

Metro Coronavirus Update

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Dear all,

Thank you for your continued dedication during these challenging times. You are all living our values.

Our stakeholders have commented on our professionalism in continuing to deliver an essential service and on Metro's commitment to keep our people in jobs, and to keep Melbourne moving. In particular, it was a proud moment when Raymond shared the Premier's letter of appreciation earlier in the week. A large part of that is due to your continued focus on delivering a safe and normal service in these 'business as *unusual*' times - for those still needing public transport to get to work and to essential appointments but also to get to the grocery shops and the like. So thank you.

I'm keen to keep you constantly informed and I know the livestream events provide broader information and the opportunity to ask more wide ranging questions. For that reason, I will be hosting one on Friday 15 May to continue to keep us all informed. An email invitation will be sent closer the date.

Whilst the discussions with the State Government on the support package are ongoing, we hope to come to an understanding soon. Raymond will communicate this information to us as soon as he is able to. Our Board and key shareholders continue to be committed to strongly support Metro through this to return as a strong viable business.

We must remain vigilant on our spend and practice even stronger fiscal management in the months ahead. Our expectation, which is supported by global views, is that it will take a significant period of time for lives to return to pre-COVID-19 and this especially applies to using public transport.

Our challenges will change as restrictions slowly ease and our passengers return. We have reformed our Continuity Support Group (CSG), which had helped Metro through the emerging public health crisis to commence planning for the challenges of how to keep our people and passengers safe and meet any social distancing or other directives that we may be required to observe. This will have significant impacts for example, on our capacity to meet demand with perhaps less people per train, longer dwell time, the logistics in our stations, and in managing passenger behaviour to name a few.

Some other challenges include understanding a changed passenger patronage pattern and what it means for our operational planning areas, the longer term impacts of the cleaning regime required, opportunities for a workforce that has proven it can adapt to different ways of working and so on.

More than being back on track when we return, we need to understand what the new track may look like and how we must adapt and use these new opportunities.

For many, we continue to manage challenges in our personal lives. Please remember that our [Employee Assistance Program \(EAP\)](#) is a free and confidential service providing counselling and financial planning support, as well as wellbeing and nutritional advice, 24/7. This service is available to all employees and immediate families via phone (1800 808 374) and SMS (0439 449 876).

I look forward to talking to you at the next livestream event.

Please continue to stay safe and look out for each other.

Regards
Rob

Robert Duvel
Executive Director Zero Harm

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