

Special Report to claim 100% available funding from Milestone 4

Milestone description	<p>Support structure and marketing campaign</p> <ul style="list-style-type: none"> Establishment and training of support team Test drives using current ENV 200, and Promotional events and media engagement
Deliverable	<p>A report that contains, as a minimum, the following contents:</p> <ul style="list-style-type: none"> Training undertaken; Marketing activities conducted; and Any other information that you believe EECA should be aware of.
Funding Claim	<p>Progress of Funding: \$0 out of \$30,000. Claiming full \$30k this period. As per discussion 5Oct, funding to be release upon receipt of this report.</p>

Tasks delivered

<p>Establishment and training of support team</p>	<ul style="list-style-type: none"> Rebecca Agent started as EV product owner in July 2018 and has been focusing on the operational readiness for thl. All ops workstreams are well underway, with fortnightly touch-points to check in on progress for manufacturing, training for front/back of house etc. <u>See evidence as follows: example Ops Readiness Agenda & Minutes'</u> <p>16Oct thl/evProgramme Ops Readiness Agenda & Minutes</p> <table border="1"> <thead> <tr> <th>Agenda</th> <th>Notes/ Actions</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Leadership Conference </td> <td> <ul style="list-style-type: none"> A lot of feet through the prototype, and good conversations were had! </td> </tr> <tr> <td> <p>ALL – round table update covering your area</p> <ul style="list-style-type: none"> Malcolm – prototype readiness, charging cables from LDV, iterating feedback on prototype test drive Jess/Nicole – FAQ, training, explore possibility of QVG to be designed inhouse Jason – BOH, training, charging cables, IVT, scanning tool test Kate/Ben – in vehicle equipment, review of compelling opportunities for storytelling and community partnership Hueyship (replacement??) / Katie – FOH, H&S, branch charging Joanna/Patrina - Scheduling by enquiry only Lise - Terms & Conditions vs Rental Agreements. 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- Additional targeted workshops have been held such as the ‘EV FAQ breakout session’ with pre-hire, detailing, customer services & fleet, held at the Mangere Branch location to gather the team’s inputs and thoughts around the changes to existing processes related to the EV.
- See evidence as follows: post on internal social platform yammer outlining a successful workshop held at the Mangere Branch location



Rebecca Agent – September 9 at 11:32 AM from Desktop

I just wanted to share a highlight on the evProgramme last week ... Following 5mins of branch yoga (the other highlight!) in Mangere Hueyshin Gan Setu, Jesse Cook, Nicole Magnus and I ran a brief EV FAQ breakout session.

See the photos to give you a sense of what we did... separating into – pre hire, detailing, customer services & fleet, and workshop to gather the teams inputs and thoughts around the electric RB ! It really helped the team to come along the journey with us, where Jesse & Nicole are now collating the inputs into our growing list of FAQs. Next we will be finding answers to all the areas we have uncovered over the coming weeks...

cc: Hueyshin Gan Setu, Jesse Cook, and Nicole Magnus



👍 LIKE 🗨️ REPLY ➦ SHARE ✎ EDIT ...


Hueyshin Gan Setu, Jo Allison, Johanna Denyer, and 6 others like this

Seen by 71

- See evidence as follows: outputs example of the extensive (132 inputs) EV FAQs gathered from all operational areas (front and back of house branch operations) of the business. This helps to build content for training.

