



# Policy plan Quality, Safety, Health and Environment

**Eurailscout Inspection & Analysis**

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EURAILSCOUT Inspection & Analysis b.v.

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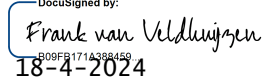

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### Verification and Validation

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## Inhoud

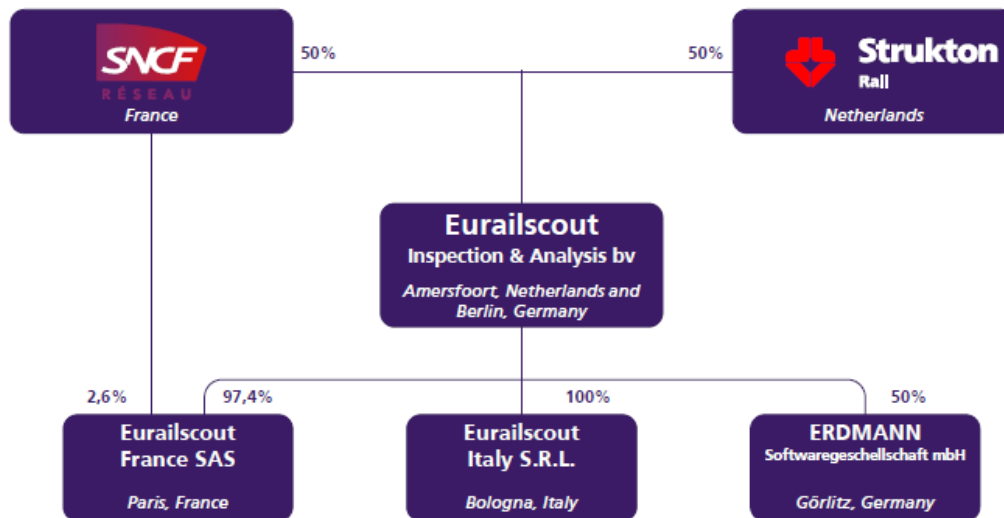
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## **1. Introduction**

Eurailscout Inspection & Analysis B.V., hereinafter referred to as Eurailscout, carries out independent measurements of the railway infrastructure with modern measuring and inspection trains as well as manual measuring equipment. Eurailscout works on behalf of infrastructure managers and rail contractors in various countries in Europe. The measurement data from Eurailscout measurement and inspection trains support the asset management process of both the infrastructure manager and the maintenance contractors. In the Netherlands, our data is shared by ProRail with other market parties. Abroad, we supply our data to infrastructure managers and also directly to maintenance contractors. These two functions are often performed abroad by one and the same organization. An example of this is the French national railway company SNCF in France. The goal for infrastructure managers and maintenance contractors is a safe, reliable and available rail network. Eurailscout is aware of its responsibility to provide the necessary data as best as possible.

Until 2023, Eurailscout had various separate policy statements where there was no coherence between these statements, the same information was often stated several times and information was no longer up to date due to business developments. With this integral policy plan, the Eurailscout Board indicates how it, its employees and also its suppliers want to implement Quality, Safety, Health and the Environment.

## 2. The structure of Eurailscout and its shareholders



Strukton Rail and SNCF both have a 50% interest in Eurailscout Inspection & Analysis bv.

The great thing about this structure is that the three companies (Eurailscout, Strukton Rail and SNCF) all three in the asset management chain and thus pursue the joint chain goal of a safe, reliable and available track.

As a measuring company, Eurailscout is responsible for the supply of measuring data and any analysis thereon to the customer. The independence of the services in relation to the shareholders is arranged as follows.

Eurailscout is an independent B.V. independent. We stimulate innovations and promote partnerships with chain partners that can contribute to safe, reliable and available rail in Europe. We do this by offering state-of-the-art inspection and analysis services for infrastructure managers and maintenance contractors.

### Our Mission

**Eurailscout transforms the industry by offering state-of-the-art inspection and analysis services for the railway networks in Europe.**

### Our Vision

**We drive innovation and foster collaborative partnerships that contribute to unparalleled rail infrastructure performance within Europe.**

The organizational structure mentioned above means that Eurailscout is independent in making its choices. None of the shareholders has a majority interest. The Board draws up a multi-year business plan which is submitted for approval to the Commissioners of the shareholders SNCF and Strukton. The Supervisory Board periodically monitors whether the Board is following the course as agreed. Thanks to the good relationship, Eurailscout can use the knowledge and experience of the shareholders to optimize and further develop the organization and resources in order to (continue to) achieve its objectives.

