

CUSTOMER CHARTER



SAFETY



INTEGRITY



RESPECT



BEING REMARKABLE

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

TASRAIL IS COMMITTED TO:

- Providing rail logistics services that are reliable, safe and efficient.
- Maintaining strong business partnerships with our customers by understanding their needs and by providing responsive customer service with attention to detail.
- Partnering with industry to provide terminal and bulk minerals handling services.
- Creating 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.
- Delivering investment into the Tasmanian Rail Network to improve the level of service experienced by our customers.

