



Dear Colleagues,

We are all very pleased to see Victoria taking more steps towards a COVID normal as announced by Premier Daniel Andrews yesterday.

Some of the many changes announced by the Premier included

- a 25 kilometre travel radius
- no restrictions on time spent outside the home for exercising or socialising
- outdoor gatherings of up to 10 people from two households
- the reopening of hairdressers, skate parks, golf courses and tennis courts

The general downward decline in COVID-19 numbers across Metropolitan Melbourne is very welcome.

At the same time we have seen a very slight uplift in patronage for Metro last week, from 11% to 13% as schools partially reopened. However, we are looking forward to a much greater increase in passengers returning to our network as restrictions lift further and businesses are reopened across Melbourne.

Passengers are the lifeblood of our organisation and we all want to see our passengers return with confidence and use our services.

I wanted to reaffirm today that I continue to be proud of the **One Team** focus of all our colleagues, whether on the frontline or those who are working from home.

I know the severity and duration of this pandemic has been hard on all colleagues. Rest assured that it is my priority to make sure that we are supporting each and every one of you to the best of our ability and that we get through this together.

I have also seen first-hand some of the fine work of our teams, who are **Making A Difference**, when I visited over the last few days two locations on the Metro network – Bell to Moreland, where excellent progress is being made with works to remove four dangerous level crossings on the Upfield line; and also at Auburn Station, where our Infrastructure Track Renewals team was upgrading track. Well done to all our teams for continuing to get this critical work done every day and getting it done safely.

Finally colleagues, please continue to support and look out for one another.

Many thanks for your continued resilience and great work.

Best regards

Raymond

