

Special Report to claim 100% available funding from Milestone 8

Milestone description	Confirm future build plans and EV campervan additions to fleet
Deliverable	<ul style="list-style-type: none"> • Project report 7 : <ul style="list-style-type: none"> • Confirming results measured against specified success factors <p>SuccessFactors</p> <ol style="list-style-type: none"> 1. Overall user feedback on the question “ I would recommend this experience to my family and friends’ to be 7 or above out of 10 (10 being ‘absolutely’) 2. Average range to be 150k at an absolute minimum, ideally 200k or more 3. Overall yield margin to be at least the same as our current 2 Berth Non Toilet Shower van 4. e- itineraries are implemented with no outstanding issues 5. the implementation of support and maintenance network within our rentals operations has been completed and is compliant with all regulations including OH&S
Funding Claim	<p>Progress of Funding: \$0 out of \$12,500. Claiming \$12,500 this period</p>
<p>Results against successfactors</p> <p>Before going live with our first Electric Campervan, KPIs were set, and the operational teams involved agreed on collecting feedback based on those measures. Collection points were Booking insights, booking count, booking enquiries and NPS scores. These were recorded in a shared customer insight spreadsheet. We cannot share this with you due to privacy reasons, but we’re happy to share the summary results below:</p>	
<p>1. Overall user feedback on the question “ I would recommend this experience to my family and friends’ to be 7 or above out of 10 (10 being ‘absolutely’)</p>	<p>Feedback data has been captured from all angles for every trip taken in one of our EVs. This includes feedback from our crew, promotional rentals, customers that had booked it and customers that ended up in it as it was the only vehicle available.</p> <p>The data set is not large enough to get a conclusive answer on this. Responses have varied between 1 – 10 with those that had specifically chosen it generally rating it higher.</p> <p>The main draw backs are ‘range’ and ‘charging time’</p> <p>If summarizing the result , we would classify this as: Partly achieved</p>
<p>2. Average range to be 150k at an absolute</p>	<p>The range of the LDV ended up being around 120k comfortable. It is definitely not up to 150k.</p> <p>If summarizing the result , we would classify this as: Not achieved</p>



<p>minimum, ideally 200k or more</p>	
<p>3. Overall yield margin to be at least the same as our current 2 Berth Non Toilet Shower van</p>	<p>We haven't had the booking numbers come through to properly measure these results. At the moment pricing does not seem to be the key to the bookings, so it is hard to tell.</p> <p>If summarizing the result , we would classify this as: Not achieved</p>
<p>4. e-itineraries are implemented with no outstanding issues</p>	<p>We've had great cooperation from the Holiday parks, and both itineraries, with even some extensions are implemented.</p> <p>There are no outstanding issues.</p> <p>If summarizing the result , we would classify this as: Achieved</p>
<p>5. the implementation of support and maintenance network within our rentals operations has been completed and is compliant with all regulations including OH&S</p>	<p>We fully operationalized being able to rent and run electric motorhomes through our network. The crew is trained and certified where needed</p> <p>If summarizing the result , we would classify this as: Achieved</p>
	<p>Based on these results, we know that the LDV with the current battery will not be viable to rebuild, but will stay available on fleet. We have set a new strategy that includes the must have range as per success factor 2</p>
	<p><i>We hope this satisfies requirements against EECA 03-149 agreement.</i></p>