



Statement from Elgas New Zealand Ltd

As we are now at COVID-19 Alert Level 4, Elgas wish to reassure our customers, our employees, and the communities in which we work, that we are taking every measure to safeguard their safety and wellbeing while continuing to deliver LPG where and when it is most needed.

As an essential services provider, Elgas supplies LPG across many markets that are vital for our community, including agriculture, transport and health services. We support many residences in supply of LPG for home heating, cooking and hot water, and provide SWAP'n'GO cylinders across New Zealand to our valued retail partners.

Employee & Customer Safety

Over the past six weeks we have taken a large number of measures to protect our employees and to ensure that our production sites remain open and operating to their full capacity. The government sanctioned measures for infection control have been applied to all of our staff across our offices, cylinder plants and driver networks. Along with good hygiene and ongoing social distancing measures, we have restricted visitor access to our sites, and adjusted shift operations to minimise employee contact. Furthermore, we have implemented contactless delivery protocols with our customers.

Continuity of Supply

We also want to reassure you about the continuity of supply and mitigations that Elgas has in place. Elgas has a strong track record of supply in critical emergency situations, and we have a long standing and comprehensive Contingency and Disaster Recovery Plan for all our facilities.

Elgas has a robust LPG supply chain in New Zealand with access to international and local production sources. Aside from major terminals, Elgas also has an extensive local branch and depot network with LPG tanker and cylinder filling facilities across the country.

Call Centre and Customer Support

Elgas have locally based call centres in New Zealand, and we are already transitioning these centres to a remote working model to ensure ongoing customer support throughout this challenging time.

For more information, please visit the COVID-19 Update on our website or call: 0800 435 427

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