

Policy

SAFETY

QUALITY

ENVIROMENT

HEALTH & WORK SAFETY

COPY No : 70

Date of issue / revision: .00

Supersedes: Quality Policy (GEN / MAN /0037), 24/03/21
Security Policy 14/10/2017

Vision

HELLENIC TRAIN is the largest Greek Railway Company for the movement/transportation of passengers and cargo at national level.

For HELLENIC TRAIN, the safety of the railway operation, the quality of the services provided, the protection of the environment, the protection of the health and safety of its employees, in a global perspective of attention to the human component, with the commitment to take into account the factors that affect its operation, as well as energy efficiency, are binding and fundamental elements in all its activities and, therefore, a strategic area for the development of its reputation.

This Policy reflects:

- the commitment to comply with Community and national legislation, including the commitment regarding the "4th railway package for railways",
- the European Union declaration on safety culture in European railways, a declaration that demonstrates the commitment of European railway managers to raise awareness and promote a Culture of Safety, a Culture that strengthens the results of the Safety Management System, improving proficiency and safety management efficiency
- the principles/criteria of the best safety, environmental protection and quality standards such as the EN 13816 standard for the quality of passenger transport, the ISO 14001 standard for environmental management, etc.
- the principles / criteria of the Railway Regulations and Best Practices for Rolling Stock.

Mission

This Policy follows the line of guidelines followed by the Group's Business Plan. In accordance with the policies, guidelines and objectives of the FS Group, it determines the general orientation and guidance for fulfilling its mission and creating a stable competitive advantage that leverages the benefits of rail transport, safe, environmentally friendly and capable to encourage sustainable mobility. Therefore, it is necessary that all actions of the company are inspired by the concepts expressed in this Policy, which is updated periodically.

For this reason, HELLENIC TRAIN made the strategic decision to implement and maintain an integrated safety, environmental and quality management system.

The Unified Management System is developed in accordance with the requirements of the regulations concerning the "4th^{railway} package for railways", the technical specifications for interoperability, the relevant elements of the common safety methods and the national standards applicable to the fields of activity of HELLENIC TRAIN, the requirements of the environmental and energy standards, as well as the requirements of the quality management and control standards and the health and safety of workers, in order to achieve objectives such as zero accident rates and to ensure the control of risks related to operational safety, to continuously improve performance towards customers and all stakeholders, enhance and protect the environment, prevent work-related injuries and illnesses, prepare safe and healthy workplaces, promote the minimization of Health risks and safety at Work and the prevention and control of infections by taking effective preventive and protective measures by providing all the necessary resources (information, human, industrial and financial resources).

Essential elements of the Unified Management System are

- the identification of the "Organizational context", which consists of conditions, constraints, determinants that affect or may affect performance objectives;
- the identification of interested parties, such as suppliers of products and services, partners, etc.,
- an increasingly widespread "leadership" within the HELLENIC TRAIN Organization that certifies at all levels how the Unified Management System is a strategic choice of the company;
- " Risk Based Thinking ", i.e. the adoption by the Organization of a method of mapping, analyzing and evaluating the risks associated with the achievement of the objectives and the exploitation of the opportunities offered by the framework, in order to guide and support decisions, to mitigate in advance any negative effects and optimize results.
- compliance with standards and compliance with mandatory and voluntary regulations. Scrupulous respect for the rules is first of all a cultural value, which inspires the work of the company's staff, who have always lived safety as a moral duty in their daily behavior.
- the continuous monitoring of all processes and the subsequent analysis of performance.

General Objectives of the Unified Management System

The organizational model adopted foresees the participation, at different levels, of all staff in assuming their responsibilities for the implementation of the Unified Management System, ensuring the safety of travelers, staff and third parties, as well as the environment, achieving the desired service quality levels. .

In particular, the Company considers it necessary:

- securing the required resources for the continuous improvement of the system ... order
 - *to achieve zero accident rates, taking into account the evolution of legislation, technical and scientific progress and giving priority to the prevention of serious accidents"*
 - *to satisfy the quality criteria of the customers as they are expressed through the Regulations of the rights of the customers as well as the communication of the company with them*
 - *non-conformities are identified, their causes are investigated and appropriate corrective and preventive measures are applied and their effectiveness is verified, ensuring the traceability of actions to all interested parties.*

To this end, transparent, complete and timely management of information, including security information, is implemented.

- leveraging the company's safety culture as a means of spreading awareness among staff about their role in operational, quality, environmental protection, health and safety processes at work, so that the company:
 - ✓ *ensure the widest and most effective dissemination and understanding of policy and objectives among all staff;*
 - ✓ *integrate the components of human, technological and organizational factors at all levels, favoring the creation of a physical and social work environment suitable for all staff;*
 - ✓ *to plan the training and continuous information of the staff and all those involved in the implementation of the service, through a continuous process*
 - ✓ *to strengthen the participation of personnel at all levels, and to take into account the suggestions and opinions of employees and their representatives, to receive any useful report, including possible dangerous situations, with the aim of activating a circuit of prevention, comparison and/and returning the experience aimed at achieving the company's goals, which encourages the spread of a "positive and fair safety culture", so that each person can learn from the experience,*

propose improvement actions thus contributing to the development of the Unified Management System , while ensuring confidentiality, and ensure maximum attention to the awareness and development of Human Resources, as a decisive factor in achieving the company's objectives;

