



CAPABILITY STATEMENT OPERATIONS



QUADRANT RAIL CONSULTING EXISTS TO REDEFINE THE FUTURE OF YOUR PROJECT THROUGH INNOVATIVE PUBLIC TRANSPORTATION OPERATIONS AND ENVIRONMENTAL CONSULTANCY SOLUTIONS



Established in 2021, with rail operations at our core, we have evolved into a national consultancy, delivering innovative public transportation and environmental consulting services, supporting private companies and public authorities in the planning, assessment, delivery and ongoing management of their public transportation projects.

Our offices are conveniently located in Queensland and the Australian Capital Territory and our experts are here to assist our clients across multiple jurisdictions, bringing hands-on experience from numerous light and heavy rail projects both nationally and internationally.

VALUES

INTEGRITY

We prioritise transparent and truthful communication in all interactions, fostering an environment built on trust. We take responsibility for our actions, delivering on promises, and learning from challenges to continually improve.

PASSION

We inspire and fuel a relentless enthusiasm for our mission, encouraging a dynamic and dedicated team that embraces challenges with creativity and perseverance.

COMMITMENT

We are unwavering in our dedication to excellence, demonstrating steadfast commitment to our goals, clients, our projects and our team, even in the face of challenges.



WHY QRC OPERATIONS?

WE ARE EXPERIENCED

We are leading experts in public transportation with a key focus on rail operations. We have practical greenfield and brownfield heavy and light rail experience in numerous major projects in Australia and overseas, operating in both executive management and operational lead roles. We will help you identify and resolve your challenges through practical advice and high-quality deliverables.

WE OFFER VALUE

We are a small boutique consultancy, and can provide value for your money, delivering efficient fit for purpose and high-quality services tailored to your project's needs.

WE ARE THOROUGH

Understanding the detail is a prerequisite to a safe and successful network. We pride ourselves on our very high attention to detail in all our communications, deliverables, audits and planning and for these reasons, we are also valued for our analytics, project management and coordination skills.

WE ARE APPROACHABLE

We are approachable and value our relationships with our clients, stakeholders and the industries we work within. Our communication skills are strong, and we are skilled at adapting to our audience, which often varies from operational staff, through to leadership teams, private entities and public authorities.

WE ARE SUPPORTED

We are supported by our QRC colleagues, who are all reputable leaders in rail and public transportation consulting, both nationally and internationally. We can draw on their strong technical expertise as well as business foundations for governance support, working together as a team to ensure that we will always deliver on our scope.

SERVICES

Our technical rail services cover the cornerstones of any transport operation, including operations, maintenance, environment and safety working across all stages of a project, from planning, tender, mobilisation and operation.

