

POLICY STATEMENT



Safety • Security • Quality • Punctuality • Environment • Integrity • Continuity

Safety remains Infrabel's number one priority. In line with company policy, Infrabel's management committee aims for a safe, sustainable infrastructure and an anticipatory service meeting the customer expectations, within the established legal framework, respecting the wellbeing of all employees, caring for the environment and maintaining financial stability.

COMPANY POLICY

The policy is defined, supported and implemented in order to manage, anticipate and minimise operational risks. To this end, Infrabel takes all appropriate measures to constantly identify and reduce risks in the following areas:

- the safety of users, third parties, facilities, goods and equipment
- the wellbeing at work of employees and third parties
- the security of people, information, goods and facilities
- the quality, punctuality and continuity of assets and services
- the integrity of employees and the organisation
- the protection of the environment with respect to activities, products, services and assets.

Infrabel and all of its employees are dedicated to fulfilling the following commitments in all of their activities:

- to improve safety and wellbeing at work
- to strive to ensure the security of people, information, goods and facilities
- to improve the quality and punctuality of assets and services
- to ensure the continuity of assets and services
- to prioritise working with integrity
- to protect the environment
- to integrate changes in European, federal, regional and municipal legislation into company management
- to promote technical, organisational and human progress and development
- to systematically monitor business processes and underlying activities, analyse close calls, adapt where necessary and encourage learning from experience
- to guarantee the confidentiality of all business information.

The policy involves a permanent mission to improve, so as to strengthen Infrabel's position as one of the safest and most environmentally safe European railway infrastructure managers, with the highest standards of quality and integrity.

This policy statement, approved by the management committee, will be communicated to all employees of Infrabel, all railway undertakings and other stakeholders.

7 juli 2016,

KEY PRINCIPLES

- All reasonable efforts should be made to implement the policy plans put forward by Infrabel, achieve the associated goals and mitigate all risks associated with safety, security, quality, punctuality, the environment, integrity and continuity, in line with European and national policy. All line managers monitor this on a continual basis, raise awareness among their staff in the course of their work, give appropriate feedback and take the necessary preventive and corrective measures as quickly as possible.
- In the approach to safety and security, particular attention will be given to an integrated, preventive approach to external threats, by reinforcing the prevention policy, contact with local organisations and developing performant exchange of information.
- The safety culture and learning organisation within the company are constantly reinforced by everyone on a daily basis.
- Infrabel is dedicated to fulfilling its commitment as a company by finding the right balance between the social, ecological and economic interests and the expectations of employees and stakeholders.

RESOURCES

Infrabel's Executive Committee ensures the development, implementation and maintenance of the integrated risk management system. This system is based on the areas of risk associated with the company's priorities and consists of processes comprising the following pillars:

- context: mission, vision and objectives
- leadership: responsibilities, authorities and tasks
- planning: commitment to risk management with all internal and external stakeholders
- support: continuous reinforcement of knowledge and skills, allocation of adequate resources, preservation of assets
- execute: documentation and registration of process tasks
- performance: measurement, self-evaluation and maturity
- continuous improvement.

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