- responding and possibly anticipating the needs of its customers and stakeholders, also through integrated mobility solutions and the use of digital technologies, determining the priorities of the company's actions and based on the suggestions of the interested parties and the reference framework, taking due account of relevant needs and expectations;
- contributing to the awareness of all stakeholders on the importance of operational safety, environmental issues and health and safety at work, including participating in the safety culture of contractors and promoting healthy lifestyles, ensuring health and safety organizational well-being;
- the guarantee, as a responsible maintenance operator (MRO) of the vehicles for which it is registered as such in the National Vehicle Registry (EMO), of the correctness and adequacy of the methods and times of the maintenance procedures through the application of the maintenance system, as defined by applicable legislation, overseeing in a coordinated manner the relevant operational, technological and logistical variables;
- ensuring the application of procedures, provisions and specifications aimed at regulating the application of mandatory and voluntary rules and standards, in accordance with the acts issued by the European Union Railway Agency (EURA), the addresses provided for safety by the national authorities that is responsible for safety in the area of operation of HELLENIC TRAIN, environmental legislation, health and safety at work and with UNI EN ISO 14001 and UNI ISO 50001 standards also in the light of the regulatory reorganization, as well as promoting a cycle continuous improvement of the company's performance;
- stimulating and guaranteeing a "culture of risk assessment" through an approach that includes:
 - ✓ *the introduction of significant changes to the railway system (operational, organizational or technical);*
 - ✓ *the periodic monitoring of the risks inherent in business activities for business security and business processes, in order to take – if any – appropriate mitigation measures, to guide and support decisions, to define a set of objectives, in which those are prioritized related to safety, while being integrated in a coherent and structured way with the other objectives of the company, to mitigate negative impacts in advance, to optimize results and to take advantage of business opportunities;*
 - ✓ *the prevention and minimization of environmental impacts through:*
 - or the reduction of greenhouse gas emissions from industrial facilities and the transport system to actively contribute to the fight against climate change;
 - the promotion of reuse; the management of waste with the aim of reduction and recovery; the monitoring of the quality of industrial waste water and the approval, where possible, of interventions aimed at the recovery and reuse of waste water;
 - of accurate management of atmospheric emissions.
 - Using natural resources in the most reasonable way, in particular by optimizing the water cycle;
 - To reduce energy consumption and increase the energy efficiency of its processes, activities, products and services, promoting the rational and conscious use of energy in every day-to-day practice within the company, favoring the purchase of services and goods with a low

energy impact and promoting the use of renewable energy sources through the construction of photovoltaic and solar thermal systems;

- preventing negative impacts on soil, biodiversity and natural habitats ;
- ✓ *the prevention of injuries, accidents and occupational diseases, always taking safety and health at work as a constant point of reference for every initiative that the Company intends to undertake towards both its staff and its contractors to reduce the number of accidents and their frequency.*
- ✓ *promoting the health and welfare of workers, providing safe and healthy working conditions, eliminating hazards and reducing risks;*
- ✓ *encouraging the participation and consultation of workers and their representatives, also through communication initiatives, in order to improve workplaces, work processes and promote the combination of life and working time;*
- ✓ *promoting the selection of suppliers and through their commitment to operational safety, environment, health and safety at work, taking into account the entire life cycle of products / services and ensuring that the requirements of the management system in terms of quality, environment, health and safety at work are also satisfied by contractors and their workers;*
- ✓ *encouraging investment in technologies that meet the highest international standards;*
- ✓ *the promotion of digitization in the development of Unified Management System processes, and the development of information systems to support processes and activities, in order to simplify the relevant operating methods and achieve more effective traceability;*
- ✓ *ensuring the monitoring of procedures as a requirement to verify the proper implementation and effectiveness of the system, where possible, by improving it, as well as to ensure control and risk management of the railway service, with particular reference to the operation both on the lines the OSE infrastructure manager as well as on the lines of other managers on which HELLENIC TRAIN is allowed to run (or intends to ask for permission);*
- ✓ *providing for the exchange of relevant information on operational safety and cooperation with infrastructure managers and other railway bodies (railway undertakings, suppliers, SRMs, owners, etc.), in accordance with the European and national regulatory framework and its developments, in order to appropriate actions to control exported or shared risks are identified and implemented;*
- ✓ *the guarantee of infection prevention and control in all workplaces where the personnel and/or personnel of the contractors working for HELLENIC TRAIN are active, as well as in the operational passenger transport services provided to its customers.*

➤ the satisfaction of our customers, incl

- the satisfaction of legal and technical requirements related to our activities
- staff awareness in understanding and meeting customer requirements
- the careful selection and evaluation of our partners
- of reducing failures and omissions
- the implementation and continuous improvement of the effectiveness of the quality control system of the services provided in accordance with the European standard EN 13816

The objectives related to this Policy are communicated within the company, quantified where possible, measured through specific indicators and evaluated at regular intervals during the System review process.

This Policy is communicated for compliance to all personnel working for or on behalf of HELLENIC TRAIN and is available to interested parties via web posting company website .