

▶ Emergency Operations In the Time of COVID-19

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Intoxalock[®]
IGNITION INTERLOCK

► Presenters



► **Jennifer Johnson**
Senior Vice President



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Chief Legal Officer

▶ Objectives

Today we will explore Intoxalock's learnings that impacted our operations, our customers and our employees at three different stages:

- ▶ Pre-Pandemic
- ▶ During the COVID-19 Pandemic
- ▶ Post-Pandemic

▶ Objectives

▶ Pre-Pandemic

► Pre-Pandemic

Operations

- Device sanitation
 - Hospital grade disinfectant solution used
 - All devices return to operation HQ for thorough sanitation – **No device** is given to a new customer without being thoroughly cleaned at our operations headquarters
- Business redundancy
 - Dispersed work force
 - Platforms hosted on Amazon AWS
- Disaster preparation and mitigation
 - Advanced disaster preparation and mitigation plan



► Pre-Pandemic

Employees

- Intoxalock has maintained a distributed workforce even prior to COVID-19. As of March 2020, we had over 664 employees in 40 states
- On March 5th, 2020 we sent all in-office employees home to ensure our network was able to handle all employees
- As of March 16th, 2020, the entire company (minus our essential operations staff) was fully remote from home



► Pre-Pandemic

Customers

- Communication to all customers about device sanitation, service center locations and how we were following the latest CDC guidelines
- COVID -19 FAQ page to aid in customers in guidelines and recommendations from the CDC



To our valued customers,

Like so many of you, we've been closely monitoring the dynamic situations of the coronavirus (COVID-19) and how it is impacting our country. For Intoxalock, that means how it affects our employees and customers, and then making the necessary adjustments to our work and operations.

First and foremost, the health and well-being of our customers and employees remains top of mind and our highest priority, and we will continue to act thoughtfully and courageously despite the disruptions and uncertainty the coronavirus (COVID-19) brings to our daily lives. We are navigating this situation with urgency, learning and adapting as new information is made available.

We are closely following the Centers for Disease Controls' (CDC) guidelines and recommendations on the steps we can take to prevent the spread of the virus. We've already taken a series of precautionary steps in response to this emerging public health impact.

Here are some items we've done to ensure sanitation of the Intoxalock device:



