Message from the CEO

Nicolas Gindt

Keolis Downer | PROUD OPERATOR OF yarra trams

22 May 2017

Update: Services have commenced on Route 58

> Today, at approximately 8:00am, a Route 58 tram heading towards the city was hit by a truck and derailed.

> Yarra Trams teams worked throughout the day and services commenced at approximately 6:00pm. It will take around two hours for services to be fully restored.

> Our priority is the safety and welfare of our passengers, people and community, and we continue to provide support to those impacted by this incident.

At approximately 8:00 am this morning, a Route 58 tram heading towards the city was involved in a collision with a truck that caused the tram to derail.

Yarra Trams teams worked closely with emergency services, VicRoads and PTV throughout the day to remove the truck, clear the tram, repair track, and keep passengers informed of service changes. Thanks to our hard working teams, services commenced on Route 58 at approximately 6:00pm this evening. It will take around two hours for services to be fully restored.

Our priority is the safety and welfare of our passengers, people and community, and this was our immediate response to this incident.

- The driver of the tram was taken to hospital with minor injuries and was supported by his Team Manager Driver and Human Resources. The driver will remain in hospital overnight for observations.
- There were 46 passengers on the tram at the time of the incident. Customer Experience has contacted all passengers and offered counselling and support.
- A number of senior employees have been on site throughout the day.

The cause of the incident is still unknown and an investigation is underway.

Nicolas Gindt
CEO

Employee assistance

A reminder that our employee assistance hotline is available.

You can contact Converge International at any time (24/7) on **1300 687 327.**

Display until: 24 May 2017