Quality Policy Statement

Everyone at Arriva Rail London is committed to this Policy Statement. It ensures that the train service we provide meets, and in many areas, exceeds the expectations of both internal and external customers at all times.

The Quality Policy is based on four fundamental principles:

- **PLAN** - Ensuring that we fully identify the needs of all our customers, while still supplying a safe, clean compliant and reliable train service

- **DO** - Deliver our service commitments with adequate resources and good communication so that everyone understands what our commitments are, the reasons for them and what is required from them

- **CHECK** - Have processes in place to evaluate that we achieve what we set out to do

- **ACT** - Review our processes to identify continuous improvement in efficiency and effectiveness

To ensure that this Policy is correctly implemented and maintained, quality objectives will be agreed with the ARL Executive and recorded in the annual "ARL Business Objectives". It is the responsibility of the heads of departments to achieve these objectives. Performance against these objectives will be monitored in management review meetings.

Core elements for achieving these objectives are:

- All targets will be briefed to the relevant employees to ensure a clear understanding of what is required, by whom, and when;

- All employees will receive adequate training for their responsibilities and a robust competency assessment system will be used to ensure that all safety-critical staff members maintain the necessary skills;

- All activities will be carried out as part of a continuous improvement system under the auspices of a quality system externally accredited to BS EN ISO-9001:2015;

- Activities will be managed with a team level approach as an open partnership between all staff members;

- Activity will be results-driven with assessment against KPIs and periodical external customer surveys.

Thank you for your continued support.

Julia Thomas, Managing Director(Interim)
January 2020