## 2.1 Bedrijfsrisicoanalyse

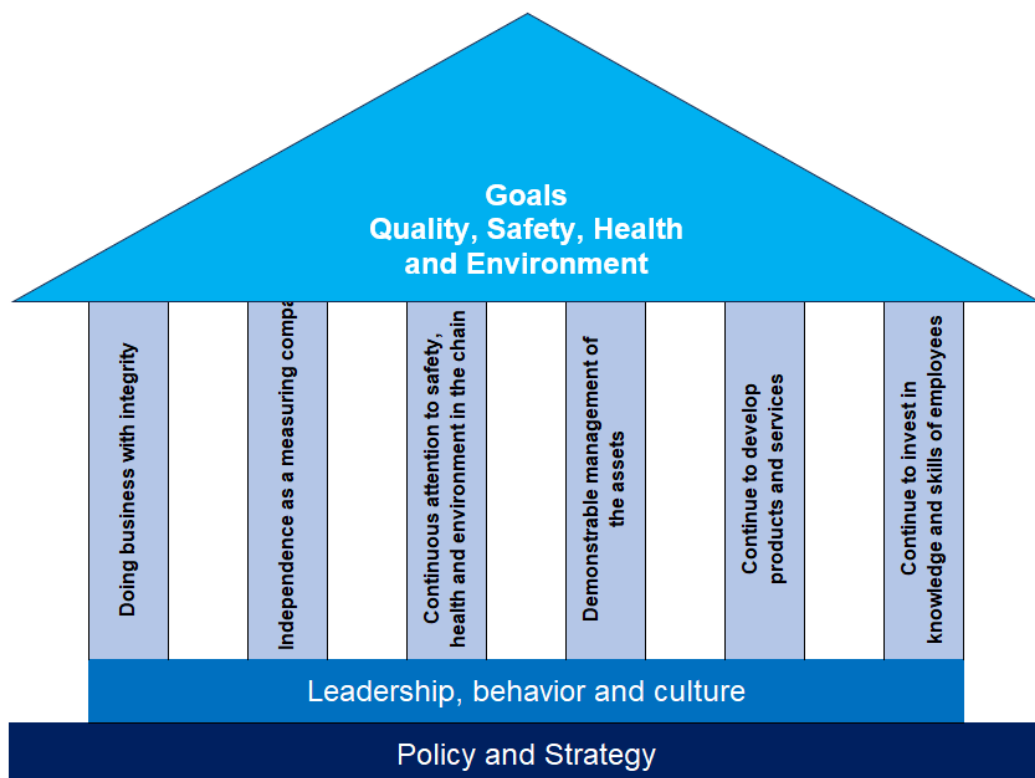
Eurailscout enters into obligations in line with the business plan, investment plan, budget, code of conduct and its policies. These are adjusted annually based on (inter)national (company) developments, standards, laws and regulations and the contracts with its clients and suppliers.

Part of the business plan is the risk analysis that identifies the greatest risks for Eurailscout appointed. Measures have been established to mitigate these risks as much as possible. Twice a year the Board assesses whether the identified risks are still the most important risks and/or whether there are any new risks. On this basis, new measures are established and/or existing measures are adjusted if necessary.

## 3. The core values of Eurailscout

Eurailscout has a number of core values that form the pillars of our company.

- Doing business with integrity with all parties involved.
- Independence as a measuring company.
- Continuous attention to safety, health and the environment in the chain.
- Demonstrable management of the assets.
- Continue to develop products and services.
- Continue to invest in the knowledge and skills of employees



#### **4. Code of conduct for doing business with integrity**

At Eurailscout we strive for an open working atmosphere. If you are concerned about things you see in the workplace and/or that conflict with the code of conduct for ethical business conduct, you can report these to the Integrity Committee. Each report is carefully assessed and requires detailed investigation. If a report is made to the integrity committee, this is a formal procedure in which both sides are heard, after which advice is given to the Board. This means that responding to a report is generally time-consuming. It is good to realize that reporting to the Integrity Committee is only one way to do something about the problem. If you are unsure whether or not you should report something to the Integrity Committee, you can also choose to request a meeting with a confidential counselor. Often conversations or mediation by others can lead to equally good (or faster) results.

