



Dear All,

This message follows from my email on Sunday 19 July in response to the State Government mandate to wear a face covering such as a mask from 11.59pm Wednesday 22 July.

I remind everyone that you must have the appropriate face covering or masks for the commute to and from work. Face covering or masks are required for the whole time you are at work. Metro expects its employees to abide by the direction of the State Government in regards to face covering or the wearing of masks.

We have an obligation to keep ourselves and others safe. Individually, it is important we continue to practise good hand hygiene, maintain physical distancing and understand the risks and symptoms. If you are feeling unwell, stay home and seek medical advice.

The following are guidelines are for those who are currently working from home but occasionally come into the 700 and 525 Collins Street offices. I reiterate that those who can work from home should work from home.

If you are working from home and coming into the office at an ad hoc basis

- Please ensure that your manager has approved this.
- If you are using a single-use face mask, you should not re-wear it once you remove it, but use a fresh one.
- If you are asked to come into the office on an ad hoc basis, single use masks will be available at 525 Collins Street and if you are coming into 700 Collins Street, please supply your own mask.

If your role requires you to be in the corporate office and cannot be worked from home:

- Face coverings or masks are required for the whole time you are in the office.
- Please talk to your manager and Metro will provide you with the relevant masks.

For our frontline and Projects colleagues, your leaders will be in touch with more details specific to your work areas.

As mentioned by Victoria’s Chief Medical Officer, wearing a face covering provides an additional physical barrier and helps to reduce community transmission.

Attached are frequently asked questions that you might find useful regarding the wearing of masks at corporate offices such as 700 and 525 Collins Street, as well as some information about the correct way to wear and take off your mask and care for a cloth mask. Further DHHS’s guidance on [masks](#) can be found here.

Stay safe.

Regards
Rob

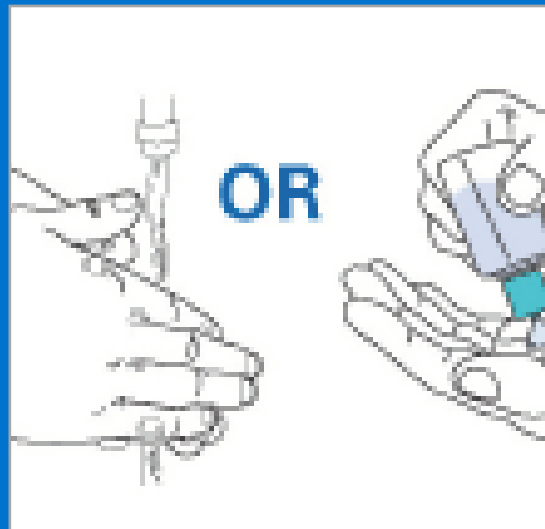
Robert Duvel
Executive Director Zero Harm



How to put on and take off a surgical mask

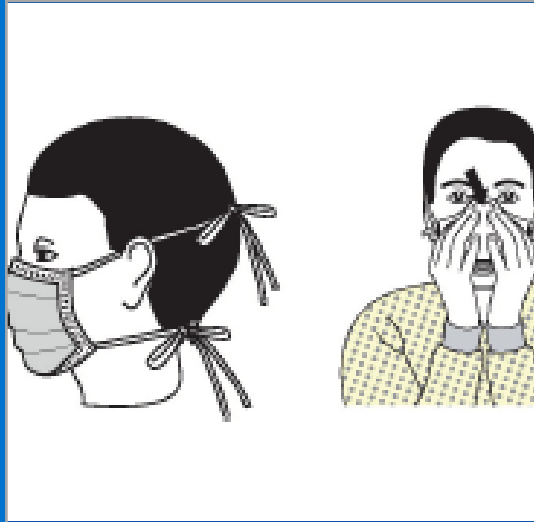
Where possible maintain 1.5 metres physical distancing

1. Wash hands



Wash hands with soap and water for 20 seconds or use an alcohol based sanitiser.

2. Put on mask



Coloured side of the mask should be outward. Secure ties or elastic bands at the middle of the head and neck. If loops at side of mask, secure over ears. Ensure mask is fitted snug to face by molding the mask around your nose and ensure it is sitting below your chin.

3. Dos & don'ts of wearing



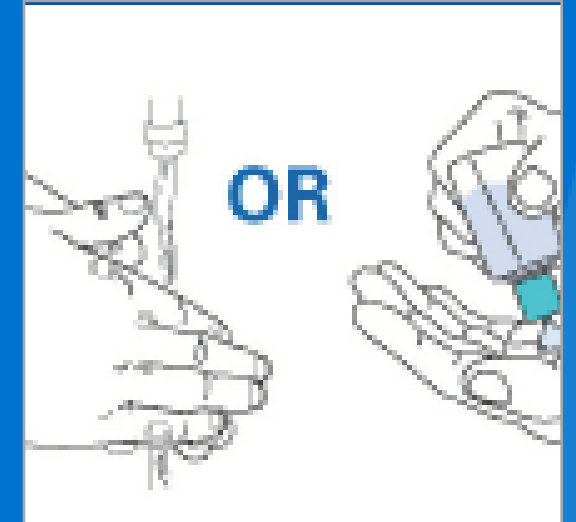
Masks should only be touched by the ties and around the bridge of your nose for molding. Masks should not be worn around the neck or forehead. Surgical masks must be removed and disposed of for breaks and then replaced.

