

Toll Group

Chain of Responsibility Policy

Overview

Our Toll Way is the underpinning foundation of our core beliefs and values which guides our decisions and actions. This policy sets out Toll's position on Chain of Responsibility.

Scope

Chain of Responsibility (CoR) is a concept embedded in Australian road transport, dangerous goods and environment protection law. It recognises that on-road incidents can be influenced and even directly caused by the actions and inactions of parties along the supply chain.

All parties must use their control and influence to ensure the safety of the transport task. This policy applies to road transport activities in Australia.

Principles

Toll Group will ensure, so far as is reasonably practicable, the safety of its transport activities by:

- neither entering into nor issuing contracts that directly or indirectly require, encourage or incentivise unsafe practices,
- training, advising and informing staff and stakeholders of their chain of responsibility obligations and how those obligations may be fulfilled,
- training, advising and informing executive officers of their due diligence obligations and how those obligations may be fulfilled,
- allocating sufficient time to enable the safe completion of the transport task,
- managing fatigue through appropriate scheduling, use of safety technology and prioritising driver health and wellbeing,
- preventing loads that are non-compliant with mass, dimension or load restraint rules exiting sites,
- providing drivers with roadworthy, safe and compliant vehicles and equipment and requiring same of subcontractors,
- taking appropriate action where overloaded, inadequately restrained, over-dimension and /or unroadworthy vehicles enter a Toll site or otherwise enter a site in the conduct of Toll business,
- supporting drivers and other workers that refuse a transport task where there is a reasonable belief that the task is unsafe,
- collecting, analysing and reporting road transport safety data in a timely manner,
- mitigating risk based on road transport safety data and other intelligence,
- not paying infringements or fines issued to individuals unless the individual has a reasonable excuse, and
- holding customers and other stakeholders accountable where they have control and influence over the transport task, even to the extent of withdrawing service where the safety of the transport task is compromised.

Compliance and Implementation

It is the responsibility of senior management to ensure that this Policy is disseminated and fully understood at every level throughout Group.

All users must abide by the requirements set out in this policy. Users found to have violated or attempted to violate these requirements may be subject to disciplinary action, up to and including termination of employment. Additionally, Toll reserves all rights to take legal action(s), where required.

Breaches to this Policy

Users/Employees [must report any alleged breaches of the above requirements to their managers, an Eligible Recipients (as defined in Toll Whistleblower Policy [Toll Whistleblower Policy](#) and to [Group Compliance](#). For serious breaches, including allegations of fraud and improper conduct, users are encouraged to contact the [Toll Disclosure Hotline](#).

All suspected breaches will be investigated, and appropriate disciplinary and remedial action will be taken.

Further Information

For further information contact your manager, HSE representative or Human Resources representative. This document can be found on the [Group Policy SharePoint page](#).



Robert Reiter
Group Managing Director
Toll Group
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Public