



30 March 2026

Kia ora,

We wanted to provide an update on how Z Energy (Z) is actively managing the impacts caused by the evolving situation in the Middle East.

Current Status

We welcome the Government announcement on Friday outlining New Zealand's Fuel Response Plan 2026, made in the context of the rapidly evolving situation in the Middle East.

We remain closely engaged with officials and, as a local company, are committed to working collaboratively with Government to support New Zealand's fuel resilience.

Since the conflict began, the impact on Z's ability to supply our customers has been minimal. However, we are now seeing a material increase in demand which has led to a larger number of product stockouts across our network.

We are continuing to observe variable demand patterns which add additional complexity and ask our customers to continue refuelling as normal. Based on our forward forecasts, we expect these conditions, including stockouts, to continue in the immediate term.

As you would expect, given the circumstances, business as usual practices are no longer applicable. To support continuity of supply, Z is currently managing fuel stocks through a process called Active Volume Management (AVM).

AVM is a process set up to manage the distribution of product fairly and equally across the country. In doing this we are also trying to maximise the reliability of future supply, where it is reasonably foreseeable there may be future constraints, something that is important for all our customers. AVM is applied nationwide, treating all regions and networks consistently.

Our ask to you

We are continuing to observe variable demand patterns which add additional complexity, so please ask your members to continue refuelling as normal.



Managing disruptions

Z continues to operate under crisis management protocol to ensure we are actively managing known and potential risks that could impact our customers' access to fuel across our network of service stations and truck stops.

Our team is experienced and is working as efficiently and safely as practicable to move all fuel types through our network of service stations and truck stops. Should there be any material impact on fuel availability, Z will endeavour to communicate promptly with you.

We understand that advance warning of disruptions is preferable but, amongst many factors, variable demand patterns can make this challenging.

We recognise the critical role we play in supporting your members and appreciate your understanding in working with us during these conditions. Our team is working hard in these unprecedented times, and we will continue to keep you updated.

Ngā mihi,

A handwritten signature in black ink, appearing to read 'Divya John'.

Divya John

Head of Small and Medium Enterprises Segment