

19 March 2020

ETEL Covid-19 UPDATE

As we all continue to deal with the unprecedented situation caused by the impact of the Coronavirus (Covid-19), ETEL has been progressively implementing our plans for managing this developing situation.

We want to take a moment to reassure you that we are taking the appropriate measures to ensure the health and wellbeing of our employees, whilst maintaining high quality business operations to support our customers and industry partners.

Like many businesses, we are reviewing our Business Continuity Plans (BCP) to ensure we can continue to operate in the future. We have assembled a Covid-19 response team who are meeting daily and are working through different scenarios and we will modify our protocols and operations as the situation develops. We are ready and aware and are focussed on a safe, long term healthy outcome.

The most effective way to minimise the associated risks of Covid-19 is to limit the contact between people and therefore, our plans have been developed with this in mind.

Meetings, travel and events

- All visitations to our customers have been postponed for the immediate future. We will endeavour to remain in close contact with all of our customers and supply partners through multimedia communications such as email, telephone, ETEL website, video and other digital means.
- All internal or other external events have been cancelled or postponed.
- All business-related international and domestic air travel is now restricted or stopped unless it is essential and approved by the Senior Leadership team.
- We are limiting access to our factories and depots for external providers and contractors.

Elevated hygiene practices at ETEL

- The importance of appropriate hygiene practices has been reinforced to our team.
- Additional cleaning and upgraded hygiene activities are taking place.
- We are reducing face-to-face meetings, instead opting for phone or video calling.
- We are encouraging social distancing as a precaution, with no handshaking or physical contact.
- We are closely monitoring our health and wellbeing of our staff and have protocols in place for immediate action should any reported case of Covid-19 involving our employees, their immediate families or others in close contact, occur.

Operations

In relation to our continued business operations, Covid-19 has resulted in global supply chains being affected and slowing transportation of goods within certain countries, affecting global transport into and out of many countries.

At this point in time, our operations in New Zealand and Australia continue to operate normally. We will continue to do so provided we can maintain the safety and wellbeing of our staff.

Technology platforms and IT infrastructure are being enhanced to ensure that, should we require remote operations for some functions, then we can move to this format quickly and seamlessly, allowing us to continue to provide support to our manufacturing operations and support and advice to our customers.

Supply chain

ETEL is completing daily reviews of our local and international supply chain and we are in continual contact with our supply partners. We maintain significant stock of materials, components and common standard finished products.

Furthermore, we have a programme of split supply for critical components, which ultimately reduces reliance on a single component or material supplier. For the critical items, supply is sourced from dual suppliers, across multiple countries. This approach has been very successful in mitigating supply line issues.

We currently maintain full production and will do our utmost to continue our production capabilities during this difficult time.

ETEL is an essential component in the electricity supply system and we take this responsibility seriously.

Our Customer Services team will continue to provide you updated information and delivery notification of products and other information, as we navigate the changing landscape.

We will closely monitor developments and will act decisively in the best interests of our team and our customers.

For many customers, this is a highly disruptive and uncertain time and our team is here to assist you during this unprecedented situation. We appreciate that some of you may have queries and we encourage you to reach out to your ETEL contact to answer any questions that you may have.

We would like to take this opportunity to thank you for your understanding and support during this challenging time.

Yours sincerely
ETEL LIMITED



Peter Leece
CHIEF EXECUTIVE OFFICER