

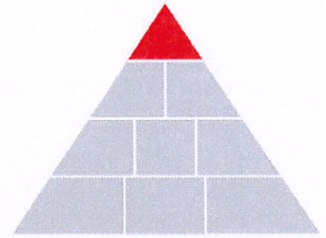
# Policy

# Customer

MD-20-17

QUEENSLAND RAIL OFFICIAL

# Policy statement



## Customer

### Our Commitment

Queensland Rail is committed to providing rail services that support the transport needs of customers and connects communities across Queensland. Our aim is to deliver world-class rail services for our customers.

### What we will do

Our goals are to:

- Grow patronage and increase freight volumes on rail
- Sustain on-time running and reliability across our network
- Achieve high levels of customer satisfaction across all passenger services.

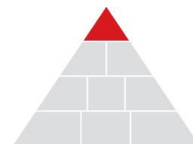
To deliver upon our commitment to our customers and meet the goals we have set, Queensland Rail will:

- provide leadership, resources and training to support positive customer experiences
- make it easier for our customers to engage with us and utilise our services through all phases of their journey
- use data to generate insights to amplify the voice of the customers, increasing organisational understanding of customer needs and expectations, now and into the future; and
- integrate the voice of customers into planning, investment and delivery processes.

By delivering upon our customer policy, Queensland Rail will create a world-class rail service for our customers.

**Kat Stapleton**  
Chief Executive Officer



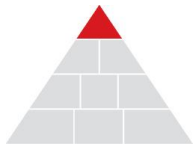


# 1 Responsibilities

The following establishes the broad accountabilities and responsibilities of the key internal stakeholders applicable to this Policy.

## 1.1 Who does what?

Who	What
<b>Board</b>	Responsible for the approval of Policy in accordance with legal and regulatory obligations, and to enable Queensland Rail's pursuit of opportunities aligned with its vision and values in an ethical and responsible manner.
<b>Chief Executive Officer (CEO)</b>	Leads Queensland Rail's implementation of and compliance with this Policy, by: <ul style="list-style-type: none"> <li>communicating Queensland Rail's vision, and the importance of the Policy, to all Queensland Rail employees, and</li> <li>responding to recommendations made when this Policy is reviewed, to ensure the Policy remains up to date and relevant to Queensland Rail.</li> </ul>
<b>Executive Leadership Team (ELT)</b>	Are accountable for leading the implementation of the Policy in their respective functions and ensuring this Policy has been complied with.
<b>Group Executive Strategy, Planning and Transformation (GE SPT) (Policy Owner)</b>	Is the Business Function Owner (Policy Owner) and must: <ul style="list-style-type: none"> <li>develop the Policy and enabling processes (i.e., Policy-related documents and systems) to ensure this Policy is reflected in Queensland Rail's operations)</li> <li>establish and maintain processes to provide assurance (at least annually) to the Executive Risk Committee (ERC) and Board that this Policy is being followed by Queensland Rail, and</li> <li>review this Policy annually and provide recommendations to the ERC.</li> </ul>
<b>Manager Customer Insights and Strategy</b>	Is the Content Developer for the Policy, on behalf of the Business Function Owner (Policy Owner).
<b>Leaders of functions, areas and teams</b>	Must: <ul style="list-style-type: none"> <li>communicate the Policy to their employees, relevant contractors and consultants to ensure they understand the Policy</li> <li>demonstrate compliance with the Policy and are also responsible for leading the implementation in their respective functions, areas and teams</li> <li>develop process to enable implementation of policy requirements, and</li> <li>Management within Queensland Rail must implement assurance processes to enable achievement of business objectives and compliance with this Policy.</li> </ul>
<b>All employees, relevant contractors and consultants</b>	Everyone who needs to make use of this Policy for work purposes must ensure that they understand and comply with this Policy.



## 2 Document history

### 2.1 Document information

Current Version	2.1
First Released	30 March 2020
Last Updated	04 August 2023
Review Frequency	Annually
Review Before	04 August 2024
Document Authoriser	Queensland Rail Board
Functional Owner	Group Executive Strategy, Planning and Transformation (GE SPT)
Content Developer	Manager Customer Insights and Strategy
Audience	All employees, relevant contractors and consultants

### 2.2 Document amendment history

Version	Date	Section(s) Amended	Summary of Amendment
2.1	04/08/2023	Whole document	Updated text to align with strategic planning.
2.0	05/08/2022	Whole document	Updated text to align with strategic planning; transfer of ownership to Strategy, Planning and Transformation
		1.1	Changes to further clarify the accountabilities and responsibilities, aligned to Policy ownership and business implementation.
1.1	30/03/2021	Whole document	Updated next review and version.

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