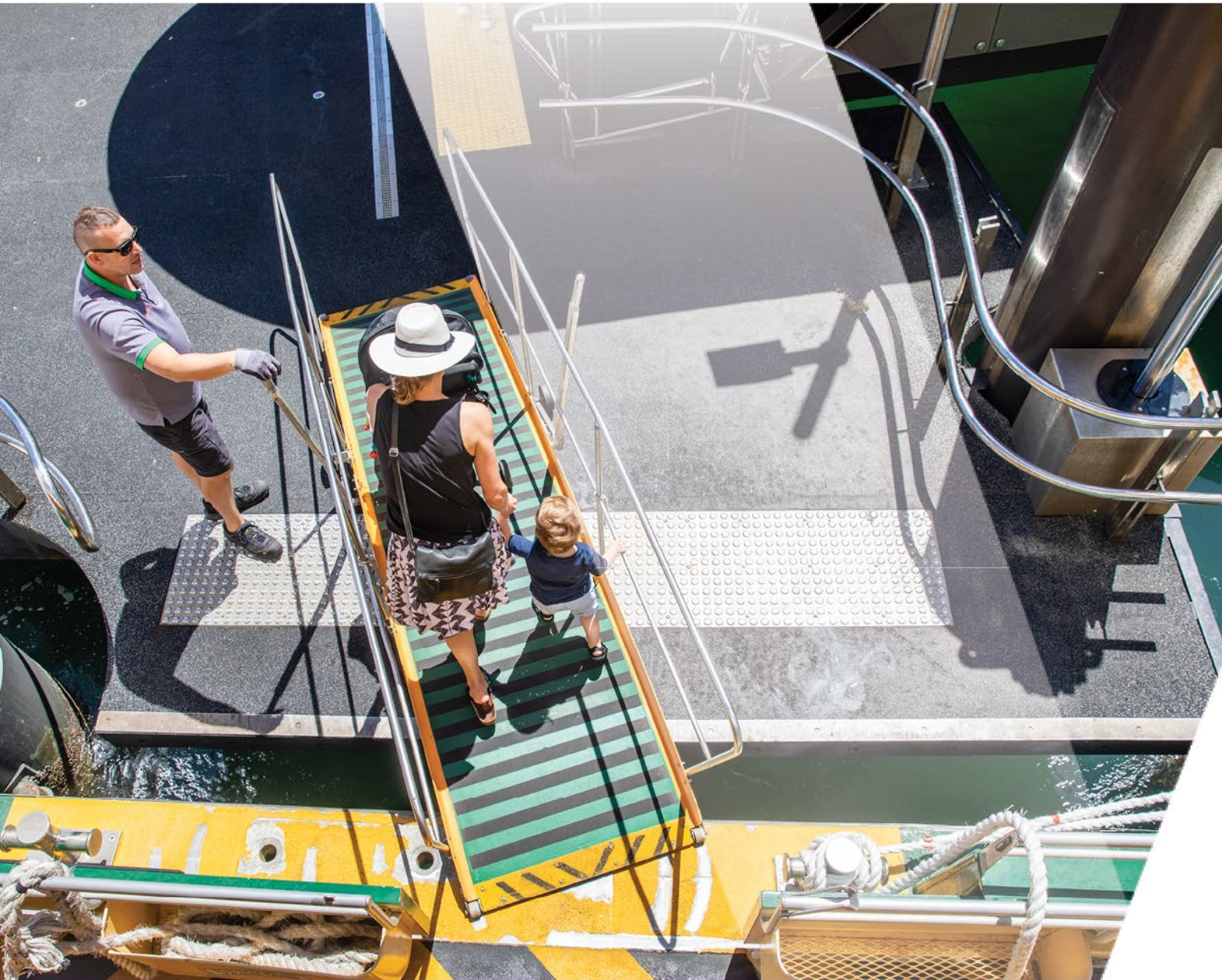




Proud operator of Sydney Ferries



Accessible Transport Action Plan 2023-2024



CUSTOMER EXPERIENCE & COMMUNICATIONS



A word from our Managing Director

I am proud to present Transdev Sydney Ferries' Accessibility Transport Action Plan for 2023-2024.

Transport, including ferry services, is an essential service for everyone in our community. It is especially important for people with a disability to help them achieve social and economic participation.

With around 1 in 6 (18%) Australians reporting living with a disability, an increasingly ageing population and more than 22% of Australians speaking a language other than English at home, it is crucial that we design and deliver our ferry services with accessibility in mind.