4. Take off mask



Do not touch the front of the mask as it is exposed. Grasp bottom ties or elastic band of the mask then the ones at the top. Remove without touching the face. Dispose of mask into waste bin and be careful not to touch your eyes, nose and mouth when removing your mask.

5. Wash hands



Wash hands with soap and water for 20 seconds or use an alcohol based sanitiser.

Wearing and caring for your reusable cloth mask

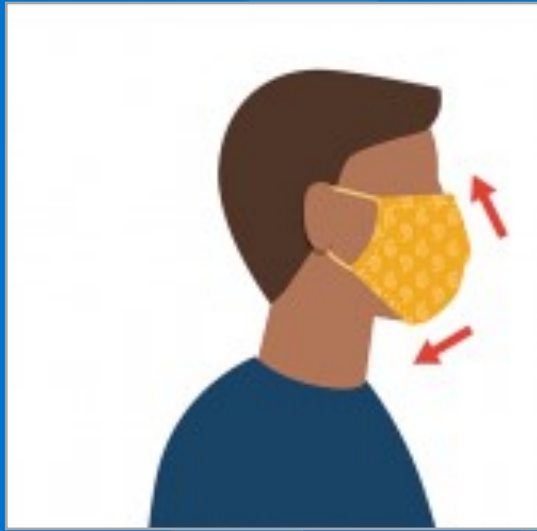
Where possible, maintain 1.5 metres physical distancing

1. Wash hands



Wash hands with soap and water for 20 seconds or use an alcohol based sanitiser.

2. Put on mask



Secure ties or elastic around your head or if loops at side, secure over your ears. Ensure mask is snug to your face by molding the mask around your nose and ensure it is sitting under your chin. Masks should not be worn around your neck or on your forehead and should only be touched by the ties and around the bridge of your nose for molding.

3. Take off mask



Untie your mask by only handling the ear loops of ties. Fold outside corners together holding onto the ties.

Be careful not to touch your eyes, nose or mouth when removing.

Masks must be removed via ties/loops and placed in a plastic bag (i.e. Ziploc bag) to avoid potential virus spread prior to washing. Do not wear a used mask until washed and dried.

4. Wash hands



Wash hands with soap and water for 20 seconds or use an alcohol based sanitiser.

5. Mask care



It is recommended that you wash after daily use.

Machine: Place cloth mask in the washing machine using normal laundry detergent and warm water.

You can put your mask in with your normal washing.

Hand wash: Soak your mask in detergent and the hottest water tolerable for the fabric. Soak for five minutes, then dry off. Your cloth mask should be dry before re-using it.



COVID-19 Mandatory Masks Frequently Asked Questions For Corporate Offices (example 700 & 525 Collins Street)

1. Do I have to wear a mask at work?

From 11.59pm on Wednesday 22 July, people living in metropolitan Melbourne and Mitchell Shire aged 12 years and over will be required to wear a face covering when leaving home for one of the four permitted reasons. The fine for not wearing a face covering is \$200. For Metro this means that all Metro employees must wear a mask while working, unless there are specific reasons that makes this not practical or unsafe.

2. My office is usually at a corporate office like 700 Collins Street or 525 Collins Street and I now work from home. Sometimes I come into the office. Do I need to wear a mask in the office?

Yes, you will be required to wear a mask at all times when working in all Metro workplaces, including corporate offices. All Metro employees who are able to work from home should continue to work from home.

3. I'm located at 525 Collins Street, does Metro give me the masks for the days I come into the office on an ad hoc basis?

Single use masks are available, please talk to your manager. There is usually someone at 525 Collins Street to assist with distribution.

4. I'm located at 700 Collins Street, does Metro give me the masks for the days I come into the office on an ad hoc basis?

No, there is usually no one at 700 Collins Street to manage mask distribution. You will have to make sure you have your own masks when you come into the office on an ad hoc basis. Always have some spares in case you are using a single-use mask and need to change it.

5. I work at 700 Collins Street or 525 Collins Street and my role cannot be worked from home. I have been going full time into the office. Do I need to wear a mask in the office?

Yes, you will be required to wear a mask at all times when working in all Metro workplaces, including corporate offices.

6. In the case of Q5 above, would I be provided masks?

Yes, Metro will provide you the masks. Please talk to your manager.

7. What if I'm unable to wear a mask in the office for medical reasons?

If you are unable to wear a mask due to medical reasons please speak with your leader. You will need evidence from a medical practitioner to support this and it is likely Police will also request to see a copy of this.

8. When should I replace my mask?

Metro follows the guidelines of DHHS and you can get more information on this [here](#). It is recommended that if you are wearing a single-use face mask, you should replace it when it becomes wet.



9. Do I still need to social distance when wearing a mask?

Masks do not replace social distancing. You should continue to socially distance where you can and practice good hand hygiene, even if you are wearing a mask.

10. What happens if I don't wear a mask?

Metro expects all of its employees to abide by the direction of the State Government in regards to wearing of face covering such as masks.