



A message from Raymond

Dear Colleagues,

I want to acknowledge the hard work and commitment of everyone across the team during this unprecedented and challenging time.

On Monday, trains travelled over the new rail bridge at Toorak Rd with the 35th level crossing removed.

Premier Daniel Andrews said this was completed six months ahead of schedule with strict protocols in place to ensure the health and safety of construction workers and the community that were consistent with the advice of the State's Chief Health Officer. Congratulations to all involved.

Similarly, it's an exciting time on the Metro Tunnel project.

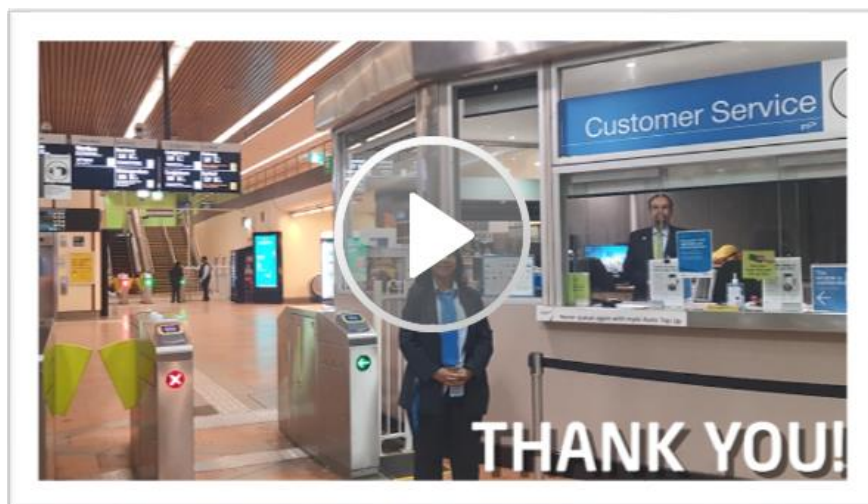
Two of the Tunnel Boring Machines (TBMs) Alice and Millie are being assembled at Anzac Station with preparations underway for both machines to be launched in the coming weeks.

Construction is considered by the State Government to be essential during this unprecedented COVID-19 public health situation. We proudly partner with the State to deliver these city-shaping projects.

I am grateful for the excellent work being done by our Projects team during this time.

On Friday, the Victorian Government's Department of Transport contacted me to recognise the "hard work, commitment and professionalism of all Metro Trains Melbourne staff in continuing to deliver full timetabled services". They also "commended all staff for ensuring that those who need to make essential and critical journeys can do so safely and reliably".

I'm immensely proud of every member of our team for continuing to provide our essential service in these very challenging times. I hope you're also proud to see this recognised by our client.



I also want to reassure you that I am continuing to lead constructive discussions with the Victorian Government and Metro's shareholders to find the best way to support our organisation through this challenging period. As previously mentioned, the recent sharp fall in the number of passengers travelling on our network has impacted our revenue, which has placed financial pressure on our business. The objective of these discussions is to ensure that we keep all Metro employees in work and that we continue to deliver safe and reliable services and support the delivery of major projects.

State of Emergency extended

On Sunday, the Premier extended the State of Emergency in Victoria until 11 May 2020. This means that the Victorian Government can continue to enforce the measures designed to 'flatten the curve' of

coronavirus and give our health system the best chance of managing the virus. For Metro, we continue to run our essential service and adapt as we need to on advice from the Department of Transport.

School Term 2 starts today

Today, the Victorian school Term resumes with flexible learning arrangements in place.

Schools remain open for the children of workers in essential services - and some other groups. Public transport is an essential service. If you work outside the home in our essential service, you can still send your children to school as normal. If you can work from home, you should have your children learning from home. Your manager can provide support and information if you have questions on this. More information is also available via metrotrains.com.au/coronavirus.

Invitation to the All Staff Livestream this Friday 17 April 10 – 10.30am

This week we are once again hosting a “Livestream” with Executive Director Zero Harm Rob Duvel for all employees to listen to the latest Coronavirus information and be given the opportunity to ask question.

To join in, please set a reminder in your calendar, and then click this link to join: <https://web.microsoftstream.com/video/c59b3939-ae0e-4f57-98ae-410191554f63>

If you have a question, please go to www.slido.com and enter in **event code #1418**.

Your feedback

Over the past few weeks as we have all learnt to adapt and work in this ‘new normal’, the Executive Team and our senior leaders across the organisation have been working hard to keep you informed about the evolving public health situation and what it means for us, in a timely and accurate manner.

To help us improve, we would appreciate your feedback about our communications efforts. Please [click here](#) to complete this short survey, which will take you less than 5 minutes to complete.

Employee support

Once again, please remember that our Employee Assistance Program (EAP) is a free and confidential service available to Metro employees and their immediate families. To access the EAP service, simply call 1800 808 374 or text 0439 449 876. This service is also available to your immediate family members.

Look out for each other,

Kind regards,


Raymond O'Flaherty
Chief Executive Officer

