



Quality Policy Statement by the Managing Director

Arriva Rail London is committed to this policy statement ensuring that the service we provide meets and strives to exceed the expectations of both our internal and external customers.

The Quality Policy is based on four fundamental principles;


- **PLAN:**
Ensuring that we fully identify customers while still supplying a safe, managed, clean station and on-train environment and reliable train service.
- **DO:**
Deliver our service commitments with adequate resources and good communication so that everyone understands our what our commitments are, the reasons for them, and what is required to deliver them.
- **CHECK:**
Have processes in place to evaluate that we achieve what we have 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 by the ARL Executive and recorded in the annual "ARL Business Objectives". It is the responsibility of the heads of departments to ensure these objectives are achieved. 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.

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Paul Hutchings
Managing Director
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