Eurailscout does not want any violations of our code of conduct. If you make a report with sincere intentions, you will help us do business with integrity. Therefore, this should not have any negative consequences for you. We will handle your report with respect and ensure that your interests are protected. Your position is secure, and you will not simply be transferred, for example. This suits Eurailscout and is now also regulated by law. Do you still feel disadvantaged? You can also report this as a suspicion of a violation. More information can be found on the [Integrity Business](#) website.

#### **5. Undesirable behavior and confidential counselors**

Eurailscout pursues an active policy against undesirable behavior. We want to make it clear that undesirable behavior will not be tolerated. Eurailscout attaches importance to the fact that values such as mutual trust, openness and respect for each other are applied throughout the organization.

At the beginning of this year, we asked our employees for their opinion on inappropriate behavior and the role of a confidential counselor in this, by means of a completely anonymous survey. The outcome of this survey summarized in one sentence: our employees know that they can contact a confidential counselor if necessary. When asked whether people would feel safer with an internal or external confidant, the outcome was that an external confidant was preferred in the majority of responses (combination of internal-external and external). The following additions have been made:

In my opinion, it depends on what is discussed whether someone feels safer with an internal or external confidant.

- I feel trusted by some of my colleagues.
- External feels safer and more anonymous.
- External might or feels to be more neutral.
- If it really concerns inappropriate behavior, it seems to me that you always want an independent (external) person. An internal colleague may know the organization and the culture, but if that is precisely where the problem lies, you cannot discuss it with an internal confidential counselor

D.O.E.N. B.V. (Directe Reception and Aftercare, hereinafter referred to as DOEN) has trained a number of employees to become confidential counselors, a valuable addition to Strukton's confidential counselors that can still be used if necessary.

**When do you need a confidant?**

You can initially contact your direct manager or the HR manager. Don't you like that? Then you can always contact a confidential counselor. A confidential counselor is basically a listening ear, someone to whom you can tell your story about unwanted experiences in a safe environment. The confidential counselor can also provide guidance on possible solutions. As an employee, you decide for yourself whether you want to do something with this. A confidential counselor does not solve the problems. A confidential counselor has a duty of confidentiality. The conversation that you as an employee have with a confidential counselor is therefore strictly confidential.

**Confidential advisor DOEN:**

Call +31 88 51 50 777, indicate that you are from Eurailscout and would like to speak to a confidential counselor. Please note: this number can only be reached during office hours (8:30 AM - 5:00 PM).

**Confidential advisor Strukton:**

On [this Strukton page](#) you will find all Strukton confidential counselors and their contact details.

If you have a question about the reception and aftercare in the event of emergencies, a confidential counselor or the efforts of DOEN, you can ask the HR manager.

**6. Reception and aftercare in the event of disasters**

It is never possible to predict when traumatic and shocking events will occur. Nor does people's reaction to an incident. The care and guidance after a traumatic event determines how to process it.

We call in a DOEN emergency responder in the event of a collision, near collision, STS passage or, if desired, another traumatic experience. DOEN stands for highly experienced and professional care and dedicated people-oriented guidance. After the event, a DOEN care provider will go to the scene as soon as possible and talk to the employees. This care is always tailor-made; focused on the person, the experience of the incident and the cultural background. The involvement of DOEN is included in the Dutch and English versions [Instruction communication in case of incident or calamity](#).

**7. Fight against corruption**

Eurailscout does business honestly, without corruption. We do not give or receive anything of value with the intent to encourage inappropriate behavior or to gain an improper advantage. Corruption can be hidden behind commissions, commissions or royalties, consultancy fees, marketing costs, travel and accommodation expenses, over-invoices, discounts or free goods, among other things. Payments can be direct or go through third parties. Anyone who engages in corruption, even indirectly or through third parties, runs the risk of dismissal or termination of the business relationship with Eurailscout, high fines and even imprisonment. Corruption is prohibited, regardless of who is involved: private individuals, civil servants, foundations, companies. Civil servants or state-owned companies must be treated with extra care.

