



A message to all Esso customers

Our response to COVID-19

Dear Customer

In these uncertain times, we know you may have additional hygiene concerns. We would like to reassure you that the health and safety of customers and staff at Esso branded service stations is our highest priority.

Whilst the situation is evolving daily, we recognise you may still need to travel by car. We are committed to working with the operators of Esso branded service station across the nation to provide a safe environment at their forecourts. To this end, we are encouraging them to take the following actions:

- More regular cleaning
- Maintaining availability of gloves/towels at the site
- Providing hand washing facilities inside the store

We also wanted to offer some practical advice to help keep you safe and limit the spread of infection:

- Wash your hands regularly
- Use gloves/towels when handling the fuel nozzles to help limit the chances of any virus transmission
- Consider using contactless payment methods

If you would like a more contactless experience on the forecourt then our Esso App allows you to pay for your fuel from your car, limiting contact with other people. The Esso App can be downloaded from the App Store or Google Play Store.

We would like to use this opportunity to thank you for your custom and wish you and your family well during this unprecedented time.

Take Care,

Esso UK team