

## Quality Policy

### HRE Policy

#### HRE-QUA-POL-001 Issue 3.0

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

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

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

- 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 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 Europe 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.



Karen Boswell  
Managing Director  
Hitachi Rail Europe  
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