

CONNECTIONS

Connecting communities through journeys that matter



Winter 2021

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From the General Manager

Some of the highlights of this quarter truly reflect our Torrens Connect spirit and culture.

One of the critical aspects of our business was to achieve ISO certification in our first 12 months of operation. It's never an easy thing to be assessed and audited by an external provider, but I'm pleased to announce that we passed with flying colours, thanks largely to our HSQE team and our Senior Leaders, starting with Chris Cashman, who led the way to success for the rest of us to follow in terms of the certification. Our ISO accreditation is something of which everyone at Torrens Connect can feel immensely proud!

We love showing visitors what we do so it was a pleasure to have General Manager Bruno Lancelot and HR Manager Brian Keech from Canberra Metro Operations visit our depot. We shared some knowledge, insights and war stories. You might think that one public transport operation would be much like another, but that's certainly not the case! It's always

interesting – and beneficial – to hear how other operations run, whether they be similar or different to our own. Building relationships and sharing knowledge is an important part of what we do.

Public transport offers opportunities for many different careers and demonstrating what's on offer to students on workplace learning is an important part of helping to build our workforce for succession planning. I'd like to thank everyone at Torrens Connect for their time whilst hosting students during their work experience week. We look forward to hosting more students in the future.

Finally I'd like to make mention of the fact that while our role and main focus is obviously public transport, we very much try to involve our people in other initiatives that raise awareness, contribute to good physical and mental health, and support those agencies that drive these important messages.

Magda Robertson,
General Manager



Weekly odometer readings (yes, trams have odometers too!) on Saturday 3 April indicated that Adelaide's tram fleet has travelled just over **1 million kilometres** since Torrens Connect took over running the service in July 2020!

2021	APRIL	MAY	JUNE
KPI 1.1 punctuality*	99.3%	99.5%	99.5%
KPI 1.2 on-time running*	98.8%	98.5%	99.2%
Ticket checks conducted	2803	2757	2524
Items of lost property collected	82	83	91
Items of lost property claimed	22	23	23
Customer feedback received*	24	27	15

* KPI 1.1 measures punctuality at the commencement of all frequent trips. KPI 1.2 measures on-time running for the duration of all non-frequent trips.
+ via Adelaide Metro

ISO accreditation

Torrens Connect has reached a major goal, achieving accreditation under the globally-recognised International Organization for Standardization.

The BSI Group were engaged as the third party Certification Authority based on their extensive experience in the rail industry.

A certification audit, held over 5 days, involved a rigorous analysis of Torrens Connect's processes, practices and procedures against the requirements of the International Standards.

Torrens Connect's electronic management system, originally scoped for National Rail Safety Law compliance, has undergone extensive improvement over the past year to ensure that it not only remains compliant with rail law, but also work health and safety law, and environmental protection legislation and policy.

The HSQE team worked tirelessly to rescope all management system documents to address the required elements within the ISO standards – resulting in over 250 corrective actions being closed since the commencement of operations in July 2020.

Head of HSQE Chris Cashman reports, "Notably, thanks



BSI's Roland Martin and Marc Barnes presented Head of HSQE Chris Cashman and General Manager Magda Robertson with certificates.

to everyone's efforts there were zero nonconformances, zero observations and zero improvement opportunities raised in the Certification Audit. This is a rare achievement indeed and something everyone at Torrens Connect can be immensely proud of!"

Torrens Connect has been accredited with operating:

- a Quality Management System which complies with the requirements of ISO 9001:2015
- an Environmental Management System which complies with the requirements of ISO 14001:2015 and
- an Occupational Health and Safety Management System which complies with the requirements of ISO 45001:2018

"Torrens Connect should be

proud of their accomplishment in achieving certification," says Marc Barnes, General Manager at BSI. "A strong focus on maintaining and improving the quality, safety and environmental management was demonstrated throughout all aspects of the business and management system. They possess a strong risk management and customer focused culture, and understand that sound management principles help to achieve business continuity and improvement."

