



2 April 2020

Dear Supagas Customer

Supagas is continuing to monitor the situation regarding the COVID-19 virus and we remain committed to protecting the Health and Safety of our workforce and our customers. With this in mind, Supagas is putting in place the following additional controls at our Branches, effective **Friday April 3**:

### **Don't come to us, we'll come to you**

Supagas customers are requested to **not attend Branches** to order, pickup, swap or purchase any Supagas products.

Instead, customers are requested to make their order either by phone or online.

It's easy, our friendly customer service team are available on 13 78 72 to place your order, confirm your delivery address and expected delivery date.

Customers can also order online anytime by going to: [www.supagas.com.au](http://www.supagas.com.au)

### **We're going cashless**

Supagas customers are requested to pay for all purchases using credit/debit card or online transfer (such as BPay) prior to delivery.

We respectfully request that customers do not attempt to pay using cash.

In the rare event that a customer does not have access to credit/debit card or online transfer and are only able to pay by cash, an arrangement can be made with the local Supagas Branch.

### **We'll work with you**

We understand that this is a change in the way that we have served you in the past. We appreciate your cooperation as we protect the health and safety of our workforce and customers during this difficult time.

To help our customers adjust to this change, our Branches will still be able to provide a limited face to face service for customers up until close of business Thursday April 16. From Friday April 17, Branches will no longer be serving customers face to face.

As in our previous communications to you, the COVID-19 virus has not materially impacted the supply of any of our products. Should this situation change and our supply become materially impacted by the COVID-19 outbreak, we will communicate this to affected customers. Please monitor the Supagas website ([www.supagas.com.au](http://www.supagas.com.au)) for updates.

Please ensure that your contact details are up to date and, if you haven't already done so, provide your email address and mobile phone number to [CustomerService@supagas.com.au](mailto:CustomerService@supagas.com.au) so that Supagas can send you updates electronically. Your personal details will be managed in accordance with Supagas' privacy policy which can be found on Supagas' website.

Should you require any additional information please contact your local Supagas Branch.

Regards

Paul Berman  
**Managing Director**

23 March 2020

Dear Supagas Customer

**COVID-19 update 2 – Zero contact deliveries, pickups and returns**

Supagas has been closely monitoring the situation regarding the spread of the COVID-19 virus. With the situation surrounding COVID-19 evolving so quickly, we are taking proactive precautions to protect the Health and Safety of our workforce and our customers to reduce the possibility that our ability to supply is impacted.

Further to the measures outlined in Supagas' correspondence dated 19 March 2020, we have put in place the following **zero contact delivery, pickup and return** measures:

- In order to protect both your safety and the safety of our staff and to allow deliveries and pickups to continue, delivery drivers/Supagas staff will now sign for deliveries, pickups and/or returns on your behalf by writing the name of the recipient. This will also apply if you are collecting from or returning products to Supagas.
- Supagas has updated its Terms and Conditions to reflect this by adding the following clause:

***Zero contact deliveries, pickups and returns:*** *The Customer hereby authorises Supagas to sign for deliveries, pickups and/or returns on behalf of the Customer by recording the recipient's name. The Customer agrees and acknowledges that such record will be deemed proof of and acceptance of deliveries, pickups and/or returns of the Goods by the Customer.*

- By continuing to accept deliveries, pickups and/or returns from Supagas, you are deemed to have agreed to this clause. If alternative arrangements are needed, please contact Supagas prior to your next delivery on 137872.

I reiterate that at present the COVID-19 virus has not materially impacted the supply of any of our products. Based on the measures Supagas has put in place, we are confident our high service levels will be maintained. Should this situation change and our supply become materially impacted by the COVID-19 outbreak, we will communicate this to affected customers. Please monitor the Supagas website ([www.supagas.com.au](http://www.supagas.com.au)) for updates.

Please ensure that your contact details are up to date and, if you haven't already done so, provide your email address and mobile phone number to [CustomerService@supagas.com.au](mailto:CustomerService@supagas.com.au) so that Supagas can send you updates electronically. Your personal details will be managed in accordance with Supagas' privacy policy which can be found on Supagas' website.

Should you require any additional information please contact your local Supagas Branch on 137872.

Regards

Paul Berman  
**Managing Director**

19 March 2020

Dear Supagas Customer

Supagas has been closely monitoring the situation regarding the spread of the COVID-19 virus. With the situation surrounding COVID-19 evolving so quickly, we are taking proactive precautions to protect the Health and Safety of our workforce and our customers to reduce the possibility that our ability to supply is impacted.

The measures that we have introduced across Supagas are in line with the recommendations from the Federal Government and include:

1. Real time monitoring of advice from the Federal Government and relevant health authorities.
2. A requirement that employees or contractors that have returned from international travel self-isolate at home for 14 days.
3. The cancellation of all international and domestic business travel for the immediate future.
4. Directing non-essential staff to work remotely.
5. Physically separating critical office-based staff into separate office spaces to prevent cross-contamination.
6. Staggering Operations shift start and end times to reduce the possibility of cross-shift contamination.
7. Isolating Operations personnel to single sites only.
8. Replacing as many face-to-face meetings as possible with other digital modes of communication (e.g. video or phone calls) to reduce any possible transmissions.
9. Deferring non-essential visitors and contractors from our sites.

In addition to these measures, Supagas has been proactively communicating daily good hygiene practices, use of PPE and sanitising equipment and physical separation requirements to all personnel.

At present the COVID-19 virus has not materially impacted the supply of any of our products. Based on the measures mentioned above Supagas is confident our high service levels will be maintained. Should this situation change and our supply become materially impacted by the COVID-19 outbreak, we will communicate this to affected customers. Please monitor the Supagas website ([www.supagas.com.au](http://www.supagas.com.au)) for updates.

Please ensure that your contact details are up to date and, if you haven't already done so, provide your email address and mobile phone number to [CustomerService@supagas.com.au](mailto:CustomerService@supagas.com.au) so that Supagas can send you updates electronically. Your personal details will be managed in accordance with Supagas' privacy policy which can be found on Supagas' website.

Should you require any additional information please contact your local Supagas Branch on 137872.

Regards

Paul Berman  
**Managing Director**