



# Element Business Continuity Overview

## Executive Summary

Element Fleet Management's Business Continuity Plan (BCP) focuses on the continuity of providing a consistent, superior client experience for our clients and drivers and the best possible support for our employees, suppliers, and investors. BCP is designed to minimize impact to our clients and their customers who rely on Element products and services. BCP is applicable across North America: United States, Canada, and Mexico.

The BCP provides direction, guidance, and a comprehensive written plan in managing, coordinating, and communicating during a business disruption event, defined as a short- or long-term event which may impact Element's normal operations, products and/or services. Examples include: any loss of utility services, any connectivity interruption, catastrophic event (weather, natural disaster, building damage), pandemic (COVID), and/or any data center(s) or significant IT application(s) outage.

## Planning & Management

BCP includes appropriate manual procedures, staff contact information, staffing requirements, and system requirements. Each BCP team consists of multiple departmental team members to ensure personnel are available to execute BCP in a business disruptive event. In addition, the BCP team ensures communication and training of the departmental BCP. The BCP's are reviewed and/or revised periodically or as needed. At least annually and at different time interval(s), Element ensures its business continuity program can be successfully executed in any business disruptive event at any time. This includes a) documentation reviews and training; b) business continuity plan assessments, including but not limited to scripted scenario based and/or event-based assessments; c) adjustment to the business continuity program based on assessment results and lessons learned from events throughout the year. The most recent North America large scope assessment was February 15, 2023.

In a severe Information Technology business disruptive event, the Element Disaster Recovery (DR) SOP documents the hardware, application, data, configuration, and restoration steps for our business-critical systems. During this type of business disruptive event, the BCP team collaborates with the IT team and works to ensure business processes continue to operate at least at a minimally viable level to support our clients and their customers.

## Implementation

When a business disruptive event occurs, our BCP leadership communicates to our Executive Management and the BCP team regarding the event. The BCP leadership determines the estimated scope and impact of the event and, with the BCP team, determines next steps across impacted areas based on the course of action set out in the BCPs.

Continuity of critical business processes, possibly in a manual mode, can be implemented based on the availability of basic support services (telephone, remote access, and facilities). Element also has plans for situations where accessibility to the building is limited or restricted due to an event. In the case where critical business applications are unavailable, our BCP's identify the workaround strategy to continue critical business processes.

All key personnel and the BCP team have emergency contact information for contacting the BCP leadership team and other key personnel as well as a department-specific Call Tree. Element personnel may be notified of a business disruptive event through multiple internal communication avenues such as email, Element internal websites, etc. and/or our 3<sup>rd</sup> party notification application.

During a business disruptive event, Element teams are prepared to support BCP efforts across multiple site locations in the United States, Canada, and Mexico as well as across departments if needed,

including support for our clients and drivers. Element sites are geographically dispersed and may not be affected by the same business disruptive event.

### **Executive Leadership**

Element leadership promotes the importance of business continuity and its processes and hold their teams accountable for participating in the planning, implementation, and execution of BCP. All business functions and departments engage, participate, and execute, when needed, the BCP processes.

Given the proprietary nature of Element business processes, the detailed business continuity plans, and assessment details and results are confidential.

Original: October 2018

Update/Version Date: June 2023