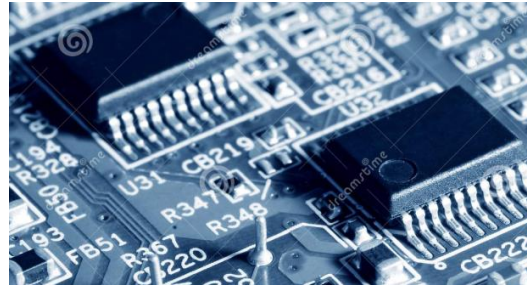


EMERGENCY OPERATIONS EVOLUTION



Centers for Disease
Control and Prevention



LifeSafer
Ignition Interlock

EARLY TIMELINES

- December 2019 – Large population cluster fighting virus in Asia
- January 20, 2020 – First laboratory confirmed case of COVID-19 in U.S.
- February 28, 2020 – First confirmed COVID-19 death reported in U.S., Washington State
- March 9, 2020 – California becomes first state to order all residence to stay home and businesses to close unless defined as “essential”
- March 10, 2020 – Numerous other states began closing

Manufacturing Concerns

- First concerns for LifeSafer on February 6, 2020 in form of an email to our executive team
- Camera lens provider is located in Shenzhen China and their factory has shut down. We had enough build stock on hand to last for approximately 2 months
- Immediate push to get stock returned from service centers
- Identifying different lens manufacturers
- Added costs to source lens at last minute
- Daily risk mitigation meetings start with assignments

Employee & Client Safety

- March 9, 2020 – CA becomes the first state to announce lockdown orders with rumors of other states soon to follow
- Who is an “Essential Business”? Most service centers are contractors and many were approached by law enforcement being told they had to close.
- Field employees and contractors were worried.
- Laptop computers purchased for workers that would allow working remotely
- Contact Center, Reporting Team, Software Teams all sent home with laptops
- Lack of toilet paper, hand sanitizer supplies
- Letters/emails/calls to state requesting longer calibration times through emergency rule making



Employee & Client Safety

- Toilet paper supplies
- Hand sanitizer bought in bulk and sent to service centers and contractors
- Safety protocols and device sanitation memo communicated to all centers and technicians
- Written documentation obtained (where necessary) Identifying shops as “essential”



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Employee & Client Safety

Constant evaluation and policy changes for things we didn't think about

- Client Fears
- Client income and inability to pay for service
- Wild fires
- Hurricanes
- Floods
- Delivery delays
- Rioting and shop safety issues

Many of these things are in emergency policies already, but add in pandemic and it becomes an even larger mess

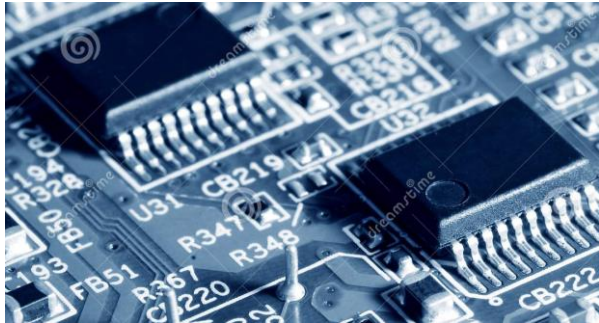
Next Phase

- Things start returning to “normal”
- Then “not normal”
- Then “normal” again
- Then not “normal”



Supply Chain

- Microchips-Electronic components
- Plastics



- Thousands of delayed cargo ships anchored off of U.S. ports
- Lack of drivers, port operators

- Largest ports: CA
- Highest fuel prices: CA
- IID build costs example

Supply Chain

- 3G Network Sunsets

- AT&T, T-Mobile, Verizon
- Announcement made years ago
- No one expected shipping delays or microchip shortages
- Different sourcing utilized
- COSTS!



Summary



Summary Continued

- Look ahead!

