

Coronavirus – how we are working to protect you, our staff and the public

The Altus Board and Executive takes its responsibility to its customers, staff, their families and the public very seriously. We have been meeting regularly to assess the growing risks associated with the coronavirus and how we should respond. With the threat of the virus escalating, we are continuing to follow the advice of health authorities and the Australian Government, as well as the needs of our customers and staff.

In our duty and responsibility to act in each of their interests, the following decisions have been made and actioned to manage the real, potential and perceived health, financial and reputational risks to Altus, it's staff and customers. These include:

- **Regular, direct and transparent communication with staff** – Altus has been communicating frequently with field and office-based staff to appraise them of a range of issues relevant to the current circumstances. These include: steps to promote personal health and safety; expectations of personal responsibility and reporting having regard to recent travel, the presentation of symptoms, or being in contact with such people; changes to our operating model having regard to measures that mitigate excessive staff contact and maintain business continuity; and linking staff to available published health resources.
- **Central monitoring and collection of risk-based data** – Altus is maintaining details of staff travel movements and health status and are actively seeking updates from customers on details that may indicate potential exposure of staff. This is allowing us to manage risks more effectively.
- **Central monitoring and maintenance of customer requirements** – Altus is maintaining all customer and supply chain communications regarding the coronavirus centrally with a view to providing timely responses to requests for information, or confirming updates to existing operating models where these are requested and possible.
- **Business continuity testing and assurance** – Altus has undertaken remote work testing of each of its core functions such that it may continue to support customer fulfillment in response to a range of identified scenarios. We have subsequently implemented the split of key teams between work and remote locations, as well as updated travel advice, to manage the potential risk of exposure across the organisation.
- **Cancellation of all non-essential travel and group functions** – All non-essential travel and attendance at large public events has been cancelled. Similarly, internal and external staff toolboxes are being postponed or where unavoidable (such as for inductions or pre-starts), limited to small groups.
- **Minimised rotations** – Altus is limiting the rotation of field staff among customers and worksites where possible, so as to reduce the potential for exposed individuals to be brought into new work environments.



Every part of the Altus team throughout Australia is committed to the wellbeing of their customers and colleagues. We thank you for your ongoing support and look forward to getting everyone home safely through this challenging time.

Sincerely,

Jeff Doyle
Altus CEO

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