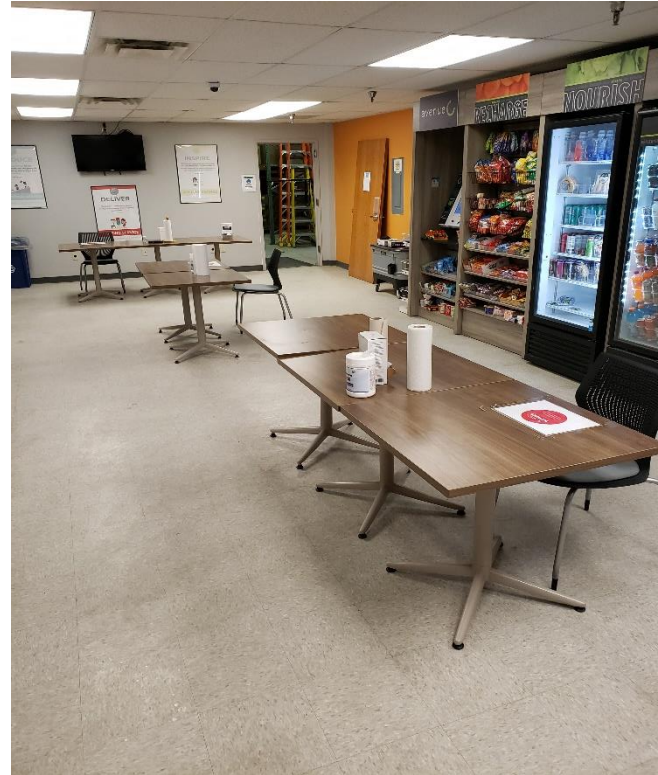
▶ Objectives

- ▶ During the COVID-19 Pandemic

► During Pandemic

Operations

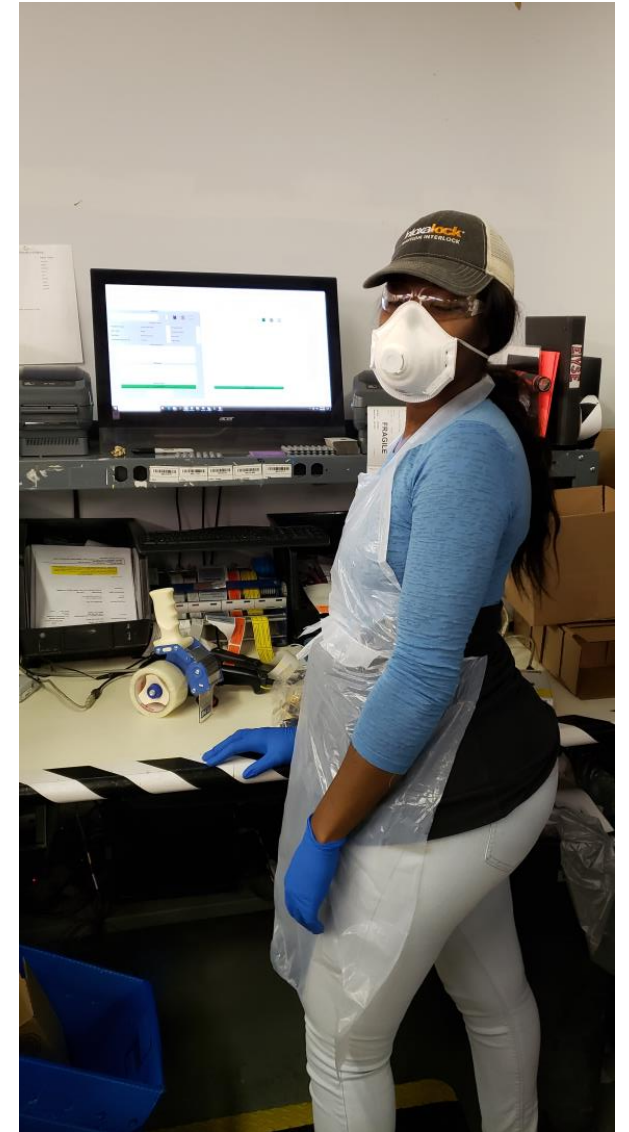
- Covid work stream
- Covid state work stream
- Quickly pivot shipment locations
- Maintaining relationships with Logistics providers
 - Domestic suppliers
 - International transport



► During Pandemic

Employees

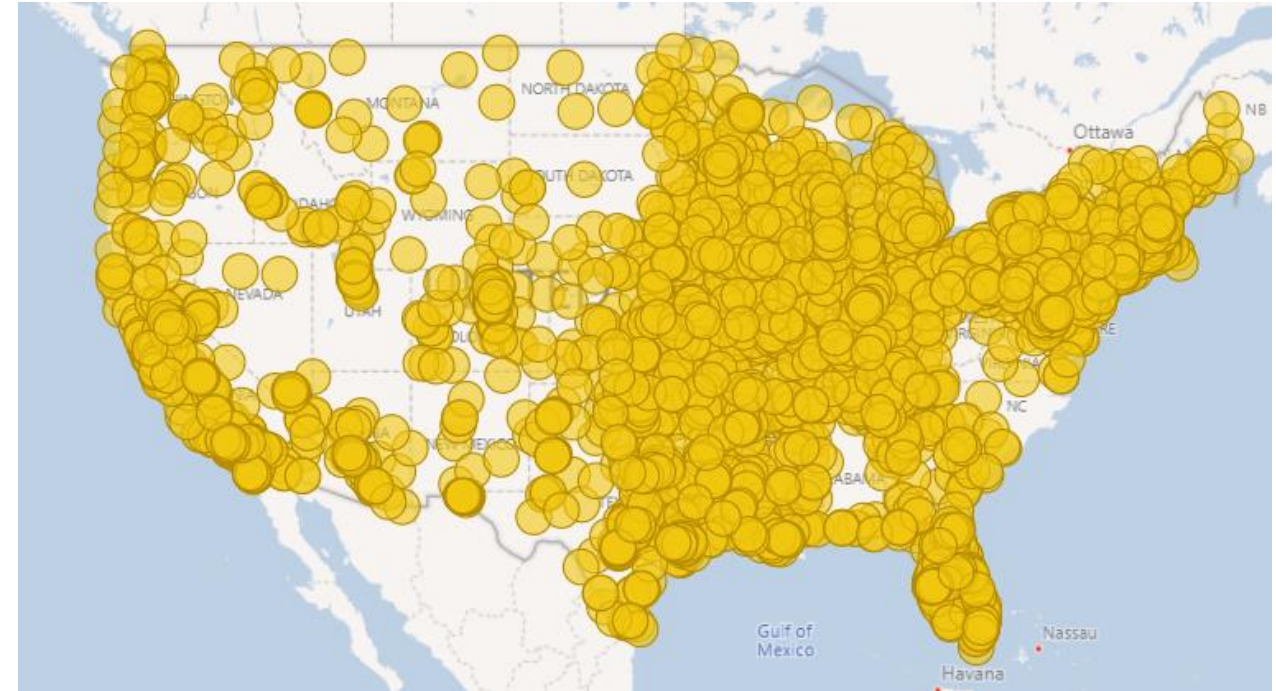
- Held weekly leadership calls
- Monthly Company Calls
- Launched management training courses for leaders now managing a dispersed workforce
- Tracked local COVID policies for Employees and communicated with them frequently
- We thought outside the box to promote an inclusive environment for our employees
- Work Share Programs
- Took great care of our essential workers



