



Dear Colleagues,

I'm writing to provide more information about the **permitted worker scheme** and what it means for you.

From 11.59pm tonight, all colleagues who need to leave the home to work, will be required to carry a permit. Those colleagues who can work from home, should work from home.

### How do I get a permit?

The People Division is managing this critical process for Metro. Please be patient as the team coordinate this huge task as efficiently as possible.

As a priority, permits will be issued to our frontline colleagues who need them immediately.

It is very important that you don't download the template and start creating or distributing permits. This process must be managed by the People Division, who will ensure that the signatory is a General Manager or senior leader.

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

### More information

Please refer to the attached Q&As for more specific information. The [Department of Justice website](#) also has more information.

### Thank you

We appreciate that this is a big undertaking for our entire workforce – those who need the permits, and also those working behind the scenes to administer them. Please have patience and support each other as we work through this together.

Please don't hesitate to reach out for support if you need it.

- Our **Employee Assistance Program** is a free and confidential service available to all employees and immediate families. You can access it by calling 1800 808 374 or texting 0439 449 876. People managers can also access the **Manager Support Program** on 1800 505 015 for confidential support.
- The [Department of Health and Human Services \(DHHS\) website](#) is your first port of call for accurate and up-to-date information.
- The **DHHS Coronavirus hotline – 1800 675 398** – is open 24 hours, 7 days a week.
- [Metro's Coronavirus website](#) has information relevant to our team including health and wellbeing resources.

Take care and kind regards,

Rob

**Robert Duvel**  
Executive Director Safety, Environment & Risk

