

Information Guide for Suppliers



Queensland Rail

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 the content accurate and relevant. Transferred into the 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
2.3	30/06/2023	Whole document	Revised to make the content accurate and relevant. Transferred into the revised template and style guide.
2.4	15/04/2025	Procurement	Updated QTenders to VendorPanel new tendering system

Table of Contents

About Queensland Rail.....4

What we expect from our Suppliers4

 Conduct with Responsibility and Integrity4

 Proactive Communication4

 Supplier Engagement and Service Excellence4

 Striving for Best Practices.....5

Policies and Procedures.....5

Contractor Safety Management5

Rail Industry Worker Program.....6

Procurement7

Supplier performance.....7

How to contact us.....7

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 approximately 7500 employees
- Approximately \$8 billion of assets
- More than 6,600 kilometres of standard and narrow-gauge railway track
- Approximately 45 million customer journeys on the Citytrain network (SE Qld) per year
- More than 8,392 services are provided per week.

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 has a proud history of connecting Queensland communities and supporting local jobs, industries, and economies. We are committed to providing a customer-focused, safe, modern, and world-class rail service for Queenslanders. 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

Conduct with Responsibility and Integrity

We hold high expectations for our employees and suppliers to act in a responsible, honest, and courteous manner in all business interactions.

Suppliers are required to be fully aware of their obligations, both legal and commercial, regarding their work for Queensland Rail. Compliance with these obligations is always expected.

Queensland Rail's goal is to provide a customer-focused, safe, reliable, on-time, and value-for-money rail service that benefits the community, supports industry, and is integrated with the public transport system. We recognise our suppliers play a pivotal role in the achievement of these outcomes. The supplier code of conduct can be found [here](#).

Proactive Communication

Given the extensive range of services provided by Queensland Rail, it is crucial to maintain a comprehensive list of supplier contacts. This includes regular working hours as well as after-hours availability whenever possible, to promptly address any issues that may arise.

When requesting quotes or issuing tenders for the supply of goods or services, Queensland Rail ensures that quality requirements are clearly and succinctly specified in the provided specifications. If further clarification is needed regarding acceptable quality or standards, please contact the person who invited you to quote or the designated Contact Officer for tenders at your earliest convenience.

If there are any intended changes to the product or service being offered, timely communication is essential to ensure there is no compromise in quality.

Supplier Engagement and Service Excellence

Queensland Rail expects suppliers with orders or forecasted requirements to provide advance notice of any potential supply-related issues. To deliver outstanding service to our customers, we rely on exceptional performance from our partners and suppliers.

Regular contact with contracted suppliers or their representatives is expected by Queensland Rail. The frequency of such contact should be mutually agreed upon with the contract manager, and appointments are necessary to prioritize safety, security, and optimal time utilization for all parties involved.

Striving for Best Practices

At Queensland Rail, we continuously strive to enhance our internal practices to improve the efficiency of service delivery, collaboration with suppliers, and the outcomes provided to our customers. We value your cooperation and input to help us achieve these improvements. If you identify opportunities for more effective collaboration or ways to benefit our customers, we encourage you to 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 behavioral expectations to achieve the best outcomes relating to:
 - Safety
 - Customer
 - People
 - Commercial
 - Community

Contractor Safety Management

Contractors who will be engaged to perform works and/or services on Queensland Rail owned or leased property that is categorised at Category 1 or 2 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.
This category requires Pre-qualification.
- **Category 2** – Field based work performed by contractors working under their own Safety & Environment plan. Queensland Rail has ongoing duties under rail safety and electrical entity elements of the Queensland Rail SEMS.
This category requires Pre-qualification.
- **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 meet Queensland Rail's minimum expectations.

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

The prequalification process will involve 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.

You will complete the Safety and Environment Prequalification Questionnaire and submit it with all the necessary supporting documentation to CSMProgram@qr.com.au - Evidence is to be submitted in zipped files attached to (in some cases) a series of emails. Links to Dropbox etc, will not be accepted due to Queensland Rail's IT security requirements.

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 success in meeting our 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

The Rail Industry Worker program went live in March 2013 and has been endorsed by several major rail operators across the country. The program is owned and endorsed by the Australasian Railway Association (ARA), of which Queensland Rail is a member, to provide a single national competency management system for everyone working in the rail industry. It meets regulatory requirements and complies with national rail safety laws.

By law, everyone working on the Australian rail network must be able to provide proof of competency. This is the best way to reduce the risk of untrained people working on the rail network. Competency management aims to minimise the risk of untrained personnel carrying out any work on the Australian rail network.

If you intend to undertake rail safety work for Queensland Rail or the work you are contracted to perform (which may not be rail safety work) on behalf of Queensland Rail falls within the rail corridor, you will need to apply for a RIW card.

The following contractors must carry Rail Industry Worker identification when working for Queensland Rail and present this (on request) to a Rail Safety Officer/Regulator from the Office of the National Rail Safety Regulator or a Queensland Rail representative:

- 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.

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
 - Deliveries to the rail corridor outside the danger zone
 - One-off entry to the rail corridor where contractors have completed a Rail Corridor Induction Checklist are operating under a PO 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: [Rail Industry Worker program \(queenslandrail.com.au\)](https://queenslandrail.com.au/rail-industry-worker-program)

Procurement

Queensland Rail commits to procuring required goods and services in accordance with the [Queensland Procurement Policy 2023](#) 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, transparent, and effective competition to achieve value for money and ensure ethical behaviour is undertaken.

When engaging the supply market, all open tenders are advertised using the [VendorPanel website](#). Suppliers can register their business on the VendorPanel 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 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.

Instructions on how to do this can be found here - [Ariba Registration of Company Profile.pdf \(queenslandrail.com.au\)](#)

If assistance is needed with how to respond to an event/ tender via Ariba, please follow the [Queensland Rail SAP Ariba Event Supplier Guide](#).

Supplier performance

Monitoring and evaluating performance is an ongoing process at Queensland Rail, encompassing both our operations and the performance of our suppliers throughout the duration of our contracts. This is accomplished through comprehensive reporting at various levels, including corporate, business unit, and specific store locations. Additionally, performance assessments occur regularly during alliance meetings, where the supplier and contract manager convene to review progress.

While key performance indicators (KPIs) are typically specified in all contracts, there are additional areas of focus such as timely and complete delivery, cycle time, process efficiency, and invoicing that may also be considered.

How to contact us

Where contact is related to a tender opportunity, please ensure the communication is channeled via the nominated Contact Officer listed on the relevant Tender.

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

To contact Queensland Rail, phone 13 16 17 (within Australia) or 07 3072 2222 (outside Australia) between 8:30 am – 4:30 pm EST Monday to Friday.