

*We care about protecting the things that matter the most ...*

**We believe** every person is unique, every person should be treated with dignity and respect, and every person has the right to be listened to and kept at the heart of decision-making pertaining to their care and recovery following workplace illness and / or injury.

**We promise** to work with Toll's values and culture compass at the centre of our service delivery:

- **Customer:** We put our customers at the centre of everything.
- **Teamwork:** We work together to succeed.
- **Progress:** We are passionate about progress.
- **Accountability:** We are accountable to one another.
- **Integrity:** We do the right thing, the right way.

**You can expect** us to treat you with courtesy, thoughtfulness and in a prompt manner.

**We will** use the Safe Work Australia's 10 guiding principles to govern our behaviour, policies and practices by:

1. Supporting early reporting of work-related injury and illness and assist Toll team members to navigate the workers' compensation claim process.
2. Ensuring Toll business units appropriately and effectively prepare for, respond to, and manage work related injury and illness in the workplace.
3. Taking steps to ensure Toll team members know their rights and responsibilities and are supported to play a proactive and positive role in their own recovery and return to work.
4. Providing support and intervention that is tailored to meet the needs of workers and facilitate same in a timely manner.
5. Taking appropriate precaution so the return to work process does not exacerbate existing conditions or create new ones.
6. Initiating return to work programs and planning support that is optimal for recovery, timely and achieves a positive re-engagement in work that is productive for both the Toll team member and business unit.
7. Taking action to assist Toll team members to return to a physically and psychologically safe, and supportive workplace.
8. Ensuring Toll business units understand, promote and embed the principles of good work in practice, recognising that good work is good for health and supports recovery.
9. Promoting opportunities for key stakeholders to share relevant information and engage in a coordinated and collaborative approach to returning to work.
10. Acting using data and evidence, success measurement and shared learnings to drive innovation and continuous improvement.

**You can get the most out of working with us by** treating our staff with respect, courtesy and consideration. We can provide you with a better, faster and more tailored service if you:

- Provide relevant and accurate information.
- Let us know immediately of any changes.
- Are open, honest and transparent.
- Work cooperatively with us.
- Treat our staff in a way that is not threatening or abusive.

**Our commitment to our staff** is to view abuse, threats and intimidation or harassment as unacceptable behaviour. If your behaviour is unacceptable, we:

- Will provide you with a warning.
- May set limits or conditions on your contact with us.
- May cease all direct contact with you.

**To contact us with a compliment, complaint, question or request a call back** please scan the QR code below or email [tollworkcover@tollgroup.com](mailto:tollworkcover@tollgroup.com).

