



Glencore North Queensland Metals update on COVID-19

Glencore is closely monitoring developments relating to COVID-19 and our key priority is to protect the health and safety of all employees, contractors and our communities whilst maintaining normal operations at our sites.

Operational Response

We have enacted our incident management plans in accordance with our company protocols. As part of this response, all Glencore sites are developing risk-based plans to support the health and safety of workers and the continuation of business at each operation.

The Australian Government has identified mining as an essential activity and Glencore will do everything in its power to continue running safe, responsible and sustainable operations across the country.

Site plans developed as part of this process include each of the following five core elements.

1. Education for our workforce

- Regular and up-to-date distribution of information on the COVID-19 virus via various communication channels
- Stringent health and hygiene requirements.
- Promotion of social distancing, having regard to advice from expert medical advisors and state and federal government health authorities.

2. Separation / Social distancing in the workplace

- Physical separation of key personnel to allow essential business operations to continue.
- Minimising the size of groups to allow for appropriate social distancing in the following areas:
 - » Start of shift briefings
 - » Crib facilities
 - » Mess facilities (for those sites with camps)
- Minimising face-to-face meetings and training in terms of frequency and number of attendees.
- Encouraging teleconference and video conference meetings where suitable
- Postponing non-essential large group meetings or functions.
- Encouraging office-based employees, who can continue to carry out their work duties from home, to work remotely and ensuring that each of these workers is fully equipped to do so

3. Travel (international and domestic)

- We are strongly encouraging all workers to postpone or cancel non-essential work and personal travel, including domestic travel.
- As required by the Australian Government, any worker returning from international travel will be expected to self-quarantine for a period of 14 days and not come to site / office during that time.
- We are restricting all non-business critical visitors to our site
- Reviewing and reducing fly-in fly out arrangements, and reducing and relocating where possible

4. Pre and post diagnosis protocol and temperature screening

- We are providing guidance on the process to be followed from the initial identification through to confirmation of a positive result, noting that Glencore is not in a position to give medical advice and will rely on advice from external medical experts and Federal, State and Territory health authorities.
- We are introducing temperature screening of our workforce, including checking temperatures of Fly-In, Fly-Out and Bus-In, Bus-Out workers prior to them boarding air and land transport to our mine sites in remote locations.
- Our operations are developing contingency plans in the event that sections of the workforce are unavailable for various reasons.

5. Communication with our workforce

- Glencore has developed a package of communication materials for use in workforce briefings and for employees to take home to their families. These include decision trees, fact sheets, FAQs, health alerts and hygiene posters. This information has been provided to all contractors and suppliers registered through our dedicated contractors portal.
- We have created a Coronavirus Information Hub for employees on the Glencore Australia intranet page and we are updating this on a regular basis.
- Regular updates are being provided by medical advisers and Federal and State health authorities.
- We are reminding people with anxieties or concerns that they can access our Employee Assistance Program for support.

Stakeholder Engagement

In addition to the above actions being implemented at our operations, Glencore has been working with a number of external stakeholders in the following areas.

- Actively engaging with Government to help ensure vital economic activity can continue while still implementing precautionary measures to slow and prevent the spread of COVID-19.
- Working with our suppliers to implement appropriate processes and standards to mitigate the spread of the virus and understand and mitigate any risks to supply of materials that are necessary for our ongoing operations.

We recognise that the situation is evolving rapidly and we will continue to provide updates as appropriate.

We thank our employees, contractors, customers, suppliers, communities and other stakeholders for their support during this challenging time.