

TRANSITION



Message from the CHIEF EXECUTIVE OFFICER

Hi Everyone,

Today we reach a significant milestone in the transition of STA to private operators.

Following a competitive Tender Process, the NSW Government has announced that the new operator for Region 9 (Port Botany, Randwick and Waverley Depots) is Transdev John Holland Buses (NSW) Pty Ltd.

With Region 8 transitioning to Keolis Downer last month, and Region 7 transitioning to Busways on Sunday 9 January 2022, this announcement represents the final stage of STA's transition.

Transition Phase

The time between the Contract Announcement and your transition to Transdev John Holland is known as the Transition Phase. This is a period of approximately five months during which Transdev John Holland will work with TfNSW and STA to finalise all facets of the transition and learn about STA's systems and ways of working. The Transition Phase will now commence for Region 9.

STA's role during the Transition Phase

STA's role during this time is to work with TfNSW and Transdev John Holland across all aspects of the transition, to make it as smooth as possible for our people.

The priority is to ensure our Region 9 operational people are well informed and supported up until the time you start your employment with Transdev John Holland. This means clear and consistent communication; the availability of support if and when you need it; and a workforce that is strong, resilient and ready to embrace the future.

As you can imagine, there is a lot of work to be done during this time, from the handover of STA assets, to advising Transdev John Holland as to how we work. Throughout this period, STA's focus is also steadfastly on maintaining the high standard of service and safety for our customers that we are known for.

Next steps for Region 9 employees

Up until the day you start your employment with Transdev John Holland it's business-as-usual.

Further information will be forthcoming across the Transition Phase key milestones, which I am sure you will be thinking about. For example:

- the timeline for Letters of Offer and the acceptance deadline;
- uniform arrangements; and
- the induction process.

Region 9 employment guarantee

Operational employees will be offered the same job, at the same level and status as you are now, with a two-year employment guarantee under the same Award terms and conditions.

Region 9 transition timeline

It is anticipated our Region 9 people will commence work with Transdev John Holland from 12.01am, Sunday 3 April 2022.

You remain an STA employee until the day you transition.

Questions

STA will host Transition Advisory Desks in Region 9 depots with details to be communicated soon.

Before you attend, it might be helpful to have a look at the [Transition Handbook for Operational Employees](#) and the Transition Supplement [Your Questions Answered](#), so you can make the best use of your time at these face-to-face sessions.

If we don't have the answers to your questions, we'll take them on notice and liaise with TfNSW or Transdev John Holland and come back to you as soon as possible.

SUPPORTING YOU THROUGH THIS CHANGE

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Contacting Transdev John Holland

We have arranged for office space for Transdev John Holland in the Waverley Depot (previously the Media and Communications office on the ground floor). Dedicated notice board space in each Region 9 depot will also be available to Transdev John Holland.

Transdev John Holland is looking forward to being on-site and available to Region 9 staff across all three depots, COVID-19 permitting.

It is anticipated that information desks will be hosted by Transdev John Holland when possible. There will also be an opportunity for Region 9 staff to contact Transdev John Holland directly, with details to follow.

You can also submit questions for Transdev John Holland via STA's channels:

- email your questions to stayinformed@sta.nsw.gov.au;
- Transition Feedback boxes; or
- speak with your Supervisor, the People and Culture team, or the Executive team.

STA updates during the Transition Phase will be communicated across our existing channels: Blink, Depot noticeboards, Digital Depot, and Stay Informed: www.stayinformed.com.au/statetransit, together with face-to-face briefings where possible.

Transdev John Holland will have access to the depot noticeboards and STA will post information on behalf of Transdev John Holland on Blink.

Support for you

If you need support, the following options are available:

- your depot's Mental Health First Aider for onsite support;
- a variety of health, wellbeing and financial wellness resources on the Benehub portal, www.benestar.com/user/login;
- speak with your manager;
- access our EAP (1300 360 364) if you need to talk to someone; and
- speak with a member of the People & Culture team.

We are in transition

I'm proud to be handing over such a resilient and committed workforce. In the latest Transport Customer Satisfaction Index results, State Transit's overall satisfaction score of 94 per cent was our best-ever result.

Well done — and thank you in advance for your continuing commitment to STA throughout the Region 9 Transition Phase.

While your uniform may be changing, we are who we are: skilled bus service providers who, with a special approach to our customer care, make a difference to those who travel with us — every day.

We are people who are the best we can be for our customers and the organisation we work for.

Look after yourselves and your colleagues, maintain a healthy life perspective and a sense of pride in your work, and please seek information on the transition and support during it, if you need it.

Regards,

Daniela

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