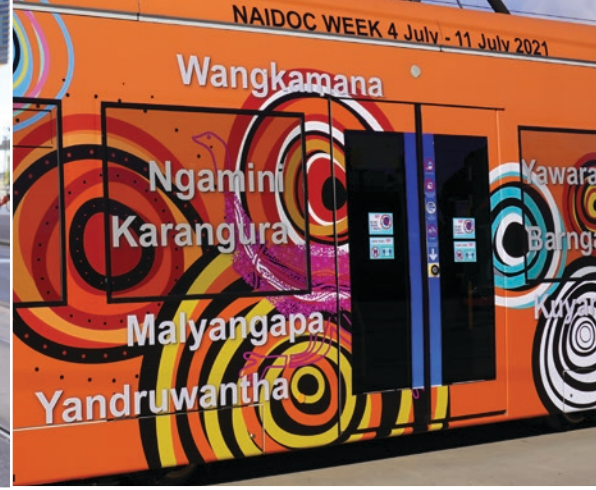
Torrens Connect is proud to be able to rate itself against other world-class organisations and is dedicated to continual improvement, protecting the environment in which it operates, and providing the highest service possible to employees, stakeholders, and customers.

CMET visits

At the end of May, Torrens Connect was visited by Bruno Lancelot (General Manager, pictured left) and Brian Keech (HR Manager, right) from sister organisation Canberra Metro Operations (CMET). Bruno and Brian were shown through all aspects of our operation and spoke extensively with people from all departments. Earlier

in the year, Torrens Connect's Yvonne Franklin (Team Leader Tram Operations), Andrew Oliver (Rolling Stock Reliability Engineer) and Peter Castle (Senior Tram Operator) were shown CMET's operations in Canberra. The sharing of knowledge and experience proved greatly beneficial to both organisations and Torrens Connect has appreciated CMET's support from its inception.





Rail R U OK?

Rail R U OK? Day is an initiative of the TrackSAFE Foundation and R U OK? and Torrens Connect was very pleased to welcome Bob Herbert AM, Chair of the TrackSAFE Foundation, to its Glengowrie depot on 29 April.

Bob was taken on a tour of the depot and then had an informal talk with employees over coffee and cupcakes!

Safety is one of Torrens Connect's key values and that includes employee health and wellbeing. Our Health and Wellbeing Committee is always keen to promote important messages such as "R U OK?".

Workplace learning

In April, Torrens Connect hosted another work experience student. TAFE electrotechnology student T-Jay spent 4 days with the Rail Infrastructure Maintenance (RIM) Team checking signals and signal boxes, undertaking annual maintenance at a converter station, and undertaking a visual inspection of overhead wiring systems.

Best wishes T-Jay for your future career in rail!

Students interested in undertaking workplace learning at Torrens Connect can apply at torrensconnect.com.au/about/careers.

Celebrating Reconciliation Week

Torrens Connect was honoured to operate Adelaide Metro's magnificent Kardi Munaintya (Emu Dreaming) tram to celebrate and support National Reconciliation Week and NAIDOC Week.

Facilitated by the Department for Infrastructure and Transport, the artwork by Kaurna/Ngarrindjeri landscape architect and visual artist Paul Herzich features each tram stop illustrated as a circular meeting place symbol and kardi (emu) moving across the Kaurna/Adelaide landscape. The tram certainly made a bright

For information about the tram, see dit.sa.gov.au/news?a=666879.

Torrens Connect acknowledges the Kaurna people as custodians of the land on which it operates.

Awareness and fundraising

Torrens Connect tries to support charities and raise awareness of issues when it can. Our Easter raffle to guess the number of eggs in a jar raised \$155 for MOSH Australia and its work in suicide prevention and \$210 was raised by a Mother's Day raffle for Catherine House's services for women experiencing homelessness.

Special mention must be made of 4 employees (Reece Zeliff, Sam Markham, Jason Pantsios and John Zeaiter) who undertook the Push-up Challenge in support of mental health. The four completed a combined total of 13 272

push-ups over 25 days and raised \$1266!

Future involvement in awareness and fundraising campaigns include Steptember, Loud Shirt Day and Movember!



Welcome Dusty Springclean!

There was excitement as the depot welcomed its first robot! Provided by ICS Service Solutions, the robot vacuum cleaner can be found roaming the depot in the early hours of the morning before returning itself to its docking station. After employee consultation, 'Dusty Springclean' was selected from some very creative suggestion as the robot's name!