



URGENT UPDATE: TOLL GROUP

5 FEBRUARY 2020

SUBCONTRACTOR PAYMENTS UPDATE

The TWU has been pushing Toll to make urgent payments to subcontractors (carriers) affected by the IT shutdown. Toll has now identified a temporary mechanism to pay carriers.

The TWU has been advised that from today, Wednesday February 5th, Toll will process a manual payment to each carrier based on the last invoice payment (bank transfer) Toll made to the carrier. During this temporary period, any of the following may occur:

1. A carrier may be overpaid or underpaid based on actual hours of work performed during the current period as the payment will be made on the basis of their last invoice payment;
2. Toll may not have paid a carrier in the previous period (as the carrier may not have worked or may have been on leave) but the carrier did perform work in the current period. It is possible that Toll may miss including the carrier on this week's payment schedule;
3. Toll may have paid the carrier in the previous period, but the carrier may be on leave or not have worked for the current period, which may result in the carrier receiving an overpayment;
4. Toll may pay a carrier who has already left Toll and did not actually perform work for the current period.

The TWU has been assured that Toll is working with sites to try to avoid this happening wherever possible, particularly in the case of underpaying or failing to pay carriers.

ADVICE TO MEMBERS

1. TWU members (employees and contractors) are advised to maintain diary records and any Toll records until further notice to ensure that any eventual adjustments will be correct
2. Contact your TWU delegate or official if you do not receive a payment that you are owed this week so that we can push for you to be paid ASAP.

These temporary payment processes will continue until IT systems are functioning again. Toll has committed to reconciling payments as soon as the IT systems are back online.

The TWU will continue to hold Toll to account throughout this period and will make any representations necessary to minimise the impact of Toll's problem on our members. Should any issues arise, please contact your TWU delegate.

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