



TWU TOLL CYBER SECURITY UPDATE

12 MAY 2020



UPDATES ON TOLL CYBER ATTACK

The TWU has been informed that there are ongoing disruptions to payroll and time and attendance systems as a result of a cyber attack on 4 May. Toll has advised us of the following:

IMPACT ON PAYROLL FOR TRANSPORT WORKERS

Payroll teams have been working to put in place manual processes to minimise the impact on the payment of wages. The following is the impact:

Global Logistics: Employees in our Global Logistics business will be paid as per actual hours worked.

Global Express: Employees will be paid as per actual hours worked with the exception of Express Parcels, where hours worked by employees are recorded via Kronos, which is currently inaccessible. The process put in place for Express Parcels is therefore as follows:

- For the week ended 3 May 2020, employees were paid for ordinary hours worked. This will be reconciled against actual hours as soon as possible.
- For the week ended 10 May 2020, employees will be paid ordinary hours and shift loading. Any overtime worked by employees (together with any overpayments) will be reconciled against actual hours as soon as possible.

SUBCONTRACTORS

The cyber-attack on Toll has impacted servers and systems that support the normal mechanism to pay subcontractors.

During the first cyber-attack, manual payments were

made to each Toll subcontractor based upon various manual inputs including the last invoice payment (bank transfer) made to them prior to the cyber-attack, along with any additional information provided by the sites. This process, which was made to ensure subcontractors were not disrupted whilst systems were being brought back online, has been initiated again with a view to ensuring payments continue to flow to subcontractors to keep them operational.

This method of determining an amount to pay our subcontractors means that there is a possibility that our subcontractors may have received or will receive more or less than the actual services performed, ie under- or overpayments.

In the meantime the TWU advises all employees and tied sub-contractors to:

- Maintain a diary record of all work completed until further notice
- Maintain all Toll work records, rosters, etc

in order to ensure any payments can be reconciled to you when systems are back on line.

As more information comes to light the TWU will update members.

If you have any questions see your TWU delegate or official.

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