



CUSTOMER CHARTER

TasRail's customers, along with our employees, are the lifeblood of the company's future success as a major freight logistics enterprise.

In meeting the expectations of our customers, TasRail is committed to:

- Providing freight handling and delivery services that are reliable, safe, efficient and price competitive.
- Building strong business partnerships with our customers by understanding and meeting their needs and by providing responsive customer service and attention to detail.
- Delivering a social and environmental dividend to our customers by facilitating a reduction in transport-related emissions and heavy vehicle movements across the state's road network.
- Minimising the incidence of derailment through the continued upgrading of the rail network. However, in the case of any future major incident, TasRail will respond promptly to the needs of its customers, including where appropriate, underwriting any accepted, related financial loss.