Question	Category
"How can I start the campervan? Potential problems: 1 EV starts but it is too quiet. 2 There is no power left. 3 It is not in the Neutral or Parking gear. Solution: 1 Put your foot on the accelerator. 2 Charge the battery. 3 Check the gear box and change it to the right one before turning the engine on. "	LDV
How much do I have to pay if someone come and tow the van?	On Road
Where is the nearest charging points?	General
How can I find out if there is someone waiting in the next charging point?	General
How much will it cost to charge in a fast charge points?	General
How long will it take to charge the van from 0% to 80%? 100%?	LDV
What do you do if the van runs out of power?	On Road
How many type of charge points are there?	LDV
How long will it take to charge the van from 0% to 80%? 100%?	LDV
Do you have any videos about this EV, e.g. how to connect the charger, how to find the charge points etc.?	LDV
Can I charge my car in the rain?	General
Can I use my cellphone while I am waiting for the vehicle to charge at the gas station? e.g. usually you cant use your cellphone when fueling, is this the same for charging?	General
What if the charger is visibly damaged? What if the charger isn't working?	Operations
If I run out of power, can I use the lights in the EV?	LDV
does using the headlights at night cause the battery to drop? how does this affect the battery and should we encourage customers not to drive at night?	LDV
How much longer can I drive using the ECO button	LDV
Will my range be reduced if I use AC or heating?	LDV
What entertainment systems do we have in the EVs	Action
Can I use an EV lane? (usually a T2 or T3 lane?)	General
Can I use an EV if I am pregnant?	General
If the vehicle was to be involved in an accident is there any H&S risks that need to be identified (e.g. have a fire truck due to the battery components??)	LDV
Do we have the AA roadside sticker on the vehicle or refer to normal process where we have our 0800 number on the keyring and they call us for authorisation	On Road
what happens when a key is lost/doesnt work?	LDV
What is the turnaround for jobs being sent to the dealership? do we have a SLA	LDV
If a charging cord is missed by the branch or broken, can customers purchase this on road, if so where from and what is the cost	On Road
we need to have training on how we deal with 'range fear' so we can coach customers through	General
How else does the battery charge other than plugging in? - answer, downhill?	LDV
Will the new telematics system drain the battery faster?	LDV
What do we do if there is a power outage at the branch or at a campsite and people are stuck	Operations
The vehicle is really silent so how are we addressing this safety wise?	Operations

- Analysis for complementary training is underway and assigned to specific operational manager for delivery
- See evidence as follows: training module planning kicking off by on-road & customer care manager (national training lead) to begin building internal training modules

 Learning outcomes for the EV module



Jesse Cook

Teresa Noble; Jay Graham; Lei Yu; Fernando Vizcarra; Alexander Dreissig; + 3 more

Tuesday, 9 October 2018 at 6:03 PM

[Show Details](#)

← You replied to this message on 11/10/18, 7:52 AM.

Hi team

Just wanting to understand from your teams perspective what the learning outcomes are that you want for your crew who will do the EV training module. Below are a few that I have jotted down as an example:

- Explain when EVs are coming on fleet, how many are coming on fleet and which branches will have these
- Identify the key differences in engine operation for a normal campervan vs a EV camper
- Identify the key differences in house operation for a normal campervan vs a EV camper
- Complete a show thorough on an EV
- Explain the health and safety processes that crew and customers must follow when interacting with an EV

Please let me know if there is anything else you would like them to learn and be assessed on as part of a module. Would be great if I could have the feedback by the end of next week please 😊

Cheers

Jess



Jesse Cook

On Road & Customer Care Manager | Tourism Holdings Limited | www.thlonline.com

Self Drive Experiences | Design & Manufacturing | Guided Experiences

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36 Richard Pearse Drive, Mangere, Auckland | Private Bag 92133, Auckland 1142

- Training requirements are also being analysed directly with vehicle manufacture LDV and is to be scheduled and travel booked for crew to travel to Taupo for two days in November
- See evidence as follows: assessment of who is to attend to ensure we have a broad coverage across the country of crew who support the new electric vehicle

 RE: LDV training and the EV



Jason Kendall

Rebecca Agent; Jesse Cook

Tuesday, 9 October 2018 at 6:26 PM

[Show Details](#)

Hey,

My view would be Training, Janik from Qtwn, Lui or Dave from AKL, As Kevin is off on ACC I think it could be good to send him, Jay from On Road side, I can go but would want to see content but don't know if I'd be essential? Assume we would need a few front of house people from education point as well. Who else Jesse?