PLANNING

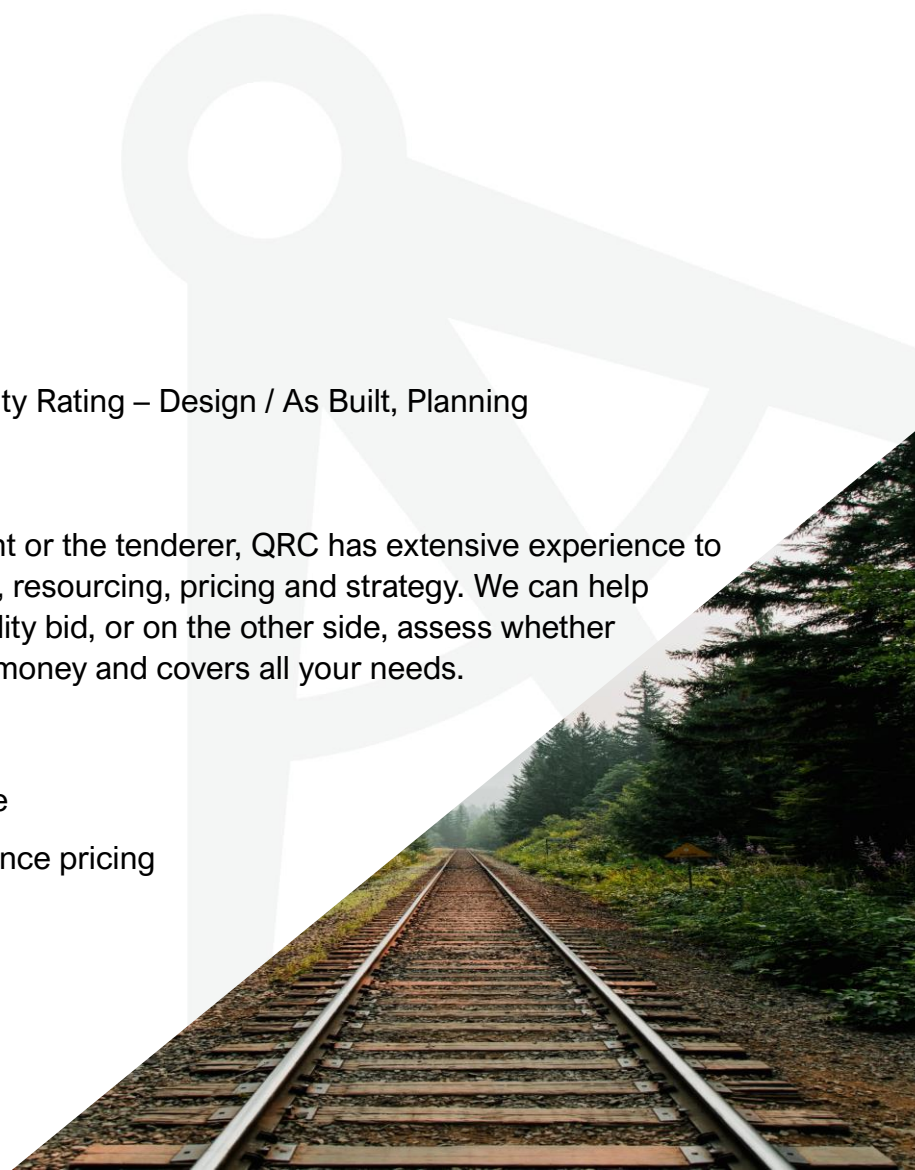
QRC can assist you during the early stage of your project, whether for a business case or preparing a tender.

- ▶ Feasibility studies
- ▶ Design specifications
- ▶ Preparing to tender
- ▶ Pricing
- ▶ Concept of operations
- ▶ Risk analysis
- ▶ Impact assessment
- ▶ Leadership and strategy
- ▶ Infrastructure Sustainability Rating – Design / As Built, Planning

TENDERS

Whether representing the client or the tenderer, QRC has extensive experience to support you with project plans, resourcing, pricing and strategy. We can help you to put together a high-quality bid, or on the other side, assess whether any bid submitted is value for money and covers all your needs.

- ▶ Bid writing
- ▶ Operational expert advice
- ▶ Operations and Maintenance pricing
- ▶ Commercial negotiation
- ▶ Contract management
- ▶ Insurance



