



COVID-19 (Coronavirus disease) update

As we face unprecedented uncertain times, the BT Group provides the following update on contingencies that are in place to ensure business continuity and the safety of our staff, customers, contractors and their families.

The management, directors and key staff have reviewed our work environments, work practices and system contingencies in line with the health department recommendations and put in place the following strategies.

In summary

- Regular communication to employees with updates on business practice in line with recommendations.
- All employees have been advised if they develop any symptoms of sickness, they are to seek a medical review, have medical clearance prior to returning to work, and report any diagnosis of Coronavirus.
- We have re arranged our office spaces to meet with the social distancing recommendations, and locked down offices to those staff working directly in that office, minimising social interaction. Staff that can work from home have been encouraged to do so.
- Tool box talks / communication's refreshing all employees on best practice hygiene, social distancing and communication guidelines as well as providing hygiene stations at every employee's desks, increasing wash facilities throughout our depots and soap free wash options as appropriate for all employees.
- Cleaning frequencies and disinfecting has been increased throughout our facilities.
- All non-essential travel has ceased.
- A recommendation that all internal / external meetings between employees and or customers be convened via electronic mediums, (teleconference, video conference)
- Our IT department has a web-based contingency which would allow all staff to work from home without disruption to the business or the need to have work place IT platforms in their possession.
- Electronic communication platforms are in place ensuring communication between, staff, customers, drivers and contractors.
- Electronic and manual paperwork contingencies are in place ensuring all movements can be tracked and identified.
- Back up servers are in place across 2 suppliers and on site which provides 3 options ensuring IT platform continuity.

BT continue to monitor the latest developments relating to COVID-19 (Coronavirus) in Australia and across the world. We are reviewing new information as it becomes available, in particular the Department of Health via <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov> and the Department of Foreign Affairs and Trade via <https://www.smarttraveller.gov.au/>, and will act in accordance with the directive of these agencies.

We appreciate the trust our customers have placed in us over the last 50 years and assure you with our "Can Do" culture, our people and systems our business is well equipped to work through the current challenges and beyond. We will continue to monitor, update and change our practices to ensure business continuity and personal safety throughout this situation and beyond.

Phillip Mills

Chief Executive
BT Group