



Information Guide for Suppliers

Version Control

Version	Date	Section(s) Amended	Summary of Amendment
1.16	08/08/2013	Former document	
2.0	08/08/2014	Whole document	Revised to make content accurate and relevant. Transferred into revised template and style guide.
2.1	24/12/2015	Procurement	Company profile registration description
2.2	20/03/2019	Whole document	Addition of information on Contractor Safety Management, update to Rail Industry Worker content

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About Queensland Rail

Queensland Rail is an integrated rail business with more than 150 years of operational experience, serving the state of Queensland with passenger, travel and tourism services and as a key part of the freight and logistics landscape connecting regions throughout Queensland. We provide fast, safe and comfortable passenger services in the Brisbane metropolitan area and between key regional centres throughout Queensland.

Queensland Rail is one of Australia's largest rail transport providers with:

- A workforce of more than 6800 employees
- Approximately \$7 billion of assets
- More than 6,500 kilometres of standard and narrow gauge railway track
- 222 stations across Queensland
- A fleet of over 210 passenger trains
- More than 50 million customer journeys on the Citytrain network (South East Queensland) per year
- More than 700,000 customer journeys on the Travel network (long distance rail) and Tourist trains per year

Queensland Rail is a Statutory Authority owned by the Queensland Government. Queensland Rail belongs to the people of Queensland represented by two Responsible Ministers, being the Minister for Transport and the Queensland Treasurer. The Queensland Rail Board is responsible to the Responsible Ministers for the overall corporate governance of Queensland Rail.

Queensland Rail's purpose is to provide a safe, reliable, on-time, value for money and customer focussed rail service that benefits the community, supports industry and is integrated with the public transport system.

Our supply chain plays an important role in ensuring that we can reach our goals and meet the demands of our customers.

What we expect from our Suppliers

Act responsibly and with integrity

We expect openness, honesty and courtesy from our employees and suppliers in all our business dealings.

Suppliers are expected to understand their obligations, both legislative and commercial, in relation to the work you perform for Queensland Rail and comply with these obligations at all times.

Communicate proactively

Due to the extent of the services Queensland Rail provides, it is important to maintain a list of contacts for suppliers, during normal working hours and after hours if possible, to resolve any issues as they arise.

When Queensland Rail asks for quotes or calls tenders for the supply of goods or services, the specification states the quality requirements as clearly and concisely as possible. If you require further clarity regarding the acceptable quality or standard, please contact the person who invited you to quote, or for tenders the nominated Contact Officer, as soon as possible.

If you intend to make a change to the product or service you offer, this must be communicated to ensure there is no risk to the quality of what you supply.

Queensland Rail expects suppliers with orders or forecasts of requirements to provide warnings of any issues likely to affect supply. Queensland Rail intends to provide an excellent service to its customers. To achieve this, excellent service from our partners and suppliers is required.

Queensland Rail expects regular contact with contracted suppliers or their representatives. The frequency should be agreed with the contract manager. Appointments are necessary to ensure your safety, security and the best utilisation of your time and ours.

Strive for best practice

At Queensland Rail we are continuously improving our internal practices in ways that are designed to streamline how we deliver our services, how we work with our suppliers and the outcomes we provide to our customers. To allow us to improve our service we seek your cooperation and input. If you identify an opportunity to work more effectively or to benefit our customers, please share your ideas with us.

Policies and procedures

You may be required to comply with Queensland Rail policies and procedures. If so, they are referred to in the terms and conditions of your contract. Some of the policies that you will be expected to adhere to include:

Safety Policy – At Queensland Rail, **Safety Comes First, Always**. We ‘work safe’ every day to ensure everyone goes ‘home safe’ and we ensure our customers ‘travel safe’ across our vast network.

To achieve this, Queensland Rail must ensure all Queensland Rail workers, incorporating employees, contractors, suppliers, sub-contractors and volunteers, are fit when reporting to work and cooperate in all matters relating to safety.

Environment Policy - We are committed to operating in an environmentally responsible manner and integrating environmental sustainability throughout Queensland Rail, to the benefit of the environment, our people, our customers and the community.

Code of Conduct - Queensland Rail’s Code of Conduct provides our people with an understanding of the organisation’s behavioural expectations to achieve the best outcomes relating to:

- Safety
- Customer
- People
- Commercial
- Community

Contractor Safety Management

At Queensland Rail, Safety Comes First, Always. Everything we do is underpinned by our commitment to safety.

Queensland Rail has made changes to our Contractor Safety and Environment Management Process to improve the management of this important component of how we strive to deliver our vision to connect communities through a modern, world-class rail service.

Key changes include:

- the classification of works and/or services based on risk for which contractors will need to be prequalified (for safety and environment) at that level (or higher),
- revised monthly reporting requirements and

- changes to how we authorise contractor works to commence.

These changes do not affect vendors who are contracted to supply goods or materials or who are contracted to perform works and/or services on their own premises.

Safety and Environment Reporting

Contractors who are working for Queensland Rail will be expected to produce a monthly Safety and Environment Report and submit this their nominated Queensland Rail representative by close of business of the 3rd working day of each month.

Induction

Category 1, 2 and 3 contractor workers will be required to complete an online Contractor General Induction from 1 July 2019 and every two years thereafter. More information will be provided to contractors, including the sourcing platform in the lead up to this date, interim provisions are in place for induction which will be directed to you by your Queensland Rail Representative.

