

Quality Policy

Transdev Sydney Pty Ltd is the operator and maintainer of the Sydney Light Rail network. Transdev Sydney commits to delivering the safest service by proactively managing all network risks implementing first class incident response, as well as meeting and, where possible, exceeding our business objectives and customer requirements.

The focus of Transdev Sydney’s activities is customer satisfaction, and to achieve that we have developed the following quality objectives:

- Ensuring on time performance of the light rail service
- Providing a reliable light rail service
- Monitoring of light rail headways
- Monitoring customer feedback and continually striving to reduce customer complaints

All employees are committed to continually improving the effectiveness of the quality management system. To achieve this, we will:

- Ensure high levels of management and staff involvement in all operational aspects.
- Continuously engage all stakeholders in meaningful consultation and communication.
- Satisfy all applicable legal, customer and other requirements.

This policy will be available to any interested parties and is published on our website.

Arsene Durand-Raucher



**Managing Director
Transdev Sydney Pty Ltd**

Document Owner	Document Number	Version	Date of Issue	5 May 2015
			Last Review Date	2 March 2021
GM Safety and Assurance	SLR-TDS-M50-000-POL-000001	7	Review Period	Two Years
			Next Review Date	2 March 2023