We must ensure that third parties who provide services for us or represent us do not engage in corruption. We are completely transparent when it comes to sponsorship and donations for charities. Everything is recorded in the books openly and honestly. Contributions to politicians or political parties do not fit in with Eurailscout policy. Our entire administration must be factually correct and sufficiently detailed. It may not contain false, fictitious or misleading information.



In short: Eurailscout prohibits the payment of bribes and does not tolerate corruption.

If in doubt, consult your direct manager or HR manager. Don't keep suspicions of corruption to yourself, but talk about it. If you suspect that corruption is taking place, you are obliged to report it. More information can be found in the document [Anti-Corruption Policy](#).

## 8. IT behavioral policy

Eurailscout provides its employees with ICT resources such as computers with software, internet access and e-mail to perform their duties. An information security policy has been established to protect the availability, integrity and confidentiality of the information and information provision. Policy and technical measures alone are not sufficient to guarantee the proper functioning of ICT resources. Unwanted or improper use can cause major nuisance and damage. The ICT conduct policy provides a number of guidelines and obligations for the responsible use of ICT resources by the employee.



The ICT conduct policy is an integral part of the Code of Conduct for Integrity in Business and is not without obligation. Every employee must adhere to the policies described in and from this policy resulting instructions and obligations. In the event of a violation of this conduct policy, the Board will sanctions and take appropriate labor law measures.

The essence of the Eurailscout ICT behavioral policy can be summarized as follows:

- a. **Business use.** The ICT resources made available are primarily intended for business use. Limited private use is permitted insofar as this does not go against the stated rules, does not disrupt business activities and does not result in additional costs for Eurailscout.
- b. **Confidentiality.** Employees must be aware that they are dealing with confidential company data. The use of ICT resources may not violate any confidentiality or sensitivity of data or conflict with legal or contractual restrictions.
- c. **Privacy.** The most recent version of Eurailscout Privacy Regulations applies to both the use and control of the use of ICT resources.
- d. **Prevent nuisance.** The use of the internet, e-mail and social media is subject to certain rules and restrictions. The usual manners when it comes to communication also apply.
- e. **Care.** The employee must handle the IT resources made available with care and adhere to the set rules.

Separate guidelines have been drawn up for the use of social media in the [Social Media Guidelines](#). The essence of this is that people also adhere to general standards of decency and the Code of Conduct for Integrity in Business Online (just as offline). Privacy and the control thereof are regulated in the Eurailscout Privacy Regulations.

## 9. General data Protection Regulation



Eurailscout follows the General Data Protection Regulation (GDPR), which came into effect on May 25, 2018. We only work with parties that conduct business with integrity. Eurailscout believes it is very important that personal data of our stakeholders such as employees, hiring, applicants, shareholders are protected and

are only kept for the purpose for which they were requested and no longer than necessary.

With the entry into force of the GDPR, Eurailscout has mapped out the various processes where personal data are processed and listed them in a register. The controller of the personal data is responsible for properly shielding this data and periodically checking whether this data is still relevant for the purpose for which it was recorded and/or whether the retention period included in the register has expired.

All employees who are employed have signed a GDPR statement. Newly hired employees must sign a GDPR statement together with the contract..

## 10. The managementsystem

Eurailscout pursues an intensive policy to continuously improve the quality of its organization, processes and products in order to continue to meet the changing requirements of the market and legislative authorities. This is evident from the fact that one of Eurailscout three strategic themes is Operational Excellence. The strategic goal is to bring the delivery reliability of data to customers to the best level. This means that the data is delivered on time the first time, at the right price and in accordance with the contractual agreements.

The policy to achieve this includes concrete objectives, both at holding and business unit level, which will be achieved through a systematic and results-oriented implementation and will be continuously tested by the Board for progress and effect.

The quality objectives will at least relate to the following areas of interest:

- Communication with customers and stakeholders
- Products and services
- Primary processes
- Personnel Management
- Resources Management
- Evaluation of products and processes

As mentioned earlier, Eurailscout must comply with various (inter)national standards, laws & regulations. The resulting requirements are included in our management system (Organiser | Login (oases.nl<https://eurailscout.oases.nl/blueprint/login>)) which is constructed in accordance with the European Foundation For Quality Management (EFQM) model as shown below.



