

From: Employee Communications <employee@metrotrains.com.au>
Sent: Thursday, 21 January 2021 11:30 AM
Subject: Message from Rob: Update on our COVID-Safe return to offices



Dear Work From Home Colleagues,

With Victoria’s return to work now underway, I’m pleased to update you around our own COVID-Safe return to offices, beginning Wednesday, 27 January.

As you know, our return will be done in a safe and considered manner – based on the latest DHHS guidance and in line with Metro’s Zero Harm and Caring values.

Please see an overview of our approach, with some important Q&A information, below.

As events evolve quickly, our plans will need to evolve with them. I’d like to thank you for your continued support as we work through the return and any changes that might be required.

1) How will our return to offices work?

- In line with the Victorian government’s COVID-Safe workplace announcements, Metro will adopt a ‘workforce bubble’ model for our safe and staggered return to offices.
- This model will allow us to maintain our COVID-Safe obligations, including around density limits – with only a third of office-based team members to be in an office, or on a floor, on any given work day – minimising exposure and helping to keep everyone safe.

2) How will our ‘bubble’ model work?

- All office-based employees will be assigned to one of three team bubbles – either **Red**, **Green** or **Blue**.
- We will work on a six (6) working day roster – with **Red** team in-office on Days One & Two; **Green** on Days Three & Four, and; **Blue** on Days Five & Six.
- You can view our roster, for the months ahead, pictured at right and attached.

3) Which team bubble will I be in?

- Team bubbles will be organised at a divisional level, overseen by your Executive Director.
- Your one-up manager will be in touch to discuss what this means for you.
- If there are individual flexibility arrangements you wish to discuss, these should be addressed in advance with your one-up manager.
- The nature of team bubbles means that not all flexible working requests will be possible. We ask for your understanding in this regard, noting that Metro’s approach is being implemented to protect the health of our people and continued safety of our colleagues and organisation.

	MON	TUE	WED	THU	FRI
JAN			27-Jan Day One Red	28-Jan Day Two Red	29-Jan Day Three Green
FEB	1-Feb Day Four Green	2-Feb Day Five Blue	3-Feb Day Six Blue	4-Feb Day One Red	5-Feb Day Two Red
	8-Feb Day Three Green	9-Feb Day Four Green	10-Feb Day Five Blue	11-Feb Day Six Blue	12-Feb Day One Red
	15-Feb Day Two Red	16-Feb Day Three Green	17-Feb Day Four Green	18-Feb Day Five Blue	19-Feb Day Six Blue
	22-Feb Day One Red	23-Feb Day Two Red	24-Feb Day Three Green	25-Feb Day Four Green	26-Feb Day Five Blue
MAR	1-Mar Day Six Blue	2-Mar Day One Red	3-Mar Day Two Red	4-Mar Day Three Green	5-Mar Day Four Green
	8-Mar Day Five Blue	9-Mar Day Six Blue	10-Mar Day One Red	11-Mar Day Two Red	12-Mar Day Three Green
	15-Mar Day Four Green	16-Mar Day Five Blue	17-Mar Day Six Blue	18-Mar Day One Red	19-Mar Day Two Red
	22-Mar Day Three Green	23-Mar Day Four Green	24-Mar Day Five Blue	25-Mar Day Six Blue	26-Mar Day One Red
	29-Mar Day Two Red	30-Mar Day Three Green	31-Mar Day Four Green		

*Public Holiday
 If you don't usually work on a Public Holiday, you would not come into the office. Please refer to communication from Robert Duvel on 21 January for more info on how our roster works for Public Holidays.

4) When are we returning?

- We are still targeting a safe return to the offices beginning Wednesday, 27 January – which is when our new ‘workforce bubble’ model will take effect.
- Your first day back in the office will be in line with your assigned team bubble.
- If you haven’t yet completed a ‘return to office’ video module, via Learning@Metro, you must do so *before* returning to the office.

5) Will I be able to swap my rostered team bubble days?

- Once confirmed, you will not be able to swap your rostered in-office days with colleagues - nor come into the office on a day rostered for another team bubble.

6) Will visitors be allowed into the office?

