

# FREQUENTLY ASKED QUESTIONS (FAQs): MTA & THEIR PARTNERS



## Rail Industry Worker Card - Change of provider

### Q. Who is MTA and who are their partners?

A. MTA will become the new service provider for the RIW Program from 30 March 2019. MTA is a consortium of rail and construction businesses, harnessing the strength and experience of its shareholders in MTR Corporation (60%), John Holland Group (20%) and UGL Rail (20%).

MTA is committed to delivering a superior travel experience by rail. The company is on a mission to operate modern rail networks with continuous improvement in safety, customer service and reliability.

MTA provides guidance and support to Metro Trains Melbourne (MTM), its wholly owned subsidiary and operator of the metropolitan railway in the nation's fastest growing capital city. MTA also works closely with Metro Trains Sydney (MTS), an entity powered by its shareholders and which operates Sydney Metro Northwest, the first fully-automated metro rail system in Australia.

MTA continues to enhance communities by investing in the passenger experience, innovating for a digital future and providing new opportunities in education, training, assurance and job creation.

MTA has partnered with leading technology companies in preparation for delivering the RIW Program.

Reference Point manages an award-winning competency management system covering a workforce of more than 100,000 rail workers in the UK. Reference Point helps organisations to manage their mobile workforces more effectively whether they are direct employees, sub-contractors or visitors. Underpinning the RIW Program will be the core competency management software called SkillGuard. Smartcard technology and mobile apps play a big part in most of their headline projects, providing people with portable up-to-date information that can be checked wherever and whenever it's needed. This technology enables clients to manage, update and see real-time information that can be verified 24 hours a day. Key clients include Network Rail, Transport for London, Thames Water, HS2, Highways England, Tarmac, Mitie and CSCS.

Veritas is a leading Australian identification, authentication and verification technology company. Veritas manages the nation's largest volume of online applications for the Maritime Security Identification Card and is a major player in the National Police Check Program.

Kineo is a global workplace learning and development company, helping businesses to improve performance through e-learning and technology.

Supporting MTA in the delivery of the RIW Program will be a local onshore 24/7 Help Desk and smartcard fulfilment centre.



*To ask a question, please email [riw@ara.net.au](mailto:riw@ara.net.au) or phone the RIW Transition Messaging Service on 02 6270 4528 and leave a message.*

