



Supporting our people through COVID-19

Metro is committed to supporting our people through the evolving public health situation relating to Coronavirus COVID-19.

We are also in a unique position in that public transport is an essential service. We have a duty to keep Melbourne moving and continue to provide safe and reliable train services to the community during this difficult time.

To help in supporting our people through this time, we will be introducing a new **Pandemic Leave Policy** that will give our employees access to additional paid leave, once they have used their existing personal and/or carers leave balances and annual leave entitlements greater than 20 days.

The detail of this policy will be finalised and communicated to you early next week. It will include provision for **10 days of special leave** if employees are required to:

- Quarantine – meaning employees who have a confirmed case of COVID-19
- Self-Isolate – meaning employees who have been advised to self-isolate as a result of being in contact with a person with a suspected or confirmed case of COVID-19; or
- Take Carers Leave – for employees who are required to care for a family member with confirmed COVID-19 or as a result of school or day care centre closures

We are also taking a number of other steps to help minimise the spread of COVID-19 and support our colleagues. These include:

- **Working from home:** for specific employees in non-business-critical roles, we will be piloting a 'work from home program' next week. This will allow us to test our technology and systems, with the intention to expand this program if required in future.
- **Business travel:** all domestic and international business travel will be deferred unless required and approved by the respective Executive Director.
- **Personal travel:** employees who have recently travelled or choose to travel to a high-risk country as per the DHHS guidelines will need to self-isolate for 14 days before returning to work with a valid medical certificate. Importantly, if you do decide to travel and subsequently have to self-isolate, you will need to use your personal leave to do so, and won't be covered by the Pandemic Leave Policy. Please ensure you seek guidance from the DHHS website and Smart Traveller before deciding to travel.
- **Social distancing:** current advice is that we should all be practicing social distancing where practical to do so. This may mean hosting meetings via audio or video conferencing (such as Skype and Teams) where possible, and generally reviewing if face-to-face meetings are necessary. We all need to do our bit to innovate and seek solutions to how we continue to do business whilst practicing social distancing. This may mean for example hosting online meetings even when in the same building, or eating lunch at your desk instead of a lunchroom as well as avoiding shaking hands or close contact.

The Victorian Government continues to lead the State response to Coronavirus COVID-19. Please familiarise yourself with the official website – www.dhhs.vic.gov.au/coronavirus – and refer to it for accurate information and regular updates.

Colleagues who are concerned about their health and have either travelled overseas recently or had contact with someone known to have Coronavirus, should seek advice from the **Coronavirus hotline on 1800 675 398**.

Current advice is that people who have not travelled overseas recently nor had contact with someone who has the virus do not need to be tested, even if they have flu symptoms.

It is also very important that your mobile number is listed in [MetroMe](#). Please find attached instructions about how to do this, and spend five minutes doing it now. This means we can contact you easily if that becomes necessary. (Note: the Company ID to login to MetroMe is 'metrotrain' and you can do this on your mobile).

I understand that the uncertainty of this situation impacts people in different ways and the pace of the COVID-19 has caught many people off-guard.

At this difficult time please continue to live the Metro values every day and remember that you can access our free and confidential **EAP program on 1800 808 374**.

I will share more information early next week including a new Coronavirus website and specific details about the new Pandemic Leave Policy with guidance for employees and managers.

Keep well and please look out for each other.

Best regards,
Raymond

