

MEDIA RELEASE

TRANSDEV TSL BRISBANE FERRIES WINS AWARD FOR CUSTOMER SERVICE EXCELLENCE

Transfield Services and Transdev joint venture, TransdevTSL, has won the Queensland medium business category of the Australian Service Excellence Awards 2007/08.

The Customer Service Institute of Australia's (CSIA) Australian Service Excellence Awards recognise excellence, professionalism and outstanding achievements in customer service.

TransdevTSL Brisbane Ferries General Manager, Mr Greg Balkin, said: "We have proudly operated Brisbane City Council's ferry services since November 2003 and customers are our main focus. We provide the training, development and know-how to our employees so they can provide the best service possible."

"We regularly undertake market and customer research so we can identify our strengths and the areas we need to improve."

Mr Balkin said communication with customers was key to the company's success.

"We provide comprehensive signage and information services, including roaming Ferry Ambassadors who provide customers with information about the ferry service and the Brisbane River.

"Since we commenced our contract to operate, maintain and market Brisbane City Council's CityCats and CityFerries in 2003, patronage has increased 78 per cent and on-time running is now at 99 per cent of ferry trips," Mr Balkin said.

"TransdevTSL Brisbane Ferries delivers safe, efficient and reliable public transport services and our team is dedicated to providing our growing customer base with continually-improving service."

TransdevTSL Brisbane Ferries' Risk and Compliance Manager, Mr Michael Niemann, accepted the Award on behalf of the Company from CSIA Executive Director, Mr Brett Whitford, at the Queensland presentation held at Augustine's on George in Brisbane on Wednesday, 8 October 2008.

The State Award qualifies TransdevTSL Brisbane Ferries as a finalist for the National Australian Service Excellence Awards 2007/08, which will be held on Wednesday, 29 October 2008 at the National Gallery of Victoria.

TransdevTSL Brisbane Ferries also received the Infrastructure Partnerships Australia (IPA) National Infrastructure Award 2008 for Operator and Service Provider Excellence in March this year.

The National Infrastructure Awards celebrate and acknowledge the innovation and excellence of Australia's public and private sectors in the delivery of infrastructure.

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TransdevTSL combines Transdev's longstanding experience in the public transport sector with Transfield Services' world leading operations and maintenance expertise. TransdevTSL operates and maintains Melbourne's tram network through Yarra Trams, Brisbane City Council's Ferry service through TransdevTSL Brisbane Ferries and owns and operates Shorelink Bus service on Sydney's north shore. TransdevTSL delivers safe, efficient and reliable public transport services.