Our Sydney Ferries teams have already achieved so much in the accessibility and inclusion space since 2019 resulting in all the work being recognised at the CSIA Customer Service Institute of Australia's Australian Service Excellence Awards with our team winning in the category of Customer Project of the Year - Customer Impact. We have also achieved an incredible 97% score under "Accessibility" in the customer satisfaction survey in November 2022.

However, there is still much more that we can do to ensure that we continue to recognise and respond to the needs of every single customer on a daily basis.

This Plan is bringing together experts from many departments within Transdev to improve access to and within our vessels, with consideration of infrastructure, information and a conscientious focus on accessible and respectful customer service. It also shows our continually commitment to not only adhere but also exceed compliance against the Disability Standards for Accessible Public Transport.

I look forward to working with everyone at Transdev and our client Transport for NSW to deliver this Plan and continuing to meet the expectations of all of our customers.

Regards

Gary Iddon

Managing Director Transdev Sydney Ferries



The Accessible Transport Action Plan (ATAP) is part of Transdev's commitment to service excellence for Sydney Ferries, ensuring customers and employees can travel in safety and comfort across our nine key routes and 37 wharves, ranging from Manly in the north-east to Parramatta in the west and including key destinations such as Barangaroo and Circular Quay.

The plan is aligned with our strategies for delivering outstanding customer service, stakeholder engagement and diversity and inclusion.

The ATAP complies with NSW Government legislation, policies and procedures, in particular the TfNSW Disability Inclusion Action Plan and the Transport Access Program which are progressively improving the accessibility of ferry vessels and wharves to provide safe access for wheelchairs and mobility aids.

Whilst mobility access to ferries is a challenge, Transdev Sydney Ferries is committed to ensuring that ferry services are accessible to everyone.

Transdev takes accessibility seriously and has conducted qualitative customer research to gather intelligence about customer mobility experience on the ferry network to guide this strategy and identify key priorities.

2023-2024 Action Plan

Transdev has developed a suite of accessibility initiatives to ensure that Sydney Ferries offer equitable access to all types of customers at all steps of the customer journey. Our approach and journey towards Accessibility and Inclusion is built upon ten attributes, aligned with the Australian Network on Disability Access and Inclusion Index.

- **Commitment:** We commit to best practice on access and inclusion for people with disability as employees, customers and stakeholders.
- **Premises:** Our premises are accessible to people with disability and whenever necessary we adjust for individuals.
- **Workplace adjustments:** We anticipate the needs of people with disability and have a robust process for making any adjustments which might be needed by individuals.
- **Communications and Marketing:** Our communication and marketing channels are accessible to people with disability and whenever necessary we make reasonable adjustments for individuals.
- **Products and services:** We value people with disability as customers, clients and service users and address their needs when developing and delivering our products and services.
- **Information Communications and Technology (ICT):** Our ICT is accessible and usable by people with disability, and we also make reasonable adjustments for individuals
- **Recruitment and Selection:** We attract and recruit people with disability, which gives us access to the widest talent pool at every level.
- **Career Development:** We value all our employees, including those who experience disability, and are committed to their retention and development.
- **Suppliers and partners:** We expect our suppliers and corporate partners to reflect and enable our commitment to best practice.



- **Innovation:** We pride ourselves on our innovative practices and continually strive to do better.

Ensuring continuous improvement

Transdev will closely monitor a number of performance indicators to assess the impact and performance of accessibility initiatives. As a data-driven company, Transdev has identified additional indicators to our Key Performance Indicators (KPIs) that will enable us to assess how well we are doing. The way in which Transdev monitors and report on its performance indicators will enable a full, detailed and transparent assessment of accessibility, diversity and inclusion performance.

The performance indicators are:

- Diversity & Inclusion Index Score
- Customer satisfaction with accessibility
- Frequency of engagement with advocacy groups
- Frequency of disability awareness training

Transdev commits to continuously improving, adapting and amending this plan and ensuring that it remains relevant and encompasses any changes in the operational or regulatory environment.

Transdev will review and update this plan based on advice and feedback from TfNSW, employees, customer research initiatives, and in consultation with other stakeholders and agencies.

As a fully integrated business, Transdev applies a continuous improvement approach to contract management and performance, under the Plan, Do, Measure, Improve methodology.

*This document is a summary of the full plan and is published for information of Transdev customers, stakeholders and the general public.