► During Pandemic

Customers

- 4,500 service centers nationwide
- Locations for all vendors on state listings
- Volume of connected devices in the field
- Price breaks & flexible billing options



▶ Objectives

▶ Post-Pandemic

► Post-Pandemic

Operations

- Importance of robust sales and operations plans
- Understanding where your vendors are and how they are impacted
- Supply chain diligence



► Post-Pandemic

Employees

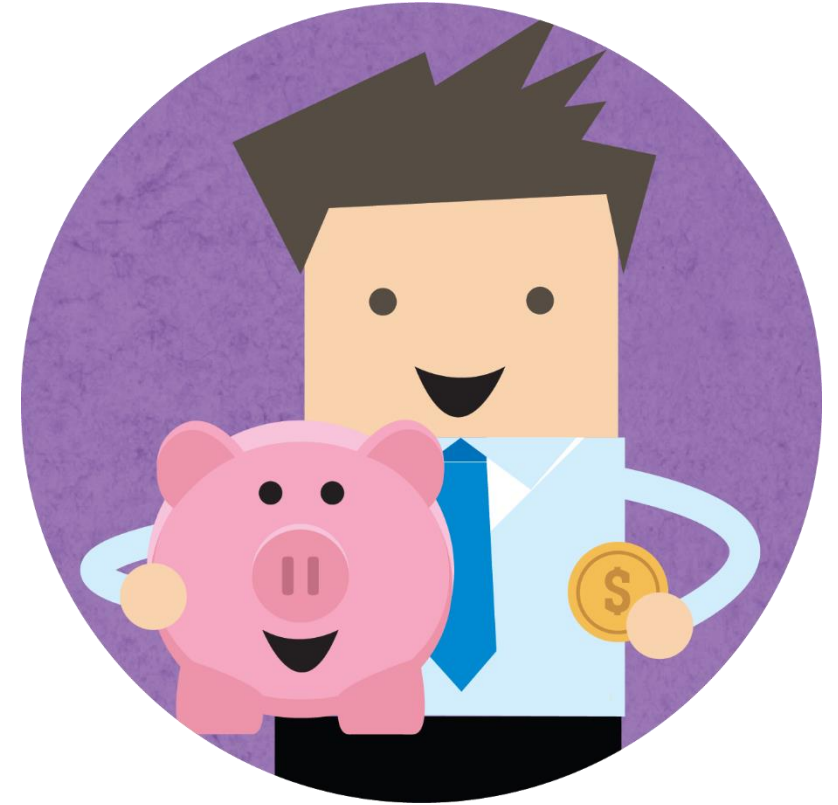
- Sustained our number of employees to the same level as Pre-Covid
- Best Places to work 2021
- Best places to work for working parents 2021
- IA Workforce Law change based on one of our employees going to their lawmakers



► Post-Pandemic

Customers

- CARES Act funding for courts



▶ Thank you for Attending!



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