



FREQUENTLY ASKED QUESTIONS (FAQs)

Rail Operations

What are women's advocates?

Women's advocates within our business provide peer-to-peer support and advocacy for our female colleagues as part of our commitment to foster greater balance in our workplace. We recognise that creating a diverse and inclusive work environment is critical to our future success. While women's advocates already exist in our business, these important roles will now have access to the same entitlements as union delegates. This includes paid leave to cover training days.

How long will the next Rail Operations Enterprise Agreement be for?

Metro is seeking a four year Agreement to provide greater stability and certainty around pay increases and entitlements.

Why do we need to include a mention of 'special events' in the Aim of the Agreement?

We want to include 'special events' in the Aim of the Agreement to highlight the importance of maintaining a strong passenger focus at all times. Being able to deliver a great passenger experience during events such as Spring Racing Carnival and Royal Melbourne Show is a key priority, and it is important we agree with the union about maintaining positive and cooperative working relationships during these times.

Will the Government step in to resolve the Agreement negotiations like they have in past?

We are continuing to negotiate in good faith with your union's representatives, and hope to agree on your new Enterprise Agreement soon. To do this, we must lift the pace and intensity of our negotiations with the RTBU and arrive at an agreement as quickly as possible. We are committed to achieving this goal.

How does your consultation claim work? We still need to agree to changes – it's not enough to be 'consulted'

We need a consultation clause that allows our business to be agile when it comes to making business decisions. We have spent a lot of time agreeing what constitutes a 'major change', so that we can agree on the need to involve our people in consultation. The consultation clause is a requirement under the Fair Work Act 2009. It has been agreed that we consult prior to the implementation of the change.

What is Metro doing to improve workplace facilities?

We want to ensure Metro is a great place to work and we are committed to ensuring our employees have a safe and comfortable working environment with the facilities they need to be the best they can be. We are working hard to improve employee facilities across the network with a number of signaller offices being refurbished in recent months. We have identified areas that are of high priority and have an improvement plan in place to deliver upgrades to these facilities first. We are also working with the State Government to upgrade employee facilities that may be impacted by Major Projects.

Why do parts of the business roster annual leave?

Right across Metro, all employees are encouraged to take their annual leave each year and in parts of our Operations division, we implement an annual leave roster to help ensure this is managed in a fair way. While these leave rosters help us meet operational requirements, we are very flexible around an individual's needs. For example, if an employee asked to save their 5 weeks leave to combine it with the next year's leave entitlement (e.g. to take an extended overseas trip) we would try hard to accommodate that. It is important to talk regularly to your Manager about your leave and how you would like to best use it.

Will LSAs acting in higher roles be able to take leave in their acting role?

The higher duties clause that has been agreed to with the RTBU Rail Division provides that employees who have been acting in a higher position:

- *for a period of 26 weeks, during the fifty-two (52) week period during which their Annual Leave accrued will be paid the highest grade during their Annual Leave.*
- *for a period of less than 26 weeks during the fifty-two (52) weeks during which the Annual Leave accrued, the leave will be paid at the rate of their substantive role.*

What is Metro doing to ensure the safety of employees working on night shifts and Night Network?

Safety is our top priority at Metro and we have agreed to the following Employee Safety Clause with the RTBU Rail Division as part of our ongoing commitment to ensuring the safety of our people:

Metro will undertake a risk assessment jointly with the RTBU at the stations where the highest incidents of physical and or verbal assaults and anti-social activity have occurred in order to rank and identify locations where staff are at the most risk and to prioritise counter strategies.

Is the maximum length for a job share rotation two months?

Yes, the job share clause that has been agreed to with the RTBU Rail Division provides that rotations will be no less than weekly, up to a maximum of two months.

How was the Station Master classification structure agreed?

Metro has engaged in extensive discussions with the RTBU Rail Division and its delegates to review the classification structure for Station Masters.

An agreement was reached with the RTBU Rail Division that the following will take place in relation to Station Masters:

- *A joint review of the roles and responsibilities and classification structure for Customer service (station grades) Employees including a simplified Station Master structure as set out in schedule B shall be undertaken.*
- *Current Stationmaster level 5 and 7 classifications shall be removed from Schedule B and those impacted employees will be reclassified to the next level upon approval of the agreement. The joint review of the new levels of Assistant Stationmaster, Stationmaster and Senior Stationmaster and Station Manager (Flinders Street) will be implemented within 12 months of the certification of the agreement.*

It's important to us that your questions are answered and your voice is heard.

You can submit your questions at any time to enterpriseagreement@metrotrains.com.au

We'll keep adding to our FAQs section based on the common questions our colleagues are asking.