Thanks,



Jason Kendall

Fleet + On Road Care Manager | Tourism Holdings Limited | www.thlonline.com

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 RE: EV Vehicles Training



Warren Willmot @GLMD <wwarren@glmd.co.nz>

Jason Kendall; Jesse; Rebecca Agent; Jesse Cook

Wednesday, 10 October 2018 at 12:38 PM

[Show Details](#)

LDV V80 service sch...
15.6 KB

[Download All](#) [Preview All](#)

Hi Jason,

As previously discussed, we are happy to provide basic training for your troops for generic servicing. Most of this is just the basics, which your guys already know. In fact, aside from using the correct fluids, parts and tightening the oil-cooler, there isn't much left to teach. The diesel V80 service schedule is attached.

The **goal** beneficial training would be with a scan tool, which THL currently does not have. The scan tool allows you to quickly diagnose computer faults, reset the AMT transmissions, complete software upgrades - and if desired - complete warranty claims.

The EV80 generic service items can be checked by any technician, however anything to do with the EV Drivetrain must be completed by our specialist LDV EV technician at an approved EV Service bay.

The first service on the EV80 is due at 5,000kms. This is just to check the basics - nuts/bolts all tight etc. The next service is then due at 30,000kms (which again is just another inspection, and potentially a software update).

Jason Wiggan will send you a service check sheet for the EV80 shortly.

Does that help clarify? It would be awesome for THL to purchase a scan tool, it would also be beneficial to your sales department for when the vehicle's are de-leased.

Kind regards,

Warren Willmot The Van Geek
Sales & Marketing Manager

Test drives using current ENV 200

- Internal user tests continue with 13 crew trips being taken to/from Auckland.
- Experiences recorded include storytelling, EV experience & vehicle feedback all captured for crew engagement on internal social media platform yammer along with key themes being captured in excel for use downstream in building training, FAQs & relevant customers materials. Comprehensive messaging goes with the vehicle to ensure we get high quality outputs!
- See evidence as follows: the process for test drive bookings for the ENV 200 is automated in thl systems, which also provide the additional benefit of front (reservations & customer care) and back of house (detailing an EV) can test variations to standard processes along with key messaging to share with public for questions when on the road



Rebecca Agent – August 21 at 2:04 PM from Desktop

We are now booking Tiny in Aurora with the first system booking going out this Thursday - can't wait to hear how your trip goes Jay Graham !!

Tiny's booking code is 2BEV, please get in touch with Hueyshin Gan Setu and she will navigate bookings directly for crew.

Also don't forget how lucky we are with this opportunity :

- Use of the eRV and charging will be Free Of Charge (FOC)
- Accommodation is FOC at Holiday Parks NZ campgrounds (that are included in the current itinerary, check out [expand](#) >

cc: Jay Graham and Hueyshin Gan Setu



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Jesse Cook, Mark Testa, Jo Allison, and 4 others like this

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The Journey to e-RV – Key Messaging

- Thl is leading the way in the role of electric vehicle opportunities in tourism with extensive research and development being undertaken.
- Thl's goal is to produce a fully sustainable, low emission driver experience that enables the customer to experience New Zealand in a connected way (where to go to top up the vehicles power, and what do while you're waiting)
- Transitioning to electric RV's is an important component of the move towards low emission and aligns with the sustainability objectives of the company.
- Thl and its manufacturing partner Action Manufacturing have made significant advances in design and development over the last year – there have been significant learning opportunities.
- The progression to electric motor homes and campervans is dependent on infrastructure to enable charging of vehicles as visitors travel through the country.
- The daily kilometre range of ev's has proved to be the current main challenge in the move towards an electric fleet.
- Pre-determined itineraries enabled with easy access to charging stations are the most feasible first stage of the electric self drive experience for tourists and present an exciting opportunity for NZ tourism.
- This summer, thl successfully completed an e-RV trial with a prototype electric RV on the road obtaining useful insights.
- Learnings have been around customer experience, range, maximum distance travelled, and time to charge, developing itineraries, as well as our processes and design. It includes maximising electric power opportunities and creating additional efficiencies and carbon reduction through optimising all features. This is working towards full replacement of other fossil fuels used in the vans like gas bottles and diesel heaters as well.
- Thl is working in partnership with others including tourism operators and the Holiday Park Association to create electric vehicle itineraries for travellers.