- Only essential visitors will be allowed into offices, with Executive Director or delegate approval required in all cases.
- Visitors include any MTM employee that is not based at that specific office location.

7) How can I keep myself and everyone else safe?

- Don’t attend the office if you are unwell.
- Maintain social distancing of 1.5m wherever possible.
- Carry your face mask at all times; you must wear it whenever social distancing isn’t possible.
- Follow instructions, signage and official health guidance at all times – including limits on the number of people in meeting rooms, instructions around lifts and kitchen areas, etc.
- Stay connected with your one-up manager to address any questions or concerns. This includes if you begin to feel unwell while in the office, or when you have been in the office recently.
- Remember: You must only attend the office on a day rostered to your team bubble.

8) Will I be able to move around my office location?

- While you will be able to travel between floors for meetings, or to visit your manager and/or team members, you are encouraged to remain in your designated workspace, wherever possible.
- Kitchen areas must not be used for dining or meeting with colleagues – these spaces will be for food preparation, washing and cleaning up, and use of appliances, only. Employees are encouraged to bring their own crockery and cutlery.
- Desk-sharing should only occur as a last resort. If you need to desk-share, this must be approved by your Executive Director. If desk sharing is unavoidable, then a cleaning protocol that ensures that the desk has been disinfected by the user prior to leaving the office, must be established by the relevant manager.

9) Can I travel between offices, or to other work locations?

- Employees will not be able to travel between office locations. For example, if you are based at 595 Collins St., you should not be attending 700 Collins St. for in-person meetings – you should be using Microsoft Teams.
- If your role requires you to visit frontline locations, you will need to advise your one-up manager in advance of your movements – and follow all safety and registration requirements for the site you are visiting.

10) What about my office equipment?

- The principle place for your Metro-provided office equipment remains the office and must be in the office when you are working from the office.
- If the equipment is readily transportable, you may travel with it between your home and your rostered days in the office.
- If you need to procure additional equipment for home, this will be at your own personal cost and you can offset against taxes.

11) How will we conduct meetings?

- With some colleagues working from home and some in the office on different days, Microsoft Teams should continue to be the first preference for all meetings.

12) How can I support my colleagues?

- Carry your mask at all times, and wear it whenever you are unable to maintain social distancing.
- Be mindful if you are speaking on calls in the open office; please use ear phones to minimise disruption and ensure the safe and sensitive sharing of information.
- Kitchens and bathroom areas should be kept tidy, with employees still required to clean up after they have used a space.

13) What if I work part-time?

- All office-based employees, including part-time employees, will be assigned to a team bubble. If your team bubble day falls on a day you don't usually work, then you wouldn't come into the office.

14) What if my rostered bubble day falls on a Public Holiday, or a day that doesn't apply to me because I work part-time?

- We understand that rostered bubble days won't always be relevant to all employees – including for those working part-time; or when a rostered day falls on a Public Holiday.
- If you aren't scheduled to work on a Public Holiday, but it is your rostered bubble day, then you won't need to attend the office. If you are scheduled to work, please discuss a common-sense approach with your one-up manager.

15) What if I have set childcare days, or other related child-minding or caring obligations – such as pick-up or drop-off commitments?

- If there are individual flexibility arrangements required in your situation – like staggered start and finish times on your team bubble's rostered in-office days – please discuss these with your one-up manager.

16) Can I still have coffee, lunch or a catch-up with peers and work friends that are not in my team bubble?

- Yes, if it is not in the office and you follow all COVID-Safe requirements.

17) Will these arrangements – including the 'bubble' model – change in the future?

- Our arrangements will almost certainly need to change at various times in future – as COVID conditions change and the needs of our organisation evolve as well. Rest assured, we will communicate any changes with you well in advance.

18) What if I have any questions or concerns?

- Speak with your one-up leader in the first instance; they will be escalate any questions that cannot be answered immediately.
- You can also contact employee@metrotrains.com.au, should you have any additional questions or feedback.

Further information, including around rostering, will be provided by your one-up manager and senior leaders in your area.

Please remember that support is always available, should you require.



- 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.

Thanks again for your support as we work towards a safe return for all office-based employees.

Best regards

Rob

Robert Duvel
Executive Director Zero Harm

