

X Gas Ltd - Coronavirus Outbreak

Dear Customer,

Please find below a statement from X Gas Ltd regarding the Coronavirus outbreak.

To protect employees, customers and suppliers during the Coronavirus outbreak, X Gas Ltd is implementing a number of procedures throughout the business and its operations.

X Gas Ltd is committed to protecting the health and welfare of all its customers, both internal and external, as well as ensuring that it continues to operate normal business as much as possible during this coronavirus outbreak. Consequently, X Gas Ltd has introduced a number of measures which aim to protect staff at the same time as continuing to serve customers with the products and services they require.

Please be advised that X Gas Ltd is putting the following measures into place with immediate effect:

- Enhanced hygiene procedures for all staff to follow both on and off-site, including hand washing, face masks disinfectant wipes, open internal door policies and social distancing.
- All face to face supplier meetings is to be cancelled for the foreseeable future - instead, these meetings can be held via conference call or video link.
- X Gas Ltd staff will not be attending any mass gatherings or hosting any events for the foreseeable future.
- Similar procedures will also be carried out by the service / technical engineers and installation teams - prior to one of X Gas Ltd service engineers attending a property, the homeowner/person responsible for the property will be asked to confirm that no occupants are showing signs of illness or recently returned from outside the UK.

All of X Gas Ltd are striving to operate as normal to ensure that a high level of customer service and uninterrupted product support is maintained for all customers. Wherever possible, X Gas Ltd is encouraging emails or telephone calls to be selected as the preferred choice of communication to help protect both employees and customers. X Gas

Ltd is hoping that by implementing procedures which are designed to reduce the spread of the virus and to reduce human contact, X Gas Ltd will be able to continue to meet the needs of all customers while also protecting the welfare of staff.

We appreciate your understanding.

Yours sincerely,

Alan Taylor & Paul Jones

X Gas Ltd Directors