

QUALITY POLICY

Hitachi Rail STS Management commits itself to provide safe, effective, quality and fit for purpose systems, products and services to Customers, in compliance with good practice, applicable international and national standards and all legal obligations.

To achieve this Hitachi Rail STS implements a Quality Management System (QMS) in the frame of the Integrated Management System (IMS) in accordance with the requirements of the ISO 9001:2015 and ISO/TS 22163 standards. Therefore Hitachi Rail STS:

- Establishes a quality policy that is appropriate to the purpose and context of the organization, supporting its strategic direction;
- Considers the quality policy maintained in the IMS and communicated by the IMS to the relevant parties;
- Considers safety and security aspects for impacts on the quality of our systems and those of our customers.

The Quality Policy at Hitachi Rail STS is as follows:

1. strive to exceed customer expectations, guaranteeing all Customer, safety, and regulatory requirements have been met (**Customer focus**);
2. establish unity of purpose and direction and create conditions in which people are engaged in achieving the organization's quality objectives (**Leadership**);
3. enhance at all levels the organization's capability to create and deliver value (**Engagement of people**);
4. deliver products and services with a high level of quality, safety, and failure prevention (**Process approach**);
5. foster the continuous improvement of the IMS by reacting to changes in its internal and external conditions and creating new opportunities (**Improvement**);
6. understand cause and effect relationships and potential unintended consequences (**Evidence-based decision making**).
7. optimize both the impact stakeholders have on the organization, and the impact that the organization and its products and services have on the stakeholders (**Relationship management**).

Employees and Managers are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out to fulfil the above quality principles.

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