

21 May 2020

Kia ora and greetings, we hope that you all are well.

Last Thursday, New Zealand moved to Alert Level 2, allowing more businesses, schools and public facilities to operate again. With life in New Zealand now returning towards normal, we thank our customers, suppliers and service providers for your patience and continuous support throughout the challenging lockdown duration.

### **ETEL – Operating at full capacity**

With all the relevant health and safety measures in place, we now have all factory employees back on the production floor. We are now building up our output, as quick as we can and will soon be at full production levels. This does take a bit of time, as we bring all parts of the production line back up to full speed. We hope that our customers will understand as we endeavour to bring the products to you as soon as possible.

### **We are here for you**

With social distancing rules in place at the office, our office employees are starting to work onsite on a rotational basis. Even when they work from home, ETEL sales team in New Zealand and Australia continue to be available via their mobile phones, email and web meeting facility.

### **Supply chain continuity**

We continue to monitor the situation in other countries and work with our suppliers regularly to ensure the security of our supply chain. We have been fortunate that our suppliers have managed to continue to provide us with good levels of components and materials that now allow us not to have any material constraints as we ramp up our levels of output.

### **Health, safety and wellbeing**

We continue to keep our employees safe while working onsite. I have included our COVID-19 Business Continuity measures under Alert Level 2 for your reference.

### **Keeping in touch**

If you have any questions, please do not hesitate to contact your customer representatives.

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

Best regards,



Peter Leece  
CHIEF EXECUTIVE OFFICER

## **ETEL COVID-19 Business Continuity Measures under COVID-19 Alert Level 2 in New Zealand**

### **Keeping up with the pandemic updates**

ETEL's pandemic response team used to meet online daily to review the New Zealand and Australian governments positions on COVID-19. With improved situations in both countries, the team now meets three times a week.

### **Staff on site**

Here's how we keep our employees safe onsite:

Site induction - All employees who had been away during the lockdown had undergone health and safety inductions to ensure that they practice the newly implemented safety measures we rolled out.

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

Daily communications on health and safety - We communicate daily to all employees reminding them to wash hands more often and maintain high hygiene practices.

Physical distancing – The work bubble arrangement we set up during Alert Level 3 and 4 will continue. We have re-organised the employees into smaller teams to create their own work bubble and minimise interactions. All production plants will continue to operate with employees being at least 2 metres apart. To cater for the increased number of teams, we have introduced new start and finishing times to stagger their work hours.

Communal areas – We have staggered the teams' work breaks so that the employees are only interacting with their work bubble during breaks.

Team meetings – Team meetings are held in smaller groups of less than ten people. Meetings via Microsoft Teams are still encouraged.

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. We will continue with this high level of cleaning.

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

Contact tracing – Even though we have minimised cross bubble interactions, employees who have to work with people outside their bubble will note down the interactions to enable us to perform contact tracing, if required.

### **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. Our site is still closed to visitors until further notice.