



Dear Colleagues,

It continues to be a challenging time as we all grapple with the ongoing challenge that is COVID-19. It is important though that we continue to flex to our Metro values, more than ever.

You will have heard from our Premier and Raymond earlier this week, that there is a return to Stage 3 Stay at Home restrictions for a number of postcodes. I want to reinforce that public transport remains an essential service.

Please be reassured that your safety and wellbeing is critical to us and we have processes in place to manage this global health pandemic. I thought I would step through these as we have had a number of questions.

As part of our processes, Metro will alert those who have been in close contact, as defined by the Department of Health and Human Services (DHHS), with any colleague who has tested positive to COVID-19. Close contact means having face-to-face contact for more than 15 minutes with someone who has a confirmed case of coronavirus (COVID-19) – or alternatively sharing a closed space with them for more than two hours.

- For privacy reasons, we do not disclose details of impacted employees to the wider organisation.
- Due to the size and breadth of our organisation, it is not possible for us to keep all employees aware of each individual case. We will ensure that colleagues who need to know, will know.
- From time-to-time you may see a room shutdown, a deep clean or a media report but please remain confident that Metro has processes in place to manage cases, in line with the latest DHHS guidance.

It's also important that your contact details are kept up-to-date in Metro Me, should we need to contact you. To do this, please follow the instructions on the Metro Coronavirus website [here](#).

In line with existing guidance, if you feel unwell or have any of COVID-19 symptoms then you should get tested and self-isolate. If you are getting tested in a hot zone and are asymptomatic and awaiting test results, you do not need to self-isolate.

In this challenging time, it is useful to know about and utilise the resources Metro has available for you. Our Employee Assistance Program (EAP) is here to help you and your immediate families. To access the EAP service, you can call 1800 808 374 or text 0439 449 876 anytime.

Best regards,

Rob

Robert Duvel
Executive Director Zero Harm

