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 response to COVID-19.

All Toll business units and sites must maintain the appropriate level of preparedness, alert and response to identify, manage and care for cases and outbreaks of COVID-19, recognising that there is no one-size-fits-all approach.

Each business unit and site should assess its risk and rapidly implement the necessary measures at the appropriate scale to reduce both COVID-19 transmission and broader economic, public and social impacts.

Supporting our People, Customers and Community

At Toll we are closely monitoring the situation regarding COVID-19. The health, safety and wellbeing of our teams, customers and community is our number one priority.

We are following and taking action in line with the relevant government and public health authority directives and recommendations. This includes but is not limited to COVID-19 vaccinations, testing, travel, quarantine, self-isolation, PPE and other local and/or country-specific restrictions and policies.

We are regularly keeping our teams informed on 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 monitoring and adhering to all regulations and guidelines from government authorities related to containment of COVID-19 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 dependent 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
- ▸ 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.

Toll Site Alert Level	Description	Response
GREEN	**Site: no confirmed cases with response planning in place due to reduced local area alert level and/or restrictions**	‣ Appoint site manager in-charge (SMIC) and establish emergency communication list. ‣ Review adequacy of COVID-19 controls and maintain PPE/consumables stock levels. ‣ Share communications and advice related to COVID-19 from the company and relevant authorities to employees. ‣ Maintain high standards of personal hygiene and maintain existing cleaning routines. ‣ Anyone who is feeling unwell or has any form of signs/symptoms **MUST** stay home. ‣ Understand how and when to self-isolate or quarantine if you need to (as per local and country guidelines). ‣ Ensure visitor sign-in details include name and contact phone number. ‣ Follow and communicate the relevant in-country requirements and guidelines as directed by local authorities and government. This includes but is not limited to physical distancing, COVID-19 vaccinations, testing (PCR/RAT/ART), travel, quarantine, self-isolation, PPE and other local and/or country-specific restrictions and policies.
YELLOW	**Site: no confirmed cases with preventative controls in place due to increased local area alert level and/or restrictions**	‣ Continue all responses as of alert level "Green". ‣ Review employees' work arrangements and implement remote-working options where applicable. ‣ Restrict visitor access to essential service/business-critical visitors only and implement visitor declaration form (Appendix F). ‣ Maintain records for contact tracing purposes (Section 4.4). ‣ Follow COVIDSafe Events and Functions Guidelines (Section 10). ‣ Ensure all team member contact details are current. ‣ Review and activate Critical Incident Management and Business Continuity Standard, if applicable. ‣ Avoid face-to-face meetings, utilise phone/video conferencing where possible. ‣ Conduct internal audits of COVID-19 controls (higher frequency for larger sites)
ORANGE	**Site: 1 confirmed case on a site**	‣ Continue all responses as of alert levels "Green" and "Yellow". ‣ Review site cleaning schedules and increase as required. ‣ Separation/splitting of shift teams (as deemed appropriate) ‣ Determine alternate human and other essential resources.
RED	**Site: 2 or more confirmed cases on a site**	‣ 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.

Note: An 'Orange' alert level site will return to 'Yellow' alert level once the confirmed case returns to work.