



Market Release

24 March 2020

EROAD confirmed as an essential service and business continuity plan implemented

EROAD can confirm that it has been designated an essential service by the New Zealand Government as New Zealand moves into level 4 COVID-19 status by mid-night Wednesday. The United States Government has classified 'trucking' (our primary customer segment) as an essential service in the United States. We are awaiting clarification from the Federal and State Australian Government on the essential services status. EROAD's products and services support the supply chain and activities of essential transport and service providers across New Zealand, United States and Australia.

"EROAD's priority as the world fights this global pandemic is the safety of our EROAD team and supporting our customers, many of who provide essential transport and services across New Zealand, United States and Australia. EROAD is well equipped and prepared with our global business continuity plan which is now activated" said Steven Newman

All staff who are not involved in servicing or dispatching our on-board EHUBO units are now working from home. An international and domestic travel ban is also in place across all our offices. Our business continues to operate effectively through our cloud business system stacks, communication tools and IT infrastructure:

- In New Zealand working from home was tested last week and enacted from 23 March. The transition of call centre roles to home based began last week, with no issues seen from a customer perspective;
- Our Oregon office has been working from home since 16 March with no issues arising from a customer or technical support perspective;
- In Australia the sales team works remotely so no change to their way of operating; and
- All customers and suppliers now meeting via digital channels or phone.

There is some temporary disruption in the manufacturing of EROAD's EHUBO units with new government restrictions around the world, however our current inventory levels are able to support essential transport and service customers until at least the end of May in New Zealand and at least the end of June in the United States.

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