- See evidence as follows: booking info supplied to crew to outline EV testing

Tiny the electric campervan – Mangere Crew testing opportunity

As many of you will be aware, we have embarked on an exciting project exploring the potential and possibilities surrounding the concept of the EV Campervan experience.

We have several vehicle concepts underway with Action Manufacturing and have been testing a micro sleeper van we have affectionately named Tiny on the road to gain an understanding of the in's and outs of driving an Electric Vehicle on NZ roads, in the shoes of a tourist.

You may have seen some stories 'from the road' here on Yammer as we have learnt about the driving behaviour and planning required to successfully driving a classic tourist loop of the North Island. We have now designed an itinerary that we would like to share with you all and invite both feedback on the itinerary and offer Tiny for a period of testing to further our insights and share the experience of EV use in New Zealand.

This is a unique opportunity to try a really nice EV camping package, test part or the entire itinerary and gather feedback that will contribute to our vision of creating our first EV fleet that we are targeting to build for this coming summer season. We are rolling this out as a staged prototype and will learn together what we need to do differently to manage an EV.

The deal is this: take advantage of this awesome opportunity, AND provide formal feedback to us, in the form of a chat with me, or a few paragraphs via email (you will be prompted with some questions), capture your journey with great images, talk to interested folks on the road – they will approach you to have a chat – be a great ambassador for thl – you will be provided with PR guidelines so you know what we are happy to share publicly.

Here are the basic ground rules:

- Use of the eRV and charging will be Free Of Charge (FOC)
- Accommodation at Holiday Parks NZ campgrounds (that are included in the current itinerary, check out <https://www.britzev.com> for the test itinerary) these will need to be booked in advance and also FOC using a provided voucher/code
- All other expenses including food, dining and experiences are at the users expense
- Usage is to be taken on your own time – i.e. Weekends and/or AL which will need to be approved as per normal leave application
- If you get stranded due to lack of forward EV planning, it is your responsibility and associated costs to arrange help/towing, and you win a special mention on the Yammer Hall of Fame..
- Linen/bedding picnic/camping sets (utensils plates etc) are supplied in the vehicle.

Tiny the electric campervan – Crew testing opportunity Pt 2

Recharging –its quite simple really...

1. Plan ahead:
Firstly load the Plugshare App onto your phone. This is the most up-to-date Charging station map and info around. It is your friend. Click here for [Android](#) /[iPhone](#) or website <https://www.plugshare.com/>
2. Check out our EV Scenic itinerary:
Our preference is for you to try all or some of this to test the experience we hope to offer to our customers in the near future
3. The act of charging:
You currently have **three charging options** at your disposal, you will probably use all three during your travels
 - **Fast or Quick Chargers.** These are the 50KW DC charging stations you may have seen around town. They plug into the front of the van, with a plug type called a **CHADEMO**. You release the "bonnet" to plug the charger in. The release is beneath (and to the right) of the steering wheel, this is similar to how you would release a regular car bonnet.
 - These are either pay as you go using the **ChargeNet** kiosks (often at 2.Stations) use the provided FOB on the vehicle key to pay at the kiosk, or some are free charging stations provided by Energy Companies such as WEL or Vector.
 - This, as the name suggests, is the quickest method of charging and best suited en route – you typically only charge to 80% (the last 20% charging takes 80% of the time) and depending on you battery level before plugging in this will take between 5 and 20 minutes. (Not including any other EV users in front of you waiting...)
 - The cable and plug is part of the charger, like a petrol pump.
 - Stay near or with the vehicle when charging if possible.
 - You will be using these chargers 'on the go' in between destinations, some of which are required stops on longer distance days, and/or you have explored significantly beyond the EV itineraries.

