



**Dear Valued Metro Partner**

On 25 September 2014, the Rail Industry Contractor and Supplier Qualification Program will be launched. This endeavour will be a foundational element of our ongoing commitment to moving passengers safely and efficiently across our network, as well as providing a safe, healthy and compliant work environment for all Metro Trains Melbourne Pty Ltd (Metro) partner companies, employees and the Australian Rail Industry.

PICS Auditing Pty Ltd (PICS) will provide the technical backbone of this initiative. Through the PICS cloud based risk management solution, we will evaluate all partners on safety, quality, technical, environmental, insurance, financial, sustainability, operational and rail specific performance criteria. The criteria have been calibrated to the specific type and unique risk profile of work undertaken. The ongoing collection, audit and analysis of related data will enable Metro to ensure compliance and operational improvement in real time across its value chain.

This notification serves as your official request for participation in the program. You will be provided access to information resources and dedicated support professionals to ensure your understanding of the qualification process and to provide assistance in your efforts to complete it. Over time, we will continue to roll out additional resources, including information sessions, to further facilitate and streamline the process for everyone involved.

Metro is fully committed to this mutually beneficial initiative and will work only with partner companies that exhibit a willingness to move down this path with us. Together, we will make Metro the model of safety and sustainability for the Australian Rail Industry and beyond.

This initiative represents a significant progression in how we engage and evaluate the performance of our partners and we are highly confident in both its short and long term benefits. Metro's desire is to work with the Rail Industry to develop this essential program and subsequently improve safety, sustainability and compliance.

Regards

A handwritten signature in black ink, appearing to read 'A Lezala', with a stylized flourish at the end.

**Andrew Lezala**  
**Chief Executive Officer**  
**Metro Trains Melbourne Pty Ltd**