

Element Business Continuity and Disaster Recovery Programs Overview

Executive summary

Overseen by Senior Leadership, Element Fleet Management has established an Enterprise business continuity program in North America designed to support the resilience of Element's business operations, clients, and drivers through disruptive events, such as utility interruption, natural disaster, pandemic, and IT system outage. It outlines procedures for managing and communicating throughout an event.

Planning, response, and maintenance

Element's Business Continuity Plans (BCP) identify critical internal business processes, dependencies, workaround strategies, and key personnel contact information. The business continuity communications plan covers how Element communicates with clients, suppliers, internal support teams, and other relevant stakeholders as required.

In the rare event of an IT system disruption, Element's Disaster Recovery (DR) program details steps for restoring critical systems. The BCP team collaborates with Element IT to help support critical business operations until IT systems have been restored.

BCPs are tested, reviewed, and updated on a periodic basis. All Element business continuity program related documentation and information is considered confidential due to the proprietary nature of Element's business processes.

Element Disaster Recovery Program

Element conducts an annual Disaster Recovery test based on the updated DR plan and infrastructure. This test ensures that Element has the necessary resources and strategy to meet Recovery Time Objective (RTO) and Recovery Point Objective (RPO) standards, preventing extended application downtime and data loss during a DR event.

Element's IT environment includes both mainframe and non-mainframe systems or applications. DR tests are scheduled annually for both environments to ensure successful recovery within the documented RTO and RPO.

Original: October 2018

Revised date: September 2025

Information Classification: ELEMENT CONFIDENTIAL

©2025 Element Fleet Management. All rights reserved.

Information in this document is subject to change without notice. No part of this publication may be reported, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the prior written consent of Element Fleet Management.