

Welcome to Sydney Trains

Work behaviours

Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.

Pride

Taking pride in your role, your presentation and recognising your value within the organisation.

Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.

Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.

Excellence

Striving for excellence; continuously acting to exceed yours, the business' and the customer's expectations and acting with a focus on the optimum end result.



We manage the customer experience on two levels:

- Head
- Heart

Sydney Trains - Who We Are

TfNSW focus

- Putting our customers first
- Integrating, modernising, growing and managing the transport system
- Aligning transport and land use planning

Sydney Trains Vision

Keep Sydney moving by delivering safe, customer-focused, modern, efficient and competitive business.

We will be recognised as a commercially astute business regarded as a world-class railway in a world class city.

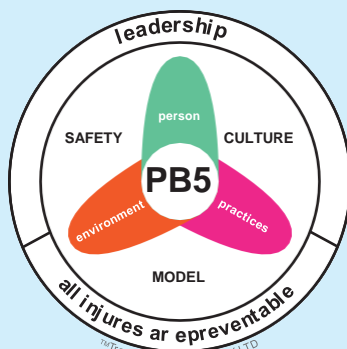
TfNSW purpose

TfNSW wants to make NSW a better place to live, work and visit."

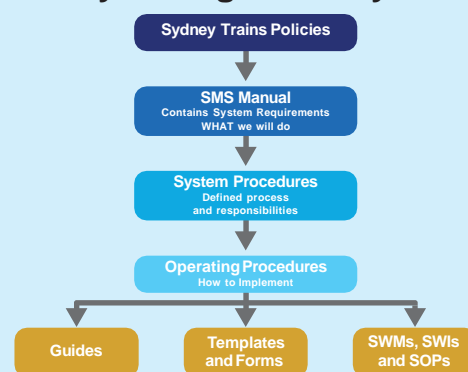
Sydney Trains Purpose

To contribute to the success of transport in NSW by running efficient rail services which exceed our customers' expectations, support growth and contribute to the broader community and the economy.

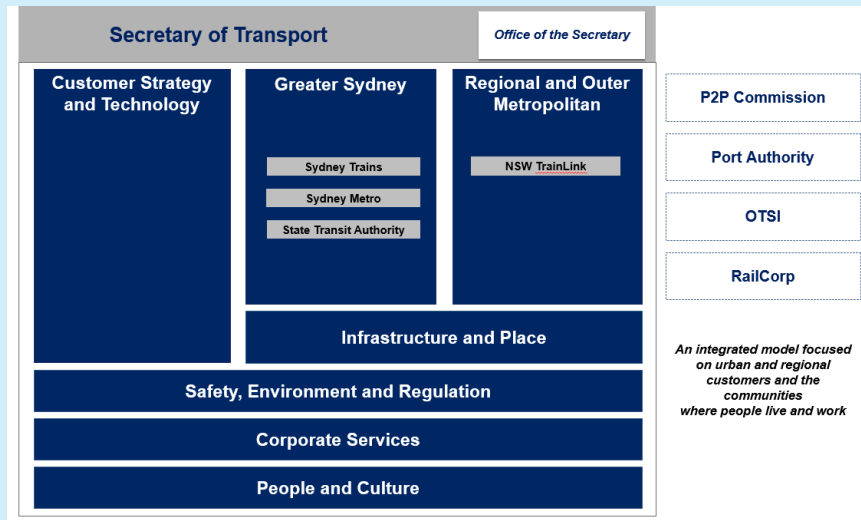
Safety Culture Model



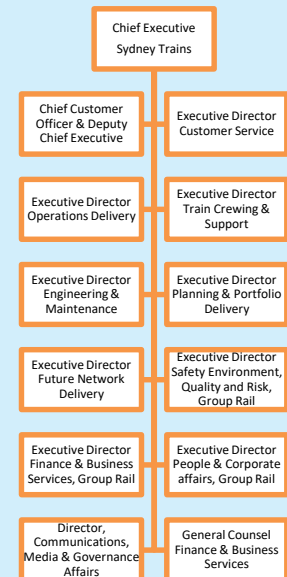
Safety Management System



TfNSW Core Divisions



Sydney Trains Leadership Team



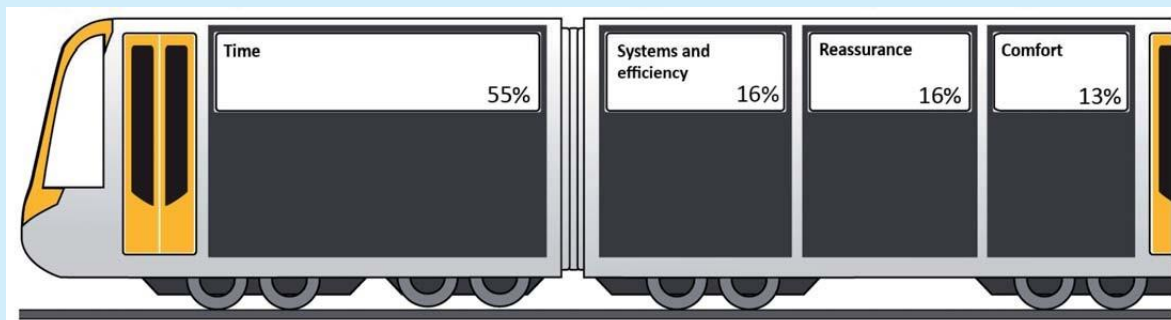
Customer-First Culture

Customer Service Principles

1. First impressions count
2. Friendly and ready to help
3. Communicate clearly
4. Find a solution
5. Share your knowledge
6. Work together

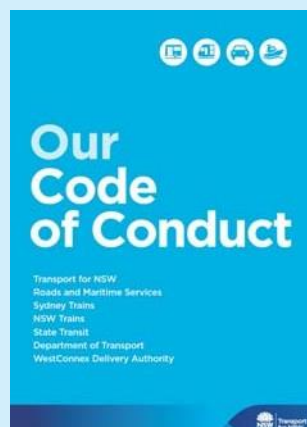
“The **customer** is at the **centre** of everything we do in **transport**”

Customer Value Proposition



Code of Conduct

Expectations of the organisation in terms of professional behaviour.



Enterprise Agreement

The Enterprise Agreement is available via the Sydney Trains Intranet:

<http://intranet.sydneysydneytrains.nsw.gov.au/my-hr/pay-and-leave/enterprise-agreement>