- See evidence as follows: photo examples of crew feedback from testing posted on internal social media tool yammer along with excel record including themes and useful inputs to be converted into training materials, FAQ and customer materials

Jay Graham Follow — August 31 at 03:13 PM

I had a great time taking Tiny, 1st time driving a fully electric vehicle! - Biggest motivation for the trip- No petrol & Road user charges..... and of course trying to find out what our customers will need in terms of support On Road

Like tom, Had a bit of a nervous drive heading to the first charge point at the Library in Thames with the battery level hitting 20% in Waitakaruru (about 25kms to Thames)

I found that the first 20% of the battery level goes down pretty quickly- This may be due expand >

cc: Rebecca Agent and Hueyshin Gan Setu



Rebecca Agent — August 28 at 12:24 PM from Desktop

In the spirit of story telling here is some great feedback from Tiny's latest adventures with Tom Norman, one of our Mechanics out at Mangere ...

"We had a great time once we got to coromandel in tiny! The charging points around coromandel work great and everyone at the holiday parks were super helpful and excited about tiny's journey!

Some of the best things about tiny was the super easy set up and comfort of the sleeping area, the ease of being able to park in pretty much any place instead expand >

cc: Jason Kendall and Kevin Guptill



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 Claire Reid, Robyn Crane, Jesse Cook, and 4 others like this

Seen by 54

Booking	Crew Member	I Range	Charging	Vehicle	Itinerary	Planning
15-18Aug	Tom Norman	Range was fine around coromandel but then when we charged at Thames and had to return to auckland we knew we couldn't make it and just made it to a charge point in pukekohe with 4% and the km gauge flashing!	Our biggest issue was getting from auckland to Thames (the first quick charge) we arrived with 6% battery after leaving with 100%. It was such a nervous drive that it made us nervous for the rest of our trip! We had a great time once we got to coromandel in tiny! The charging points around coromandel work great and everyone at the holiday parks were super helpful and excited about tiny's journey!	Some of the best things about tiny was the super easy set up and comfort of the sleeping area, the ease of being able to park in pretty much any place instead of being restricted to van spaces. It was a great drive overall and space saving areas were great. However a couple of things we struggled with: - not being able to use the heaters/aircon due to the massive reduction of range and power (even when we needed to de-mist the windscreen so we could see, we opted for manual wiping rather than heaters) -no fans/air vent to help reduce condensation overnight -the features like heated seats and steering wheels seem completely unnecessary. I would imagine they are super heavy as well which doesn't help the range! We love the idea and ease of tiny but think it would do so much better with some less weight and it would definitely need a better range! If left the same at the moment I think it might mean very stressed customers/negative feedback due to people being too worried or getting stuck and having to call out recovery	-Departing Auckland with full charge (130km of range) -stayed in Takanini with about 70km of range left so fast charged to 80% (100km range) -After a nervous drive to Thames with 5% charge left another fast charge back up to 80% and set off to the campsite at Shelly Beach -Arriving at shelly beach campsite with with about 30% of charge (25km range) left - plugged in to the campsite for a full charge overnight -The following day we set off full of charge to Whangapoua and then made it to Whitianga with a much welcomed 50% left -A quick fast charge back up to 80% then on to Hot water beach, later arriving at the campsite with plenty of charge but plugged in for a full charge overnight -Next day left for Whangamata arriving with 45% charge and fast charge back up to 80% -then setting off to Waihi arriving with 60% and with another fast charge went to Karenghake Gorge and then back to Waihi campsite and a full charge overnight -Final day we left Waihi for Thames -Arriving with about 30 - 40km of range left and then fast charged and then leaving with 103km of range -Leaving Thames for Pukekohe which was nervous as hell due to us being afraid to exceed 75kmh on a busy highway -after crawling into Pukekohe with 4% charge we managed to fast charge which we managed to get back to Mangere branch with 30% charge left	Thanks for the opportunity it was a great experience! it would be cool to see how tiny could work for a wh north island trip! Maybe they need some more charge points install to help!