Verification of Competencies

Contractors who provide mobile plant operators as part of the contracting service will be required to submit evidence that these operators have been deemed competent to operate relevant plant and machinery. This evidence of competency is to be supplied to your Queensland Rail Representative prior to mobilisation on site.

Safety and Environment Prequalification

Contractors who will be engaged to perform works and/or services on Queensland Rail owned or leased property that are categorised at Category 1,2 or 3 will need to successfully complete Safety and Environment Prequalification.

The four categories of works and/or services are:

Category 1 – Construction projects that cost \$250,000 or more and Queensland Rail appoints the contractor as Principal Contractor.

Category 2 – Field based work performed by a contractor working under their own Safety & Environment plan. Queensland Rail has ongoing duties under the rail safety and electrical entity elements of the Queensland Rail SEMS.

Category 3 – Field based work performed by a contractor working under Queensland Rail SEMS and supervision.

Category 4 –Work that is administrative or advisory in nature performed under Queensland Rail SEMS and supervision in an office based or field-based environment.

Safety and Environment Prequalification involves a desktop level assessment of your Safety and Environment processes to ensure they meet Queensland Rail's minimum expectations.

While the prequalification process shall be prompted prior to release of tender documents, Queensland Rail strongly encourages contractors to commence prequalification at your earliest convenience to ensure you are eligible for upcoming tenders.

Contractors wishing to commence this process should take the following steps:

Register your interest by emailing CSMProgram@qr.com.au and outline the types of works and services you provide, nominated contact details for the person in your company and if currently working with Queensland Rail the name of your Queensland Rail contact person.

A Queensland Rail staff member will contact you to discuss and confirm the appropriate level of Safety and Environment Prequalification for your circumstances and provide you with the necessary requirements

You will complete the Safety and Environment Prequalification Questionnaire and submit with all the necessary supporting documentation to CSMProgram@qr.com.au

Your application will be assessed, and you may be contacted by the Assessor to clarify your responses or request additional information to complete the process. You will be advised of your outcome and when successful you will be issued with a Certificate which you can use in future tendering activities to demonstrate your successful compliance with Queensland Rail's Safety and Environment Prequalification requirements.

For further information please visit <https://www.queenslandrail.com.au/forbusiness/contractors> or email CSMProgram@qr.com.au.

Rail Industry Worker Program

You will need a Rail Industry Worker (RIW) card if your role could impact on the safe operation of our railway including:

- all contractors undertaking rail safety work, as defined under section 8 of the Rail Safety National Law Note: There are no exceptions).
- Contractors performing work for Queensland Rail in the rail corridor.

Exclusions

Those excluded from carrying Rail Industry Worker identification are:

Contractors who are:

- Working on station buildings with limited to no exposure to the danger zone
- Making deliveries to the rail corridor outside the danger zone
- Required to make a one-off entry to the rail corridor where contractors have completed a Rail Corridor Induction Checklist, are operating under a Protection Officer and where it is not reasonably practical to expect the contractor to obtain a RIW card due to the short term nature of their work in the rail corridor
- External third parties (non-rail related) not contracted by Queensland Rail, such as telecommunications workers

There are no exceptions for rail safety workers.

For more information about the program visit the following Queensland Rail webpage:

<https://www.queenslandrail.com.au/business/Contractors/Pages/Contractors.aspx>

Procurement

Queensland Rail commits to procuring required goods and services in accordance with the *Queensland Procurement Policy 2018* and to:

- Extract the best value for money from procurement transactions
- Effectively manage risk
- Ensure probity, transparency and accountability for outcomes.

Queensland Rail strives for open and effective competition in order to achieve value for money and ensure ethical behaviour.

When engaging the supply market, all open tenders are advertised using the [QTenders website](#) and if applicable, local media. Suppliers can register their business on the QTenders site to receive notification of opportunities to tender for the supply of goods and services to the Queensland Government.

Businesses can log their interest in doing business with Queensland Rail by registering on the Ariba Commerce Site (<http://queenslandrail.supplier.ariba.com/register>) and completing a Queensland Rail questionnaire. Company information, product listings and business capabilities can also be uploaded and maintained through the Ariba site. This information may be referred to during sourcing events to determine new entrants or other companies in the market.

Completing this registration will give Queensland Rail visibility of your company profile, capabilities and products. It does not guarantee that Queensland Rail will contact you or purchase any goods or services from you.

Supplier performance

Queensland Rail monitors and measures our performance and that of our suppliers throughout the contract lifecycle. This is often done through reporting at corporate, business unit and store location levels. Review of performance is also undertaken at regular alliance meetings held between the supplier and contract manager.

Key performance indicators (KPIs) are generally called out in all contracts however delivery in full on time, cycle time, process efficiency and invoicing may also be utilised.

How to contact us

Where contact is related to a tender opportunity, please ensure the communication is channelled via the nominated Contact Officer.

Where contact is related to a contract currently held with Queensland Rail, please ensure the communication is channelled via the nominated Contract Manager or Superintendent.

To contact Queensland Rail, phone 13 16 17 (within Australia) or 0061 7 3072 2222 (outside Australia) between 8:30am – 4:30pm EST Monday to Friday.