



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 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





How to access MetroMe

You can access MetroMe through the Metro Network, externally on any device with an internet connection or on your mobile device. See below for details on the different options.



Metro Network

When on the Metro network there is single sign-on.

Click on the link below to open MetroMe.

<https://performancemanager10.successfactors.com/login?company=metrotrain>



Internet

MetroMe can be launched from any device with an internet connection using the below URL

<https://performancemanager10.successfactors.com/login?company=metrotrain>

You need to enter your Metro Trains email address and password.



Mobile Phone

Available from 1 July 2019

The SuccessFactors App has been loaded onto Metro Employees mobile devices or can be accessed via the MTMAAppStore.

The SuccessFactors App is available on the App Store (Apple) or the Play Store (Android) to download onto your personal device.

You need to enter the Company Name (Metrotrains) and your Metro Trains email address and password.




MetroMe ESS View and Maintain Personal Details


Outline

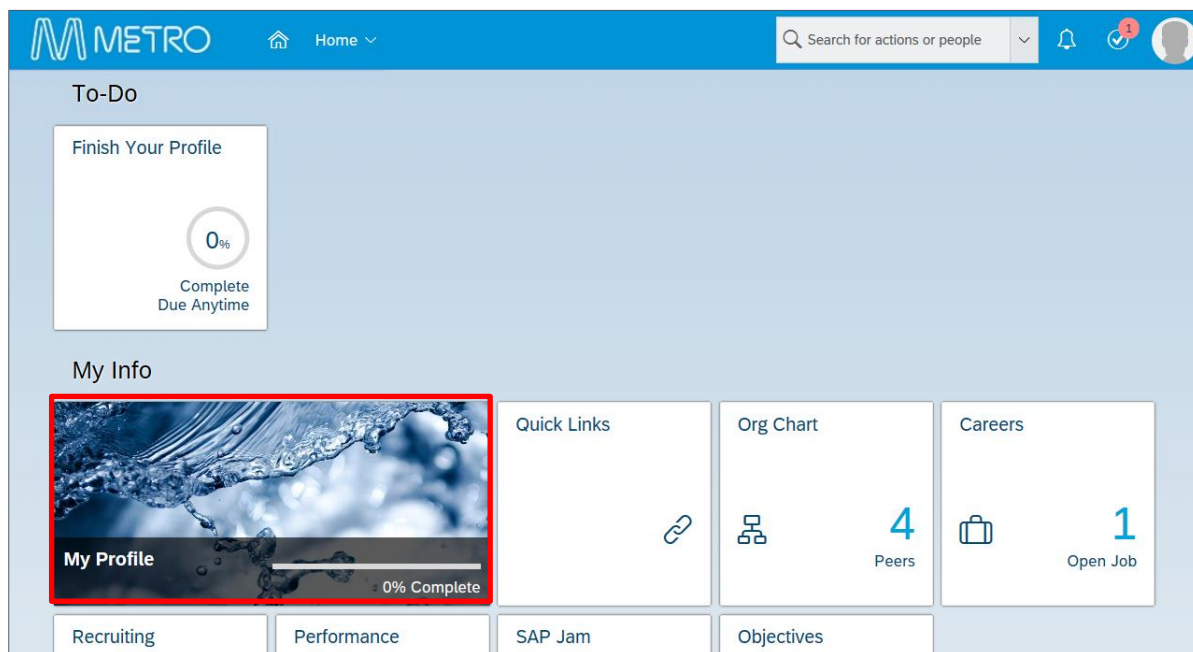
All employees can display their personal data in MetroMe. In many instances the data can also be maintained directly in the system by the employee.

Roles

All employees.

 **TIP:** Where required, the following steps can also be completed by People Services on behalf of an employee. They must search for the employee record first, once located they are then able to make changes as required. There are some items of personal data which an employee cannot update themselves, in this case People Services must do this on their behalf, e.g. married name.

 **TIP:** The homepage defaults with options (tiles) relevant to the user, which may vary depending a user's access. As a result some people will have more tiles available to them than others.



- 1 From the MetroMe homepage select **My Profile**. The *Employee Profile* screen displays.