The management system includes all business rules, work agreements, contracts, and external (inter)national standards and legislation and is translated into operational processes. A Process Owner and a Process Manager have been established for each process. The Process Owner determines the standardization of the process and ensures that the process remains up-to-date. There is always only one person responsible for a process. The Process Manager ensures the operational management of the execution of the process. This can be several people, e.g. all project managers of an organization.

Roles have been assigned to all employees within Eurailscout. These may also be roles where safety critical tasks (VKT) must be performed. Employees receive a signed Designation Letter for these roles.

The Board makes the management system and resources available to all employees to ensure that processes are carried out in accordance with internal and external requirements and contractual agreements with the customer. These resources are:

- Business plan, management information, feedback from audits and inspections to management.
- Sharing the policy, our mission, vision, strategic themes, objectives and results to the organization.
- Describing the business processes.
- Making procedures and instructions available.
- Providing training and education to ensure qualified personnel at all times.
- A safe workplace and working environment including the necessary labor and tools.

In order to increase quality awareness and increase the quality of the developed solutions, the greatest possible participation of employees will be sought in achieving the objectives. In addition, every employee will be given the opportunity to initiate improvements and will be encouraged to put forward ideas for improving quality and efficiency outside their immediate field of work.

In order to increase the effectiveness of the quality policy pursued, all formulated objectives and improvement proposals will be selected, prioritized and substantively coordinated by the Board. Where possible, the quality objectives will be translated into personal objectives, which will be formulated as part of the personnel policy pursued by Eurailscout.

The policy is evaluated annually in the management review carried out by the Board. If desirable/necessary, the policy will be adjusted.

## 11. The certifications

Internal audits are carried out within Eurailscout every year. This involves testing whether Eurailscout complies with the processes described in the management system. In addition, external audits are carried out by certifying bodies such as Det Norske Veritas (DNV) and inspection bodies such as the Human Environment and Transport Inspectorate (ILT). These bodies do not necessarily test for independence, but for maturity, professionalism and consistency in the implementation of the processes within the organization.

Eurailscout has the following certificates/reports:

- Single Safety Certificate in accordance with Regulation (EU) 2016/798. This safety certificate is mandatory to be allowed to drive rail (road) vehicles on the main rail network.
- ECM certificate in accordance with Regulation ERA Regulation EU 2019/779. This certificate is mandatory to demonstrate that maintenance on rail (road) vehicles is carried out in accordance with the (inter)national requirements.



Inspectie Leefomgeving en Transport  
Ministerie van Infrastructuur en Waterstaat



- NEN-EN-ISO 9001: offers the user an instrument for developing, implementing and improving the effectiveness of a quality management system.
- NEN-EN-ISO 14001: specifies requirements for an environmental management system that an organization can use to improve its environmental performance. This International Standard is intended for use by an organization that wishes to manage its environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability.
- NEN-ISO 45001: Specifies requirements for a management system for healthy and safe working (OH&S) and provides guidance on its use to enable organizations to provide safe and healthy workplaces by preventing work-related injuries and health problems and by proactively improve their OH&S performance.
- NEN-EN-ISO/IEC 17020: requirements for the functioning of different types of institutions that carry out inspections. This International Standard contains requirements for the competence of inspection bodies and for the impartiality and consistency of their inspection activities.
- CO<sub>2</sub> Performance Ladder level 4: the CO<sub>2</sub> Performance Ladder is the sustainability instrument in the Netherlands that helps companies and governments to reduce CO<sub>2</sub> and costs. Within

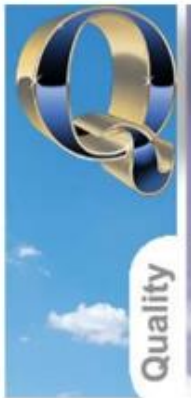


business operations, in projects and in the chain. The Ladder is used as a CO<sub>2</sub> management system and as a procurement instrument.

- In addition to the above, Eurailscout also conforms to the Safety Culture Ladder (SCL). This is an instrument to measure safety awareness, attitude and behavior in companies. The emphasis is on safety culture. The SCL is intended to encourage companies and their suppliers to consciously work safely and healthy.



## 12. Quality as an independent measuring company



As mentioned earlier is Eurailscout as an independent B.V. independent. In the Netherlands, most measurements on and in the rail infrastructure are carried out for ProRail as the manager of this rail infrastructure. ProRail has divided the Netherlands into contract areas. These areas have been assigned to four process contract contractors recognized by ProRail (BAM Rail, Volker Rail, Asset Rail and Strukton Rail).

