

## Quality Policy

### Hitachi Rail Limited Policy

HRE-QUA-POL-001 Issue 6.0

---

It is the policy of Hitachi Rail Limited and my personal commitment to recognise and reinforce the importance of complying with all applicable regulatory, statutory and legal standards aimed to ensure that Quality is seen as key to achieving our strategic business goals.

Our commitment for Quality is to satisfy our customers by meeting or exceeding their requirements and continually improving our products and services we deliver.

We aim to accomplish this by engaging our people and business partners for feedback to improve our practices, thereby delivering excellence through the following Quality principles

- /// Quality-focused leadership
- /// Customer-focused organisation
- /// Involvement of people
- /// Process approach to service delivery
- /// Systematic approach to management
- /// Factual approach to decision making
- /// Mutual beneficial supplier relationship
- /// Management of risk
- /// Continual improvement

The structure of our Quality Management System provides a clear line of sight to our Mission, Vision and Values which are supported by our Quality objectives and Key Performance Indicators (KPIs), providing a platform for effective data analysis and performance improvement.

Quality is the responsibility of everyone within Hitachi Rail Limited and they are empowered to never compromise on our Quality performance.

This policy shall be reviewed annually, or after any significant change, to ensure that it continues to reflect and achieve our commitments.



Andy Barr  
Group CEO  
Hitachi Rail Limited  
October 2019

---

#### COPYRIGHT

The information in this document is confidential to Hitachi Rail Limited ("the Company") and the copyright, design right and/or other intellectual property rights in this document belongs to the Company. All rights conferred by law and by virtue of international copyright and other conventions are reserved to the company. This document and the information contained therein or any part thereof must not be reproduced, disclosed or used for purposes other than those for which the prior written consent of the Company has been given.

This Hitachi Rail Limited document is reviewed, approved and released from Singlepoint electronic document management system's approval process.

© Hitachi Rail Limited, 2019

HRE-BAS-TEM-0006