

COVID-19 (Coronavirus)

Toll Group is committed to service excellence. A strong and viable business continuity planning program is a part of our normal, ongoing business practice. We have extensive experience in facing challenging situations that require us to implement contingency plans that maintain our operations.

This document provides guidance on Toll Group's approach to the COVID-19 situation.

Information Monitoring and Management

Toll Group have established a group wide Critical Response Team (CRT) to provide strategic advice in response to the COVID-19 outbreak and maintain continuity of the supply chain. The CRT is closely monitoring guidance by the World Health Organisation (WHO) and other government and public health authorities daily and taking action in line with their recommendations.

Supporting our People

The health and safety of our teams, customers and community is our number one priority. Toll Group are regularly keeping our teams informed on best practice hygiene, travel guidance, new policies and guidelines. We are using a variety of channels including emails, teleconferences, team briefings, intranet and websites.

Communication with Customers, Suppliers and Stakeholders

Toll Group is engaging closely with our customers, suppliers and stakeholders on our response. We are operating to and within impacted areas as local conditions and restrictions allow. We are closely monitoring and adhering to all regulations and guidelines from government authorities related to containment of the virus. We are working closely with our customers to provide service updates either directly or via our [website](#) as the situation changes.

Business Continuity Plans (BCP)

The management of COVID-19 is in accordance with the existing Toll Critical Incident Management and Business Continuity Standard. Business Continuity Plans (BCPs) are in place for all Toll business units to ensure we can continue to serve our customers and maintain health and wellbeing standards across our operations.

Each BCP involves discussions with relevant stakeholders to ascertain the following:

- ▶ Critical functions and services provided
- ▶ Planned recovery action to sufficiently address all operational and service impacts
- ▶ The availability of resources required to be reallocated to ensure continuity of essential services

Consideration in the planning to ensure continuity of services cover a wide range of areas and can be dependant on the business unit and/or region. Examples include the following:

- ▶ Minimising contact (where possible) across sites, offices and delivery processes
- ▶ Preparations to enable offsite operations should any site be closed
- ▶ Isolation and return to work arrangements
- ▶ Redeployment of team members to assist affected areas

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Toll Alert Levels: Toll Sites

Toll is following all relevant in-country requirements and guidelines as directed by local authorities and government across its global operations.

In addition, Toll’s approach will include site-level alerts and responses guided by a range of factors, outlined in the table below.

The activation and escalation of the site alert level responses for Toll will be determined by site as required.

The alert level is determined jointly by the business unit management with the Global Head of Health, Safety and Environment, with guidance from the WHO, Centres for Disease Control and Prevention (CDC) and local government.

Toll Site Alert Levels	Description	Responses
GREEN	Site: no confirmed cases with response planning in place	<ul style="list-style-type: none"> ▶ Appoint site manager in-charge (SMIC). ▶ Review adequacy of equipment, such as masks, latex gloves and thermometers. ▶ Share communications and personal hygiene advice from the company and relevant authorities to the employees. ▶ Review needs of travel advisory or restrictions regularly as the situation develops, and provide company-wide communication, when appropriate. ▶ Closely monitor the situation, developments and advisories from the local authorities.
YELLOW	Site: no confirmed cases with preventative controls in place due to country alert level	<ul style="list-style-type: none"> ▶ Continue all responses as of alert level "Green". ▶ Implement return-to-work policy. ▶ Review employees' work arrangements. ▶ Restrict visitor access to essential service visitors only. Implement visitor health and travel declaration ▶ Establish emergency communication list. ▶ Review and activate Critical Incident Management and Business Continuity Standard, if applicable. ▶ Avoid meetings involving large groups of people, utilise phone/video conferencing where possible.
ORANGE	Site: 1 confirmed case on a site	<ul style="list-style-type: none"> ▶ Continue all responses as of alert levels "Green" and "Yellow". ▶ Commence temperature and flu-like symptoms screening for all employees and subcontractors who work on site. ▶ Visitors' health and travel declaration and temperature and flu-like symptoms screening. ▶ Determine alternate human and other essential resources.
RED	Site: 2 or more confirmed cases on a site	<ul style="list-style-type: none"> ▶ Continue all responses as of alert levels "Green", "Yellow" and "Orange". ▶ Employees that are not essential to work on site are to be working from home. ▶ Centrally control resources, where appropriate.