



# SERVICE QUALITY POLICY

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## DOCUMENT REVIEW AND AUTHORISATION DETAILS

### APPROVAL

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### REVISION HISTORY

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## 1. INTRODUCTION

### 1.1. Aurizon Bulk Central Network (ABCN)

Aurizon Bulk Central Network Pty Ltd (**ABCN**) has leasehold title to, and rights of occupation of, the Railway corridor from Tarcoola in South Australia to Darwin in the Northern Territory under subleases granted by the Australasia Railway Corporation.

### 1.2. The Code

ABCN is in a position to provide the Railway infrastructure facilities for the purpose of providing a freight or passenger service by means of the Tarcoola-Darwin railway and is an 'access provider' within the meaning of the *AustralAsia Railway (Third Party Access) Code (Code)* as set out in the schedule to the *AustralAsia Railway (Third Party Access) Act 1999 (SA)*.

The Code requires ABCN to have service quality standards. This document is ABCN's policy response to that requirement (**Policy**).

### 1.3. Third Party Access to the Railway

The Code gives the right for certain 'third parties' (**Above-Rail Operators**) to negotiate Access to the Railway infrastructure between Tarcoola and Darwin. Access seekers will be required to enter into a separate agreement (**Track Access Agreement**) for that purpose.

### 1.4. Service policies

Under the terms of the Code, ABCN must provide certain information to the Above-Rail Operators. In connection with that obligation, ABCN is required to develop and maintain the following policies in addition to this Policy:

- (a) time-path allocation and reallocation policy (**Train-Path Policy**); and
  - (b) train management policy (**Train Management Policy**)
- (together referred to in this Policy as the **Other ABCN Policies**).

### 1.5. Performance Indicators

ABCN is required to maintain the Railway in a condition which is fit for an Above-Rail Operator's purpose to use the Railway having regard to the terms of the Track Access Agreement.

ABCN is required to identify and specify performance indicators (**KPIs**) relating to its service quality performance.

### 1.6. Purpose and content of the Policy

The standards contained in this Policy identify and specify the means of monitoring:

- (a) compliance with this Policy;
- (b) compliance with the Other ABCN Policies; and
- (c) the KPIs.

### 1.7. Frequency of reporting on KPIs

The KPIs will be published quarterly by ABCN and a copy will be provided to ESCOSA at its request.

Any non-compliance with this Policy or Other ABCN Policies will be reported to ESCOSA immediately.

### 1.8. Monitoring KPI reporting

ABCN has established internal controls to monitor the accuracy of KPI reporting. These controls form part of ABCN's Compliance System.

## 2. MONITORING COMPLIANCE WITH THE OTHER ABCN POLICIES

- (a) ABCN is required to monitor compliance with the terms and conditions of the Other ABCN Policies.
- (b) ABCN has established an internal system to monitor compliance with the Other ABCN Policies on an ongoing basis to ensure that, in respect of the:
  - (i) **Train-Path Policy**, the allocation and re-allocation of train paths on the Railway occurs in such a way as to ensure that Above-Rail Operators are treated in a non-discriminatory manner, whilst acknowledging rights granted under existing and new Track Access Agreements entered into with the Above-Rail Operators from time to time, to ensure that there is a maximum use of the Railway; and
  - (ii) **Train Management Policy**, that Trains which:
    - (A) enter the Railway on time, exit the Railway on time;
    - (B) are running late when they enter the Railway, do not suffer any further loss of time; and
    - (C) are presented early, depart the Railway no later than the scheduled time,in all cases provided there are no on-route delays caused by above-rail factors.
- (c) In addition to monitoring the Other ABCN Policies on an ongoing basis (and reporting to ESCOSA any non-compliances), ABCN will review each of the Other ABCN Policies on an annual basis and determine, in consultation with the Above-Rail Operators (if determined necessary by ABCN in its sole discretion), whether any modifications or amendments are required to the Other ABCN Policies, in the interests of continuous improvement, and to monitor that the principles on which the Other ABCN Policies are based are promoted to ensure Access to the Railway on a non-discriminatory basis to the Above-Rail Operators and, once Access is granted, that the Railway is managed appropriately.

## 3. KPIS

### 3.1. Reliability

- (a) KPIs in respect of reliability are to be published quarterly by ABCN and will relate to the preceding quarterly period.
- (b) KPIs relating to the following will be published on an aggregate basis:
  - (i) the number and percentages of Healthy Services (1) that exit the Railway within Tolerance;
  - (ii) the number and percentage of unhealthy Services that do not deteriorate further, within Tolerance;

- (iii) the number and percentage of Services which are operated by the Above-Rail Operator in a Healthy manner;
  - (iv) the number and percentage of Services which exit the Railway no later than schedule, within Tolerance;
  - (v) the number and percentage of Services which enter the Railway no later than schedule, within Tolerance; and
  - (vi) the number and percentage of Services which exit the Railway beyond Tolerance.
- (c) The KPIs identified in section 3.1(b)(i)-(vi) will be reported to ESCOSA, separately for Affiliated and Non Affiliated Operators.

