

Dear Neighbour,

As a member of the local community, I thought you would like to know that after a lot of hard work and a great deal of effort by many local people, we are now very close to the start-up of our terminal. Milford Haven will now have a world class facility for the regasification of Liquefied Natural Gas (LNG). We could not have done it without the help of local government, local authorities and other interest groups; but we especially want to thank you, our neighbours, for your support, patience and understanding. This has been an epic project employing many different trades and professions working round the clock to provide a state of the art facility of which we can all be proud of.

Our enclosed booklet explains in greater detail some of the many safety and environmental actions and processes we employ at South Hook and I want to clearly assure you that South Hook takes safety very seriously. It is our top priority. This includes not only the safety of our staff and contractors, but the safety of you, our neighbour, as well as the environment. Safety and integrity is essential in everything we do and we work hard to prevent all accidents, no matter how small.

As part of our safety communications and in compliance with the legal regulations governing our facility, I am pleased to enclose your copy of our safety information booklet entitled 'Our Community - Safety Information and Emergency Instructions'. This booklet provides you with details of our activities as well as an Emergency Instructions Card.

Both of these documents are important. Please read them carefully and keep the Emergency Instructions Card in a safe place where you can quickly and easily refer to it should the unlikely need arise.

Freephone number

South Hook has provided you with a Freephone number: **0800 046 3470**

The Freephone repeats the instructions given on the enclosed Emergency Instructions Card and plays a recording of the sound made by the emergency alarm.

Our commitment to you

We at South Hook have designed and built our site to the highest safety standards and have employed highly competent, well-trained local staff to operate it. We are committed to the safety of you, our neighbour, as well as the environment. We will continue to work to improve wherever possible on these standards, both now and into the future.

You have my assurances we will do everything we can to minimise the impact of our start-up and I would like to thank you for your continued support.

Yours faithfully



Mohammed Al-Naimi
Director & General Manager