When processing and analyzing the measurement data, which comes from the measurement systems, the data analysts cannot immediately see for which contract area this applies. An exception to this is data analyzes of the ultrasonic train. If a serious defect has been identified, the relevant process contract contractor must be informed immediately so that (temporary) remedial measures can be taken. Manual measurements are carried out without the presence of the process contract contractors. This prevents the contractor from influencing the measurements and therefore the measurement result. If there are disproportionately more/fewer “suspects” in a certain area compared to another area, this will be visible in the reports that Eurailscout sends to ProRail every week.

Eurailscout supplies raw measurement data for some of our customers, without it having been processed and analyzed by Eurailscout data analysts. In this case, the customer carries out the quality analyzes himself. Since we cannot sufficiently check the accuracy and completeness of the raw data for some products for quality before it is delivered to the customer, there is a trend that Eurailscout checks this in advance. Eurailscout wants to work on automated solutions in consultation with the customer to ensure independence here too. The policy regarding quality is evaluated annually by the Board in the management review. If desirable/necessary, the policy is adjusted.

### 12.1 Confidentiality

Eurailscout only supplies customer and/or supplier information, raw measurement data and/or analyzed measurement data to the customer with whom the contract for carrying out these measurements has been concluded. If another party submits a request to Eurailscout for the supply of customer and/or supplier information, raw measurement data and/or analyzed measurement data, Eurailscout will only provide this after written approval from the customer and/or supplier in question.

After agreement, a confidentiality statement is signed with the other party concerned so that it is clear that this information/data is only intended for a specific purpose and may not be further distributed and/or used for another purpose. Furthermore, no information is provided in the public domain. All information is treated as confidential by Eurailscout and by companies hired by them.

### 13. Safety and Health



One of the objectives of Eurailscout is to guarantee the safety, health and well-being of all its employees and parties involved in the company's activities. In addition, socially responsible management of the environment is of paramount importance. The execution of these business activities is in accordance with the applicable internal company rules, work agreements, contracts, and external (inter)national standards and legislation.

Eurailscout strives for continuous improvement of: (railway) safety within its organization and the rail traffic system, the health/well-being of its employees by minimizing and controlling the risks associated with the related business activities. Systematic attention is

paid to:

- Taking stock of railway safety risks.
- Taking inventory of the occupational risks.
- Preventing accidents.
- Preventing personal injury.
- The safety of (temporary) employees, contractors, subcontractors and visitors.
- Preventing material and environmental damage.
- Establishing priorities in the areas of safety, health, environment and welfare.
- Preventive action in purchasing, management, maintenance and deployment of equipment, materials, tools and resources, setting up or changing workplaces and drawing up working methods.
- Working in accordance with applicable laws and regulations.

Our own employees and temporary employees are always involved in holding central staff meetings, department meetings, toolbox meetings and additional work and (re)instructions. The Board and managers carry out HSE inspections (safety, health and environment) in all production units and at all Eurailscout work locations. Internal and external audits are carried out annually within Eurailscout by certifying bodies such as DNV and inspection bodies such as the Human Environment and Transport Inspectorate (ILT). This ensures that Eurailscout continues to comply with company rules, work agreements, contracts, and external (inter)national standards and legislation.

Based on the findings of both the HSE inspections and the audits, corrective and/or preventive measures are determined and implemented, if necessary, together with the process owners and process managers. The agreements made about this are recorded and reported using Eurailscout integral management system.

With regard to safety, specific objectives, performance indicators, actions and results are recorded in the Annual Safety Report, which is drawn up annually. This report is published internally on [ShareWeb Eurailscout - ShareWeb Eurailscout homepage \(sharepoint.com\)](#) and made available to the Human Environment and Transport Inspectorate.

The safety and health policy is evaluated annually by the Board in the management review. If desirable/necessary, the policy will be adjusted.



