



Dear Colleagues,

I'm pleased to advise that we are loading your Permitted Worker Permit into MetroMe. As you can imagine, the files take some time to load, so please keep checking in to see if your pre-populated permit is there. It is expected all permits will be in the system from 11.59 tonight, so we appreciate your patience as we work through this process.

In the meantime, please ensure that you carry your Metro identification and Metro letter with you at all times.

From 11.59 tonight, all colleagues who need to **leave home to work**, will be required to carry a permit. Those colleagues who can work from home, should work from home. This permit can also be used by colleagues for **childcare purposes**, if you have no other option at home.

### **How do I get my permit?**

Your pre-populated permit is being loaded into MetroMe. This is taking time, as you can imagine. You have your Metro ID and Metro letter but please keep checking in to the MetroMe system. The permit deliberately refers to a 24/7 roster – as this allows for colleagues who are either on-call or work varying shifts. To access your permit:

- [Click on this link](https://performancemanager10.successfactors.com/sf/start/#Shell-home) to access MetroMe or type the full URL into your browser:  
<https://performancemanager10.successfactors.com/sf/start/#Shell-home>
- You can also access MetroMe on your Metro Mobile. The App is called "Success Factors" and is in your MTM App Store.
- Enter your company ID: metrotrain
- Enter your standard username e.g. firstname.lastname followed by your standard password
- Enter your work email address, followed by your standard password.
- You will now see your home page.
- From your home page, refer to the attached Quick Reference Guide which will help you navigate to the documents section to download your permit.

### **What happens if I get stopped on my way to work tomorrow and I don't have my permit?**

Please show your Metro ID and essential worker letter explaining you are on your way to work for your first journey since the permit process began. This email can also be used to assist with these discussions and you can also contact your immediate line manager should you need to escalate.

### **How to sign and store your worker permit / childcare permit**

Once you have downloaded your worker permit, you will need to sign the pdf – electronically is suitable – and email it to your immediate line manager.

You will also need to print and carry a copy with you at all times, along with photo identification. We encourage you to keep the electronic version on your work phone as a record – a photo or email attachment is suitable.

If you have trouble accessing MetroMe or a printed copy, please reach out to your manager.

You are allowed to travel into a Metro worksite to download your permit, however you should be carrying your Metro ID card, essential workers letter and another form of ID with you at all times.

## **Important**

The permit is for necessary on-site work. Those colleagues who can work from home, must remain working from home. The permit is only to be used for work – not other activities. There are significant penalties for both individuals and companies for the misuse of permits. Metro takes this very seriously.

## **More information**

The [Department of Justice website](#) also has more information.

## **Thank you**

Once again, thank you for your patience as we work through this together, and for all your hard work in keeping Melbourne moving for our passengers during this difficult time.

Take care and kind regards,

Rob

**Robert Duvel**  
**Executive Director Zero Harm**

