

Intent

As an operator and global integrator of mobility, Transdev gives people the freedom to move whenever and however they choose. With deep understanding of our customers to better serve them and anticipate their needs, Transdev is at the heart of keeping the communities moving. Our approach is rooted in long-term partnership with our stakeholders and aligns with the objectives of our Clients and the Communities. We serve to support their long term development. Our success relies on the commitment and efforts of our people, all working together as part of a team that commit to creating excellent customer and client experiences.

Scope

This policy applies to Transdev NSW South Pty. Ltd. and Transdev NSW Pty. Ltd. employees and contractors.

Policy

The vision of Transdev NSW is to be the leading bus service provider of passenger transport services in NSW. To achieve this vision, we aim to deliver a superior customer, client and stakeholder experience and provide the best in class operational performance.

Transdev NSW is committed to implementing and maintaining a Quality Management System that continually improves and ensures that Transdev NSW bus operation and its related business activities are committed to achieve the following:

- Establishment and review of measurable quality objectives and targets within the business to ensure continual quality improvements and suitability to the business.
- Maintain compliance with all relevant statutory and regulatory requirements and to Quality Management according to ISO 9001.
- Management and improvement of systems, processes and services to generate increased value for our customers and other stakeholders.
- Improved customer satisfaction through enhanced customer information, improved and reliable services and analysis of customer results against set performance indicators.
- Employee participation in the continual improvement of processes.
- Promotion of a system for continual improvement through review of policies and procedures and regular management review.

All employees are responsible for working in accordance with the documented quality management system and for reviewing and identifying ways to continually improve the system.



.....
Robert Macey
Managing Director, Transdev NSW
22nd November 2019

Document History

Version Number	Date Of Issue	Details	Prepared by	Approved by
1.0	01/08/2010	First Issue	Maggie Julius	Morris Caputi
2.0	15/11/2013	New Approver Signature	Leo Fan	Shane Ellison
3.0	07/11/2014	Change of format and wording	Leo Fan	Shane Ellison
4.0	28/01/2015	Change of scope	Leo Fan	Shane Ellison
5.0	14/09/2015	Updated: New MD Nikki Allder signature	Leo Fan	Nikki Allder
6.0	12/12/2017	Policy Review	Dorris Toroitich	Mark McKenzie
7.0	11/07/2018	Intent and brand change included in policy. Update Ian Craig signature.	Monica Sierra	Ian Craig
8.0	22/11/2019	Update Robert Macey signature, as TDNSW Managing Director. New branding format changed.	Martin Taylor	Robert Macey