- ENV200 has been transported to Queenstown for user tests to commence in the South Island. Similar bookings and testing processes will apply, with critical feedback required from the differing environments of the South Island.
- See evidence as follows: invoice covering transportation of vehicle from Mangere Branch to Queenstown

LDV TAX INVOICE

Great Lake Motor Distributors Ltd
 86 Miro Street
 Taupo 3378
 Phone 07 376 1510

GST No 104-708-986

TOURISM HOLDINGS LIMITED
 PO Box 4293, Shortland Street
 Auckland
 1140

INVOICE NUMBER 25092018
 INVOICE DATE September 25, 2018
 YOUR ORDER NO. Rebecca
 TERMS Payment is on due now

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Transport of EV van as detailed below Pickup date: Monday 1 st Oct 18 Pickup location: Britz Campervan Hire Auckland, 36 Richard Pearse Dr, Mangere, Auckland 2022 (Contact: Hueyshin Gan Setu) Drop off location: Britz Campervan Hire Queenstown Branch, 50 Lucas Pl, Frankton, Queenstown 9300 (Contact: Katie Holden) Vehicle registration: [REDACTED] Ordered by Rebecca Agent		\$1,100.00
	Subtotal		1,100.00
	GST		165.00
	Freight		0.00
	TOTAL		\$1,265.00

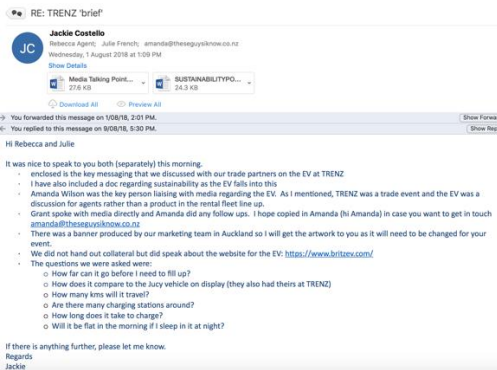
9(2)(a)

Bank Account Number for Payment 02 0428 0089333 00

THANK YOU FOR YOUR BUSINESS!

Promotional events and media engagement

- *thl* and the BritzEV have attended several industry trade events and have move in the calendar for the next six months i.e. Big Boys Toys in November, NZMCA AGM in March
- See evidence as follows: display for the first time for industry trade at Trenz in early May 2018



- See evidence as follows: display for the public at EV world in August 2018, with a huge benefit of gathering 80+ email addresses from interested people curious to following the EV journey with BritzEV



- Additionally, a number of media engagements have been underway with print and online publications are on-going
- See evidence as follows:
- <https://youtu.be/Y7E1y10xDGc>
- <https://www.autocar.co.nz/commercial-reviews/2014-britz-nissan-env200-sleeper-van>
- http://ebooks.edocumentonline.com/autotalk/evtalk_june18.pdf
- <https://www.youtube.com/watch?v=LBdG6pXLqEM&feature=youtu.be>
- <https://www.autocar.co.nz/commercial-news-app/thl-investigating-all-electric-camper-van-options>
- <https://www.autocar.co.nz/commercial-reviews/2017-ldv-ev80-britz-campervan>
- https://www.facebook.com/story.php?story_fbid=2463914590331561&id=204578546265188&refsrc=http%3A%2F%2Fwww.google.co.nz%2F

We hope this satisfies requirements against EECA 03-149 agreement.