

Important Update on Supply and Market Conditions

Dear Valued Customer,

We wanted to take a moment to connect with you regarding the current global situation and what it may mean for your business.

The ongoing conflict in the Middle East is creating a level of uncertainty across global markets, particularly in energy and supply chains. As you know, energy is essential to the production and distribution of LPG and industrial gases, and these disruptions are placing increasing pressure on supply and logistics worldwide.

As a result, we are seeing:

- Constrained supply across key inputs and international logistics
- Escalating fuel and freight costs, impacting all products either directly or indirectly
- Continued volatility in global energy markets
- International shipping routes impacted creating delays in supply and reduced shipping availability

While many of these pressures are beyond our control, please be assured that our focus remains firmly on you. We are doing everything we can to help maintain supply continuity and minimise the impact on your operations.

This includes:

- Actively managing supply to support reliability
- Working closely with our partners to strengthen supply security
- Carefully balancing costs while continuing to deliver the service you expect

You may see some changes in pricing and lead times as these conditions evolve, but we are committed to being transparent and working with you every step of the way.

For now, nothing changes. We will continue to deliver LPG and industrial gases as we have done for many years.

More than ever, we value the relationship we have with you. We understand the importance of consistency and trust in your operations, and we are here to support you through this period.

We will continue to provide updates as further information becomes available via our website at www.supagas.com.au.

Kind regards