



URGENT UPDATE: TOLL GROUP

3 FEBRUARY 2020

On Friday January 31st, a cyber security incident caused Toll to shut down their servers. Toll has advised the TWU they have identified the issue. They have isolated the impacted servers and put in place a solution.

However, Toll has told the TWU it will take some time to fix the system. The server shutdown has impacted all of Toll's operating systems including payroll.

ADVICE FOR EMPLOYEES

Employees may be sent home because there is no work available. These decisions will be determined by local managers. If employees are sent home they will receive full pay. Full pay will be the amount the employee would have received had they worked their rostered hours.

For members affected, Toll will still run a payroll this week, however due to issues associated with the server, employees will be paid for ordinary hours only. Any outstanding overtime will be reconciled as soon as possible and paid as a priority.

The situation is fluid and Toll is not able to confirm which systems will be up and running or when.

ADVICE FOR CONTRACTORS

The normal system to pay sub-contractors is not currently available. Toll has told us that they are working to find an alternate mechanism for payments to be made.

Toll has apologised for the disruption and any inconvenience and is currently working to find a possible solution ASAP.

TWU RESPONSE

The TWU has asked for a document outlining the commitments they have made to the TWU about members being paid. In addition we have asked for Toll to undertake to reimburse any employee or sub-contractor for any dishonour fees and the like incurred as a result of the server and payment problems.

We have asked for a commitment to some minimum payments being made to sub-contractors and any money owing to be reconciled as soon as possible.

We have asked that any casual that has been rostered to work be paid for the hours they would have worked if they had worked their published rosters.

We will continue to update you on the commitments we receive.

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