

## Quality Policy

### Hitachi Rail Limited Policy

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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 2020

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