



| TIER                            | RFT   | Housing  | Gasway/Blueflame*   |
|---------------------------------|---|--|---|
| <b>Tier 1</b><br>(medium)       | Normal service, operating in a Covid-19 secure environment; impacts are potential material shortage and self-isolation.   | Full service with limited home visits operating in a Covid-19 secure environment.  | Normal service, operating in a Covid-19 secure environment; impacts are potential material shortage and self-isolation.   |
| <b>Tier 2</b><br>(high)         | Same as Tier 1, but a review would also take place to ensure we adhere to any new Government guidelines or restrictions.  | Same as Tier 1, but a review would also take place to ensure we adhere to any new Government guidelines or restrictions.   | Same as Tier 1, but a review would also take place to ensure we adhere to any new Government guidelines or restrictions.  |
| <b>Tier 3</b><br>(very high)    | The same as Tier 1 and 2, but with potential changes due to local travel restrictions. A review would also take place to ensure we adhere to any new Government guidelines or restrictions.   | The same as Tier 1 and 2, but with potential changes due to local restrictions. A review would take place to ensure we adhere to any new Government guidelines or restrictions.  | The same as Tier 1 and 2, but with potential changes due to local travel restrictions. A review would also take place to ensure we adhere to any new Government guidelines or restrictions.   |
| <b>Tier 4</b><br>(stay at home) | Operating in a Covid-19 secure environment, similar to Tier 3 but with confirmation of customer confidence and the application of Government guidelines or restrictions.  | Operating in a Covid-19 secure environment, with review of Government Guidelines or restrictions.  | Operating in a Covid-19 secure environment, similar to Tier 3 but with confirmation of customer confidence and the application of Government guidelines or restrictions.  |
| <b>Lockdown 3.0</b>             | Operating in a Covid-19 secure environment, but with confirmation of customer confidence and the application of Government guidelines or restrictions. We'll continue to deliver as many of our services as possible, however, some services may be disrupted, impacting our response time and the level of service we provide. | Operating in a Covid-19 secure environment, with review of Government Guidelines or restrictions. We'll continue to deliver as many of our services as possible, however, some services may be disrupted, impacting our response time and the level of service we provide. | Operating in a Covid-19 secure environment, but with confirmation of customer confidence and the application of Government guidelines or restrictions. We'll continue to deliver as many of our services as possible, however, some services may be disrupted, impacting our response time and the level of service we provide. |

\* Please note: As Gasway and Blueflame provide a service to customers outside the Group, they may need to adhere to additional measures at each tier.