

Update from Hitachi Rail in the UK

We know this is an uncertain time for our industry; we are delighted with the reaction from our teams in supporting the national effort. It's inspiring to see rail businesses across the UK working together to innovate new solutions, to deliver on promises and support those most in need.

Across Hitachi Rail safety remains our number one priority for staff, customers and wider stakeholders. We have completed our initial response phase and our focus now turns to business continuity and forward planning; actively monitoring all Government guidelines and restrictions.

This remains an ever-changing environment and want to assure you that we are working daily to deliver for you, our stakeholders. Since our last update we have implemented the following measures to ensure business continuity:

- » A COVID-19 task force which meets several times a week with representatives from all business functions to support daily operations and future scenario planning
- » We have completed in-depth risk assessments across our UK locations to ensure we can continue to operate and ramp-up activity as soon as possible
- » We've now started a staged process to return to operational efficiency at our Newton Aycliffe manufacturing site; colleagues who were temporarily on standby will start to join the safety-critical colleagues who have been operational during this period
- » We monitor active key worker resource levels on a daily basis against demand at all locations, with suitable standby staff available to support as required
- » We continue to monitor PPE and cleaning stock levels daily, this remains a concern and priority for our business and we are working closely with supply chain, supported by regular communications from our procurement function
- » Increased cleaning regimes across our sites – nearly 1,500 key workers are ensuring trains are maintained, cleaned, sanitised and available for service each day
- » Cleaning at our maintenance locations has increased alongside enhanced on-board cleaning to protect our employees and passengers
- » Additional support has been provided to our employees around managing mental health and ongoing staff development and training, for those working from home
- » We are providing educational resources through our website, to help support parents at Hitachi Rail and the wider industry with activities for their children, who are now with them at home

I hope these regular business updates prove useful; we welcome the opportunity to discuss and share best practice across the industry to ensure our teams are safe and we continue to deliver railway operations across the UK in support of government initiatives.

We are all in this **together.**