

## Transport Infrastructure Ireland

At an operational level we are somewhat fortunate as our M50 toll is a free-flow toll road. And we have agreed with our operator (Emovis) to place the safety and well-being of the staff at the heart of our decision making and to adapt our shared business continuity plan to:

- Move the operation to 'minimal operating conditions' as of the 28<sup>th</sup> March and to close the call centre and back-office premises;
- Continue to maintain essential toll revenue collections, customer billing and related financial management and reporting activities;
- Continue to maintain and support the systems including the roadside equipment and the digital customer channels including the website, the payment app and the IVR telephone system;
- Continue with the essential maintenance of the tolling system across the various locations (including by remote access); and
- Maintain focus to ensure the operation is ready to 'switch back' to full operating conditions at short notice.