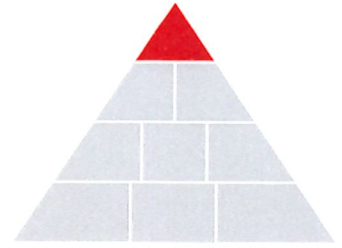


Policy statement



Customer

Our Commitment

Queensland Rail is committed to providing a customer-focused, safe, reliable and on-time rail service that benefits the community, supports industry and is integrated with the public transport system.

What we will do

To deliver our commitments to our customers, Queensland Rail will:

- Provide leadership, resources and training to support a customer-centric culture and positive customer experiences
- Put our customers at the centre of everything we do by integrating their voice in our strategic planning process and responding to emerging customer, community and industry trends
- Use data to understand the needs of our customers and deliver on their expectations through informed investment decisions and the optimisation of our product and service delivery
- Make it easy for our customers to engage with us through all phases of their journey

By delivering on our customer policy, Queensland Rail will create a world-class rail service that connects communities and delivers an excellent experience to all customers.

Nick Easy
Chief Executive Officer