

7 April 2020

Kia ora and greetings,

I hope that you all are well.

ETEL – Essential Service Provider

As you are aware, New Zealand has been under a lockdown due to COVID-19 pandemic since 26 March 2020.

We have been advised that as a supply chain to electricity networks, ETEL is an essential service provider. Taking our role seriously, we are continuing our operations and the business will stay open throughout the lockdown.

We are here for you

All ETEL sales and customer service employees in New Zealand and Australia are continuing our support to you. They are working remotely from home and are available via their mobile phones, email and web meetings. We thank you for your understanding and support.

Operations

Our operation continues with transformers being manufactured daily. We are in regular communication with our suppliers and have a split supply arrangement on critical components. We thank our suppliers for their relentless support during this challenging time.

Health, safety and wellbeing

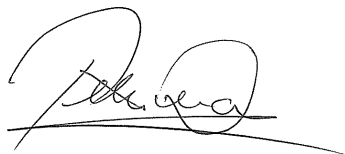
While continuing operations, our employees' health, safety and wellbeing remain a priority. We have taken measures to ensure that our employees remain safe while working onsite. I have included our COVID-19 Business Continuity measures for your reference.

Keeping in touch

If you have any questions, please do not hesitate to contact your customer representatives. This is a dynamic situation that we are navigating and managing, and we will continue to provide regular updates and communications to you all.

We wish for you to stay safe, healthy and positive.

Best regards,



Peter Leece
Chief Executive Officer
ETEL Limited

ETEL COVID-19 Business Continuity Measures under COVID-19 Alert Level 4 in New Zealand

Keeping up with the pandemic update

We have created a pandemic response team that meets online daily to review the New Zealand and Australian governments positions on COVID-19. We then update our practices accordingly.

We send out daily communication to all employees reminding them to wash hands more often and maintain high hygiene practices.

At risk workers

We have organised for all our at risk workers to stay at home in order to keep them safe.

Staff on site

Here's how we keep our employees safe onsite:

Daily checks – Every morning our leads are individually checking in with staff to ensure that they are healthy. Only healthy employees are allowed onsite.

Physical distancing – We have reduced the number of people onsite by organising office workers to work from home. We have reorganised all production plants to ensure that employees are 2 metres apart. We have banned car-pooling during this pandemic.

Communal areas – We have staggered work breaks so that there are smaller groups of people in an area at one time. We have re-organised the employees into smaller teams to create their own work bubble to minimise interactions

Team meetings – Team meetings are held in smaller groups of less than ten people.

Additional cleaning – Cleaning by our cleaners has been tripled. We also provide sanitising products for employees to self-clean and sanitise their workstations each day.

Tools – We have purchased more tools to prevent infections through tool sharing.

PPE – We have supplied PPE (gloves, masks etc) to our employees. This is made available at each workstation to reduce employees movement.

Remaining employees

All other employees are working from home to ensure continued delivery.

Visitors and contractors

To reduce the risk of our employees being exposed to visitors with COVID-19, we have closed our site to external people. We will inform you when we reopen the site. We will ensure that when we reopen, the site will remain safe for visitors and employees.

Essential people such as trucks, couriers, cleaners and security are continuing, but are closely managed.