SERVICES

MOBILISATION

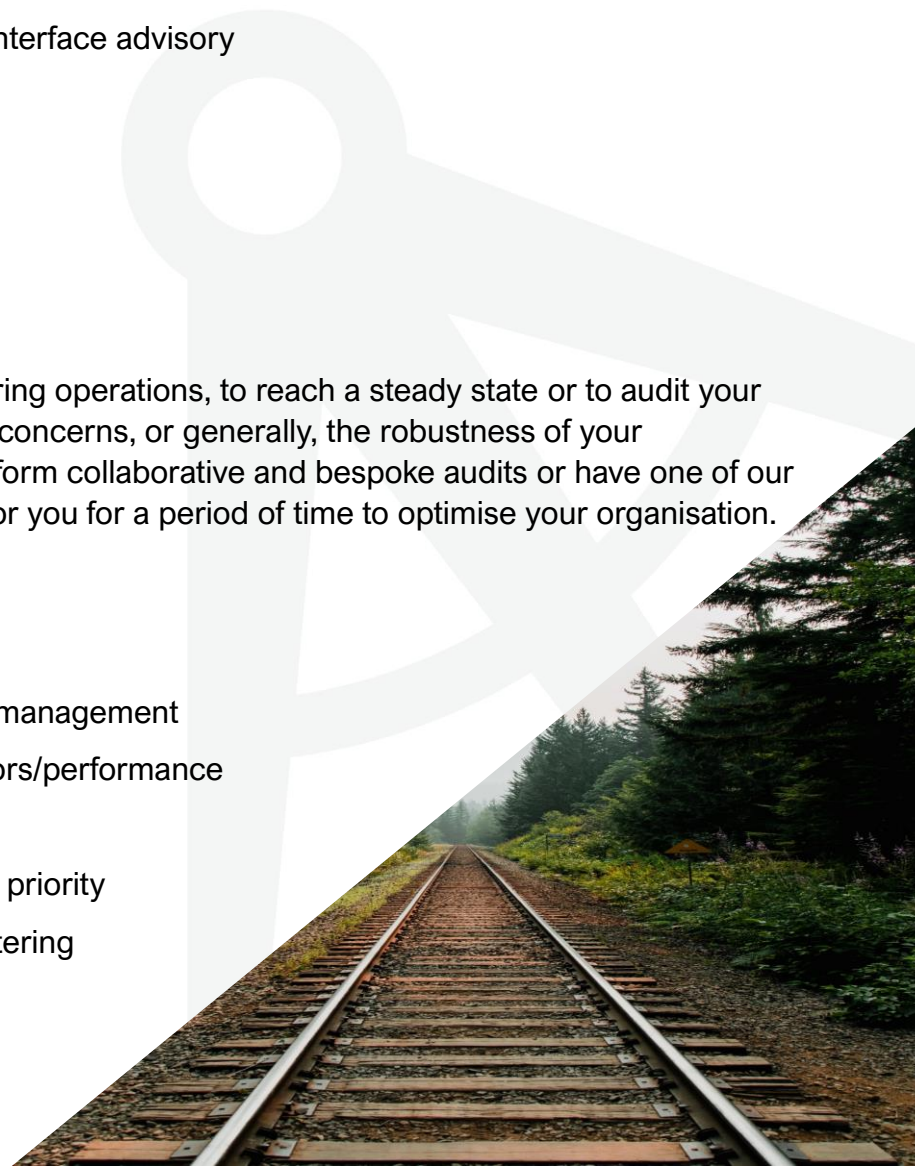
Once your project is awarded, we can assist you through all stages of the mobilisation in preparation for your accreditation. We have extensive experience and tools to ensure that your first day of passenger service is a success! We can also embed one of our team members into your organisation for the whole duration of the mobilisation phase.

- ▶ Identification of key personnel
- ▶ Organisational chart development
- ▶ Recruitment and selection
- ▶ Plan and procedure development
- ▶ Delivery and third-party interface advisory
- ▶ Commercial advisory
- ▶ Operational readiness
- ▶ Commercial negotiation
- ▶ Contract management

OPERATIONS

Our experts can assist you during operations, to reach a steady state or to audit your organisation, specific areas of concerns, or generally, the robustness of your processes. We can either perform collaborative and bespoke audits or have one of our team members assist or mentor you for a period of time to optimise your organisation.

- ▶ Operational safety
- ▶ Operational audits
- ▶ Incident and emergency management
- ▶ Key Performance Indicators/performance management
- ▶ Rail systems and light rail priority
- ▶ Crew scheduling and rostering
- ▶ Claims management
- ▶ IS Rating – Operations



OUR TEAM

Jonathan is an experienced public transport professional, with 20 years working in various positions and modes of transport (light rail, driverless metro, heavy rail and multimodal networks). His career has taken him through the whole life cycle of projects, from initial design, tendering, mobilisation, launch, operations and extension of new systems. He has an excellent understanding of the technical, operational and maintenance aspects of public transport systems as well as the expectations of authorities and balancing the management of risks between the client and contractor to drive value for money and sustainable outcomes.

Jonathan has worked in several countries in Europe, the Middle East, Asia and Pacific, and recently supported the successful launch of two iconic light rail projects in Australia (Gold Coast and Canberra), leading the operations teams and managing the relationships with the client and public authority.



Jonathan Delannoy

Peter's extensive 20 years of experience in public transport has led him to Europe, UK, North America, and Australia where he has launched three light rail projects in the last decade, currently all operating consistently on or around 100% of operational performance, a testament to his meticulous detail-orientated nature. He is experienced in both greenfield and brownfield heavy and light rail through various roles and is skilled at transition planning, impact assessment and mergers.

Peter's interpersonal skills and work ethic have made him a natural leader, highly regarded by his staff, peers and clients. With strong communication skills and an ability to present and translate complex technical information to a wide array of stakeholders, Peter is proficient in client management, building relationships and problem solving in complex environments.



Peter O'Brien

WHAT OUR CLIENTS SAY

"For several years Quadrant Rail is our reliable go to partner for LRT scheduling and rostering optimization provider for all the recent projects in Israel. Recently we have also employed their expertise in preparation of critical parts of technical offer for the new LRT operation tender."

Eitan Levin, Egged Transportation Company

