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Element BC and DR Programs Overview

Element Business Continuity Program:

Element Fleet Management has established an enterprise business continuity program in North America designed to strengthen organizational resilience and maintain continuity of service to our business operations, clients, and drivers during disruptive events—including utility interruptions, natural disasters, pandemics, and IT system outages. The program provides the capabilities needed to sustain critical functions and support effective coordination throughout an event.

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.

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

Element Disaster Recovery Program:

Element maintains a comprehensive Disaster Recovery (DR) program that is tested annually to ensure the continuity of the technology systems supporting clients and drivers across North America and global markets.

The program is built on viable recovery objectives (RTO/RPO) and covers both mainframe and distributed environments. Its purpose is to ensure that critical platforms can be restored quickly and reliably in the event of a major IT disruption. Annual DR exercises validate Element's ability to recover key applications and supporting infrastructure within defined timelines, demonstrating system resilience and dataprotection capabilities.

Testing activities include simulated failovers, verification of system performance, and coordinated engagement across IT operations, application teams, and resilience leadership. Recent exercises confirmed successful recovery of missioncritical applications—as well as the mainframe environment—within the company's established recovery objectives.

DR governance is aligned with Element's broader enterprise preparedness pillars: Business Continuity, Emergency Response, Site Crisis Response, and Client Disaster Response. This alignment ensures that technology recovery is fully integrated into the company's overall resilience framework.

BC and DR Program Testing and Exercises:

Element successfully completed Business Continuity–related Disaster Recovery (DR) testing across all systems identified as missioncritical in the Business Continuity Plan (BCP). In 2025, DR exercises for both mainframe and nonmainframe environments confirmed that all critical applications met their defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) requirements.

These results demonstrate Element's ability to restore essential business services, maintain operational continuity during a disruption, and prevent extended downtime or data loss. Annual testing continues to support ongoing resilience and ensure alignment with BCP commitments.

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