

# COVID-19 (Coronavirus)

**Toll Global Express New Zealand (Toll GE NZ) 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 a high-level summary of Toll Global Express New Zealand's response to COVID-19.**

All Toll GE NZ 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 has assessed its risk and implemented the necessary measures at the appropriate scale to reduce both COVID-19 transmission and broader economic, public, and social impacts.

## **Supporting our People, our Whanau, Customers, and our Community**

At Toll GE NZ 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 acting, 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, our intranet and our website.

## **Communication with Customers, Suppliers and Stakeholder**

Toll GE NZ 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, via email or via our website as the situation changes.

## **Business Continuity Plan (BCP)**

The management of COVID-19 is in accordance with the existing Toll GE NZ Critical Incident Management and Business Continuity Standard. Business Continuity Plans (BCPs) are in place for all Toll GE's 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 impacted
- Redeployment of team members to assist affected areas.

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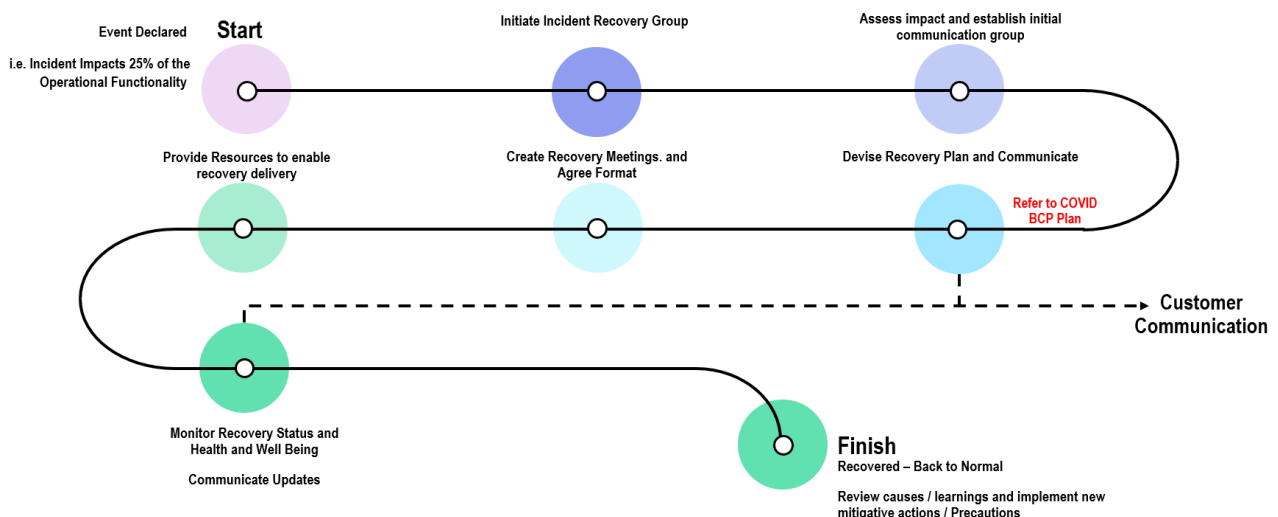
## Potential Impact: COVID-19 Reduces 25% Of The Functional Activity

CRITICAL ACTIVITY	POTENTIAL COVID-19 IMPACT	CONTINGENCY PLAN
Drivers – Metro and Linehaul	Unwell and unable to work. Un-able to perform pickup or deliveries	Utilise another company driver from within the Toll branch Utilise resource from other Toll sites / branches Hire external resource ie owner driver or another 3rd party If required to review alternative transport mode (Rail vs Road vs Sea)
Hoist Drivers	Unwell and unable to work. Un-able to perform loading or unloading	Utilise another company driver from within the Toll branch Utilise resource from other Toll sites / branches Hire external resource from temporary staffing agency
Despatchers	Unwell and unable to work. Un-able to perform load and Labour scheduling	Utilise alternative resource from within the Toll branch Utilise resource from other Toll sites / branches Hire resource from temporary staffing agency
Management	Unwell and unable to work. Un-able to Lead Team	Utilise alternative resource from within the Toll branch Utilise resource from other Toll sites / branches
Customer Services	Unwell and unable to work. Un-able to service customer queries and account management	Enabling working from home (Technology) Utilise alternative resource from within the Toll branch Utilise resource from other Toll sites / branches Hire resource from temporary staffing agency
Peak Planning	Unwell and unable to work. Impacting peak plan to service peak volumes	Internal coverage (Manager) Utilise resource from other Toll sites / branches Train 3 <sup>rd</sup> employee over Q1 in preparation for peak planning.

## Incident Recovery Group Process – COVID-19

The Toll GE NZ Incident Recovery Group initiates;

- the incident recovery process in the event of an incident occurring (i.e., COVID-19 impacts 25% of a daily operational function).
- will establish the direction for dealing with the operational incident through to recovery/normal operation function.



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## Management of COVID-19 within business

Toll GE NZ focus for the management of COVID-19 is on the management of potential workplace transmission.

We accept that some of our people will contract COVID-19 so the only sensible pathway is the management of potential workplace transmissions and our duty of care for our people whilst in the business

Key controls focus on the physical distancing of our teams to reduce the potential impact on the business if we were to have a positive case within the business:

### Personnel

- Non-essential personnel required to work from home under the red setting of the COVID-19.

### Protection Framework

- Different functions within GE NZ are separated by time / distance.
- Segregation of internal Teams and Staggered Shifts to reduce / remove the risk of COVID-19 transmission.
- Drivers are similarly distanced from the freight operators.
- Line Haul drivers separated from branch staff across the network.
- Contactless pick-ups and delivery.

### Hygiene:

- Mask use is compulsory within our facilities apart from when seated at desk.
- All high touch areas are deep cleaned twice daily.
- All forklifts and trucks are sanitised at the end of shifts and again at the start of the shift.
- Active management of employees and contractors coming to work sick.

### Education:

- Consistent and relevant information shared with all staff via national comms and in branch safety conversations.

### Rapid Antigen Testing

- Supplier of Rapid Antigen Tests identified and stocks on site as per requirements.
- Surveillance testing program in place within all Auckland based operations (highest risk area) with the ability to switch to a full national screening program if required.

If you have any questions please contact your Account Manager in the first instance, or reach out to our Customer Service team via email on [tollnzcustomerservice@tollgroup.com](mailto:tollnzcustomerservice@tollgroup.com)

This document is correct at the time of writing, and we are taking guidance from the New Zealand Government and The Ministry of Health, and any other relevant information relating to COVID-19 in New Zealand can be found [here](#).