



Dear Colleagues,

This week our Executive Team met to discuss our ways of working during Stage 4 restrictions with the aim of taking some pressure off our working lives, where possible. This is certainly a difficult time for many of our people and it's important that over the next few weeks, we are really looking after our health and wellbeing.

With this in mind, the Executive Team endorsed the following measures to support our people during Stage 4 restrictions which are due to end on **13 September 2020**. If restrictions continue after this time, these measures will be reviewed as required.

1. **Support for reduced/flexible work hours:** if you need to work reduced or flexible work hours during this period, please refer to the attached Flexible Working Procedure and Guideline and discuss this with your manager. Leaders are encouraged to be as supportive as possible of these requests.
2. **Meetings to occur between 10 – 4pm:** All colleagues are asked that where possible, to try and schedule **internal** meetings between the hours of 10 – 4pm from Wednesday 19 August, acknowledging that the earlier and later parts of the day are often occupied with home schooling and other caring commitments. We do need to continue to be flexible outside of these times though, particularly with existing meetings and requests for meetings from clients and stakeholders.
3. **KPI setting on hold:** we would normally start the annual performance planning process soon, however we believe that this can be deferred until after Stage 4 when our people are under less pressure at home and at work. We will still be launching our business plan and explaining our organisational goals, however the individual plans for common law employees will be deferred until after Stage 4.
4. **Set expectations in your email signature block:** many of us find ourselves working outside of standard work hours when it suits us to do so. If this is you, then please add the following message into your signature block to ensure that recipients understand that they are not necessarily required to respond immediately.

*I work flexibly at Metro Trains. If you receive a message from me outside standard business hours, it's because I'm sending it at a time that suits me. I'm not expecting you to read it or reply until standard business hours.*

I'm also pleased to advise that the Continuity Support Group – return to office working group – is still continuing to plan for our return to the office, however further decisions on the return date won't be considered until Stage 4 restrictions ease.

Safety and wellbeing is always our first priority. With so many of our colleagues facing the challenges of home-schooling, caring for elderly parents and tight restrictions, it was very important to us to establish new ways of working to support our people through this unprecedented time.

I ask you to please support the above.

Take care,

Raymond

