

18 August 2021

Kia ora all and greetings

It is with much regret that we contact you, our valued customer, on the back of a Level 4 announcement by the New Zealand Ministry of Health. In line with our Prime Minister's position to go hard, we at ETEL Limited will go hard as an essential service provider. We can confirm our confidence in being able to work our way through these testing times by ensuring that we meet our commitments and obligations in support of our customers, who are hard at work providing a nationwide essential service.

### **ETEL as an Essential Service Provider**

We have been advised that as a supply chain to electricity industry, ETEL is an essential service provider. Taking our role seriously, we are continuing our production operations and confirm that the business will stay open throughout the lockdown and as it stands now, do not anticipate any disruptions to productivity.

We have arranged our production workforce into separate working bubbles to provide distancing and traceability, so that in the event that a Covid case is reported within ETEL, we will be able to isolate the risk and maintain production functionality.

In addition, and if we need to, we can rapidly increase our capacity via our New Zealand owned manufacturing facility in Indonesia.

### **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.

### **Deliveries**

Our deliveries continue as per normal, however, we have had reports from our freight forwarders that some of our customers' depot and/or warehouses are not manned. We therefore seek direction from customers as to how we should proceed in these instances.

To assist, please contact your ETEL accounts manager to ensure any instructions or guidance on this matter are communicated to our operations team and adhered to.

### **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 Covid19 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

A handwritten signature in black ink, appearing to be 'L. Oelofse', with several overlapping loops and a long, sweeping tail.

**Leslie Oelofse**  
**GENERAL MANAGER – SALES AND MARKETING**