Annotations:

- Toggle between tiles or to go to the homepage
- Click to display a list of available actions, i.e. Edit Profile, Display Org Chart
- Edit profile picture
- Edit background image
- Click the tabs to move between the different sections of data or click the arrow to list all tabs and jump to a specific one
- Toggle between Show more and Show less data

2 This screen is used to review and change data as required. There are many sections of data available for display. An employee is able to maintain some data themselves, such as;

- Basic and Personal Information
- Address and Contact Information
- Emergency Contacts
- Bank Details etc.



TIP: Each section of data contains various processing options, these may include:

- Help – use to obtain field Help
- Edit – use to edit data (indicates data that an employee can change)
- View history of data changes
- Add – use to add new data (indicates data that an employee can add)

Show more - show more data

Show less - show less data.

The processing options available for each section (set of data) will vary depending on whether or not the particular





type of data is able to be displayed only or displayed, edited and added to. For any changes to data which you are not able to edit yourself, you must contact People Services.



TIP: Use the section titles displayed across the screen directly beneath the Header information to move between data or simply scroll up and down the screen. The data is displayed continuously down the page. The example displayed is an employee who is yet to complete full set up of their personal data.



TIP: Review the data contained in each section and makes changes as required using the Edit or Add buttons. Data highlighted in blue is either an active link or can be clicked to display further information.

Contact Information	Contact Information ⓘ  Personal ★ charliebolton@gmail.com Mobile ★ 34566621 Home 34 12344455
Address Information	Addresses ⓘ  ⓘ Home 45 Cherry Street Brunswick Victoria, 1234
Emergency Contact Details	Emergency Contact Details ⓘ ⓘ Full Name Cynthia Alonso ★ Phone Number 24455555 Email cynthia@gmail.com Details ⓘ
Work Eligibility	Eligibility and Right to Work in Australia No data

Data in these sections can be changed with the exception of Work Eligibility



Employment Details

Employment Details

Hire Date **27 Feb 2019**
Previous Employment ID -

Service Date **27 Feb 2019**
Notes -

Data in these sections cannot be changed

Organisational Information

Position Information

Effective as of: 27 Feb 2019

Position **Change Manager Test (110072)**
Position Entry Date **27 Feb 2019**

Time in Position **0 Years 0 Months 2 Days**

Organisation Information

Company **METRO TRAINS MELBOURNE (AA01)**
Business Unit **SUPPORT (BA02)**
Division **PEOPLE & CULTURE (CA06)**

Department **P&C - PEOPLE SYSTEMS & OPERATIONS_TEST (DA58)**
Section **P&C - PEOPLE SYSTEMS (EA89)**
Sub-Section -

Show more

Job Information

Job Information

Effective as of: 27 Feb 2019

Employee Status **Active**



MICHAEL DODD
Manager

Country **Australia**
Job Classification -
Employee Group **Full Time**
Employee Subgroup **Permanent**

Standard Weekly Hours **0**
Working Days per Week **0**
FTE **1**
Employment Type -
Probationary Period -
End Date -
Pay Scale Type

Click to display additional Job Information

Show more



Job Relationships	Job Relationships No data	Data in these sections cannot be changed
Alternative Cost Distribution	Alternative Cost Distribution No data	
Compensation Information	Compensation Information ⓘ ⓘ Effective as of: 2 May 2017 Total Target Remuneration (TTR) ⓘ 2,136,986.28 AUD Superannuation % 9.5 Superannuation \$ (Fortnightly) - Actual Total Fixed Remuneration - Sales Incentives Scheme Yes Compensation Base Salary 82,191.78 AUD (Annually (AN)) Calculated Amount 82,191.78 Show more	Click to display additional Compensation Information
Non Recurring Payments	Non Recurring Payments No data	

Recurring Deductions	Recurring Deductions No data
One Time Deduction	One Time Deduction ✎ ⊕ No data Add One-time Deduction
Bank Details	Bank Details ✎ No data

Employees can maintain their own bank account details (but cannot add or edit deductions)



Time Off

Leave of Absence

Upcoming Time Off

Mon 15 May to Thu 18 May
Extended Leave - Unpaid: 4 days
Approved

Thu 13 Jul to Thu 20 Jul LOA: 8 days
Approved

[Go to Time Off >](#)

Time Off Balances as of Today

There are no time account balances available.

Displays details of any
extended leave

Payroll Information

Payroll Information

Click to display Payslips and
Payment Summaries

Earnings and Deductions

[Payslip](#)

[Payment Summary](#)

3 End of process.