

Collaborative Relationship Management Policy

Achieving better value for customers through more effective relations with our strategic partners is critical to our future success.

We are committed to delivering this approach in Hitachi Rail Europe - developing transparency, collaboration and opportunity that builds trust between ourselves, our customers and our key suppliers. Trust is the foundation that enables continuous improvement and shared efficiency gains. We also need to develop the partnering skills that will allow innovation and creativity to flourish and deliver enhanced value.

This will come about through a dedicated programme of improvement activities, supported by skilled individuals and proven methods.

ISO 44001:2017 provides us with the strategic framework to develop the policies, processes, culture and behaviours required to establish successful collaborative relations and to drive continuous improvement.

It is Primary responsibility of the Senior Management Team to ensure that Heads of Departments and Managers achieve and maintain full compliance of their processes to the requirements part of the Collaborative Business Relationship Management System.

Underpinning this we will ensure:

- ✓ Availability of required resource.
- ✓ That processes and requirements are clearly defined by departmental Policies, Procedures, and Manuals in compliance with the requirements of ISO 44001:2017 Standard.
- ✓ Continuous evaluation and improvement of the Collaborative Business Relationship (CBM) Management System through Internal governance and assurance programmes aligned to the requirements of the ISO 44001:2017.
- ✓ Our commitment and support to ensure successful outcomes of both Certification and Customer assessments.
- ✓ Identification, evaluation and selection of the appropriate partners and suppliers.
- ✓ Effective collaborative working throughout the business.
- ✓ Objectives and supporting measures (KPI's) are established and cascaded at business and project levels

I have empowered a senior executive responsible to ensure this policy is clearly communicated and delivered within Hitachi Rail Europe and our strategic supplier partners.

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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