impact of the COVID-19 outbreak and would like to outline the current measures we are undertaking to ensure the health and wellbeing of our team members and customers.

While we already have strict hygiene programs in place, we have adopted extra vigilant cleaning protocols and other measures to minimise contaminants on the forecourt and in our stores.

These include:

- Regular cleaning of fuel pumps
- Increased cleaning of all surfaces, door handles and equipment
- Equipping our staff with gloves
- Ensuring social distancing regulations of 1.5 metres are being followed
- Enforcing self-isolation for team members who have returned from overseas or feeling unwell

We are also offering service through our Night Trade Window if you would prefer to use this service as well as encouraging contactless payment to minimize cash handling.

We ask that you please respect our team. Abuse and violence will not be tolerated.

As we navigate through these times, we want to reassure you that our teams are taking every precaution possible to help minimise the spread of COVID-19.

