

7 August 2020



SALARY PACKAGING
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SOFTWARE SOLUTIONS
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Performance update and Stage 4 Restrictions

I write to you today to confirm that Eziway's Dedicated Service Model remains unaffected by the Victorian Government's introduction of Stage 4 Restrictions. Eziway initiated **Stage 4 Protocols** as part of our **Business Continuity Plan** (see last page) for our Operational Hub based in Melbourne. Our other state operations remain unaffected including face-to-face onsite education activity. Your Client Service Officers are working from home and are maintaining our impeccable contracted service levels:

- **phone calls** continue to be answered as per our contracted KPIs
- **claims** continue to be processed as per our contracted KPIs
- **packaging funds** continue to be disbursed to employee accounts as per our contracted KPIs
- **packaging amendments** continue to be made as per our contracted KPIs
- **benefit substantiations** continue to be validated as per our contracted KPIs
- **new starters** continue to be set-up as per our contracted KPIs, and
- **novated lease quotes and lease establishment** continue to be provided as per our contracted KPIs

Proof positive

Fourteen weeks have passed since we released our first client-wide KPI update for the COVID-19 period. I am as pleased today as I was in April to report that our service model is performing to plan. From 27 April to 27 July, Eziway achieved its service KPIs on average **98.2%** of the time. This is a remarkable achievement given the circumstances and clear evidence that our Dedicated Service Model and Mobile Digital Platforms are the only mechanisms that ensure faultless salary packaging services under all circumstances.

Below are our KPI measures, the workload our people have managed in the period and our performance.

Workload and KPI Performance from 27 April to 27 July 2020 (13 weeks)

Category	COVID-19 workload	Eziway's KPI measure	Performance
Phone Calls	24,411 incoming calls answered	Answered <7 seconds	97.4%
New Starters	1,397 activations processed	Processed <1 business day	100%
Claims	610 entertainment claims processed	Processed <1 business day	99.3%
Amendments	8,421 amendments processed	Processed <1 business day	99%
Substantiation	9,141 subs provided by clients	Validated <1 business day	100%
Vehicle Claims	889 Novated Leases claims processed	Processed <1 business day	99.1%
New Vehicles	116 Novated Leases established	Processed <1 business day	97%
CPVs	74 company-provided vehicles added	Processed <1 business day	96%
New Cards	1,327 new cards ordered	Delivered <10 business days	96.2%

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If I can be of service, feel free to contact me directly. I wish you and all your staff all the best in this environment and I hope to hear from you soon. Again, my thanks go to our staff for the professionalism and commitment they continue to show. That Eziway has remained so steadfast and reliable in this time is owed largely to their efforts

Regards

A handwritten signature in blue ink, appearing to read 'Paul Gozzo', written in a cursive style.

Paul Gozzo
Managing Director

Business Continuity Plan

BUSINESS CONTINUITY PLAN		STAGE 1: Care and Monitoring and BAU
On Friday, 13 March 2020, Eziway announced the following measures.		
1.	Eziway has formed a taskforce comprised of Senior Management to oversee COVID-19 developments.	✓
2.	Senior Management will issue regular communications to our employees nationally.	✓
3.	Employees with cold/flu-like symptoms are requested to remain at home in quarantine until they are asymptomatic and can provide a medical certificate clearing them of a contagious state.	✓
4.	Client Service Officers who are quarantined, but are well enough to work, are provided with a laptop and digital phone service to conduct all administration tasks from home including taking inbound calls.	✓
5.	Eziway ceases all non-essential travel.	✓
6.	Planned Onsite Education Activity (face-to-face) is conducted by our Customer Relationship Managers (CRM) with the agreement of clients.	✓
7.	Scheduling of new Onsite Education Activity (face-to-face) continues with the agreement of clients.	✓
8.	Transitioning new clients continues as normal with full onsite activity provided.	✓

BUSINESS CONTINUITY PLAN		STAGE 2/3: Partial Self-isolation and BAU
On Monday, 30 March 2020, these measures were put in place in addition to those of Stage 1.		
1.	50% of staff are requested to work from home until further notice.	✓
2.	All Client Service Officers are provided with a laptop and digital phone connectivity (3CX) to conduct administration tasks remotely including taking inbound calls and making outbound calls.	✓
3.	Reception remains in office to answer incoming calls and divert enquiries to Dedicated CSO teams.	✓
4.	Eziway ceases all staff travel.	✓
5.	All face-to-face Onsite Education Activity ceases until further notice.	✓
6.	No new Onsite Education Activities (face-to-face) will be scheduled until further notice.	✓
7.	Live group webinar presentations (Skype and Zoom) will be offered to clients for employees wanting to understand more about Salary Packaging and Novated Leasing.	✓
8.	Transitioning new employers is via digital function only with no face-to-face presence provided by CRMs onsite.	✓

BUSINESS CONTINUITY PLAN		STAGE 4: Mandatory Self-isolation and BAU — VICTORIA ONLY
On Thursday, 6 August 2020, these measures were put in place in ADDITION to those of Stage 1, 2 and 3.		
1.	All staff are requested to work from home until further notice.	✓
2.	Client Service Officers will use their laptops and digital phone service (3CX) to conduct administration tasks remotely including taking inbound calls, making outbound calls, processing claims and making payments.	✓
3.	Our Receptionists work from home answering incoming calls and diverting clients to appropriate remote CSOs through the networked phone service.	✓