**Notes to Section 3.1**

1. Services include all committed and scheduled Capacity (excludes ad hoc Services).

**3.2. KPIs – Transit time**

- (a) KPIs in respect of transit times are to be published quarterly by ABCN and will relate to the preceding quarterly period.
- (b) KPIs relating to the following will be published on an aggregate basis:
  - (i) number and percentage of services which transit the Network no later than schedule transit, within Tolerance; and
  - (ii) sum of minutes delay (and minutes per hour transit) attributed to below-rail cause by type of delay e.g. track, signal/communications, train management/control.
- (c) The KPIs identified in section 3.2(b)(i)-(ii) will be reported to ESCOSA, separately for Affiliated and Non Affiliated Operators.

**3.3. KPIs – Temporary Speed Restrictions**

- (a) KPIs in respect of temporary speed restrictions are to be published quarterly by ABCN and will relate to the preceding quarterly period.
- (b) KPIs relating to the number of kilometres and percentage of track under temporary speed restriction at the end of a reporting period will be published.

**3.4. Track Condition**

- (a) KPIs in respect of track condition are to be published half yearly by ABCN and will relate to the preceding six month period.
- (b) The track condition KPI will be measured by the Track Quality Index (TQI).

#### **4. COMPLIANCE WITH ABCN'S POLICY/OTHER ABCN POLICIES**

ABCN may, from time to time, find it necessary, through changed circumstances or otherwise, to add to or otherwise vary this Policy or the Other ABCN Policies. Any such amendments will satisfy ABCN's obligations under the Code and applicable ESCOSA guidelines. This Policy forms part of a Track Access Agreement.

ABCN will discuss its performance against the KPIs (identified in section 3.1) with the Above-Rail Operator at least annually. This discussion will address the consequences (if any) of ABCN not meeting or exceeding the KPIs, in accordance with the relevant Track Access Agreement.



## 5. GLOSSARY OF TERMS USED

<b>Access</b>	Access to use the Network or Railway, or any part thereof, for the purpose of running a Service.
<b>Affiliated Operator</b>	The Above-Rail Operator that is a related party to the Access Provider.
<b>Capacity</b>	The total capability of the Network for Services including the capability of the Network to accommodate additional Train Paths after taking into account: (a) possessions of the Network reasonably required by ABCN for maintenance, repair or enhancements; and (b) the operation of work Trains.
<b>ESCOSA</b>	Essential Services Commission of South Australia.
<b>ABCN Compliance System</b>	The principles, policies and procedures maintained by ABCN to ensure compliance with the Code.
<b>Healthy Service</b>	Is one which: (a) presents to the Network within Tolerance, is configured to operate to its schedule and operates in a way that it remains able to maintain its schedule; or (b) is running late only due to causes within the Network, but only where the root cause is outside the Above Rail Operator's control; or (c) is running within Tolerance, regardless of previous delays.
<b>Network</b>	The Railway Network in South Australia and the Northern Territory (including related infrastructure).
<b>Non-Affiliated Operator</b>	Above-Rail Operators which are not related to or affiliated with ABCN.
<b>Railway</b>	The railway from Tarcoola in South Australia to Darwin in the Northern Territory.
<b>RollingStock</b>	A locomotive, carriage, wagon or other vehicle suitable for use on the Railway.
<b>Service</b>	A Train operated by an Above-Rail Operator using the Network by which the Above-Rail Operator provides railway freight or passenger services, including work Trains.
<b>Tolerance</b>	Thirty (30) minutes.
<b>Track Quality Index (TQI)</b>	TQI is calculated over 200m section samples at 1 km intervals. TQI is the sum of the standard deviations in each of the rail surface (average over left and right rail), rail line (average over left and right rail), cross level and twist (over 14m base length).
<b>Train</b>	A single unit of RollingStock or two or more units coupled together, at least one of which is a locomotive or other self-propelling unit.
<b>Train Path</b>	Means: (a) the Scheduled Train Paths; (b) the Train Paths provided to the Above-Rail Operator pursuant to the Time-path Allocation Reallocation Policy; and (c) all other ad hoc entitlements (including Train Paths arising by reason of compliance with ABCN's instructions) to Access to the Network which are provided by ABCN (or its authorised delegate) to the Above-Rail Operator

on the terms set out in a Track Access Agreement and otherwise on such terms as ABCN (or its authorised delegate) may stipulate in accordance with a Track Access Agreement or as otherwise agreed between ABCN and the Above-Rail Operator.