## 14. Environment and energy



Eurailscout is a member of the Climate-Friendly Procurement and Entrepreneurship Foundation (SKAO) and has committed itself to the central government's CO<sub>2</sub> emission reduction program and where this is a requirement from clients. One of Eurailscout objectives is to continuously improve the efficient use of energy and improve the environment. Eurailscout wants to achieve this by:

- Setting up an energy management system.
- Preventing environmental damage.
- Mapping and updating the energy flows within it company.
- Using alternative fuels and/or green energy.
- Systematically assessing energy use.
- Planning and implementing energy saving measures.
- Making the necessary people, resources and organization available.
- Periodically assessing the results of the energy-saving measures.
- Continuously updating the planned activities to improve energy efficiency.
- Working in accordance with applicable laws and regulations.

Both our own staff and those of third parties are actively involved.

The energy management system is part of Eurailscout integral management system. The energy management program covers all Eurailscout activities. Based on the reference year 2010, the Board has set an annual CO<sub>2</sub> reduction target of -2%. Eurailscout has achieved greater CO<sub>2</sub> emissions annually up to and including 2014 and is therefore on the right track towards 2030. Due to this positive development, the Board decided in 2015 to tighten the annual target to reduce CO<sub>2</sub> emissions from -2% to -4%.

An Energy Assessment (CO<sub>2</sub> Footprint) is also drawn up annually. This report sets out the specific objectives, actions and results to reduce CO<sub>2</sub> emissions. The report will be published on [ShareWeb Eurailscout - ShareWeb Eurailscout homepage \(sharepoint.com\)](#). A summary of this report will be published on the website of [Eurailscout CO<sub>2</sub> performance ladder - Eurailscout](#) and the website of the Climate-friendly Procurement and Entrepreneurship Foundation <https://mijn.skao.nl/>

The policy regarding the environment and energy is evaluated annually by the Board in the management review. If desirable/necessary, the policy will be adjusted.

## 15. Managing Assets

The Asset Management department supplies safe and reliable rail (road) vehicles and manual measuring equipment for the benefit of its own organization and its clients. In this way it contributes to the mission and objectives in the areas of quality, safety, health and the environment

Eurailscout, its internal and external customers and third parties. The Asset Management department works in a dynamic world and constantly responds to changing technical and operational internal and external (inter)national standards and legislation.

### 15.1 Rail (road) vehicles

One of the objectives of Eurailscout is to guarantee the safe deployment of its (non)motorized rail (road) vehicles for its own and hired employees, infrastructure managers, railway companies, (local) authorities and third parties. We achieve this, among other things, by demonstrably complying with the requirements in Annex II of Implementing Regulation (EU) 2019/779 and other applicable internal and/or (inter)national standards, laws and regulations.



The vehicles UFM1201), UST021), BRT911), RIT111) and the SIMs2) are registered in the vehicle registration system of the European Union Agency for Railways (ERA) in the name of Eurailscout.

Eurailscout is therefore the holder of these vehicles and therefore has the ECM-I function. As ECM-I we are and feel responsible for managing and directing the maintenance of our rail (road) vehicles. Based on the ECM-I function, Eurailscout will ensure effective regular maintenance and repairs together with the user(s) of its rail vehicle(s).

- 1) S-MOT = Motorized special vehicle
- 2) S-NMO = Non-motorized special vehicle

Eurailscout organizes the ECM-I to IV functions, for its own rail (road) vehicles, as follows.

- ECM-I, Management: Asset management delegated to Asset Managers within the Asset Management department.
- ECM-II, Maintenance development function (Engineering): outsourced to external ECM-2 certified party(s) where we strive to select the most suitable party for each individual rail vehicle.
- ECM-III, Planning function (Planning): Asset management delegated to Fleet Manager
- ECM-IV, Execution of maintenance (Workshop): outsourced to external ECM-4 certified party(s) where we strive to select the most suitable party for each individual rail vehicle.

The resulting operational responsibilities are recorded in Eurailscout management system and the associated instruction letters. For maintenance of rail (road) vehicles, agreements will be made in consultation between the ECM functions about the method, regulations and additional maintenance



requirements. The basic principles are to minimize the risk of disruptions and safety incidents and to take corrective and preventive measures to prevent damage to rail (road) vehicles, rail infrastructure, people, animals and the environment.

Various data are used as input for this, including the recorded maintenance programs, information from production, service, maintenance, fault information, consultations with ECM-certified maintenance companies/suppliers, (inter)national evaluation reports including Safety Alert IT tool (SAIT) and European standards and legislation. and regulations.

Maintenance on rail (road) vehicles will be carried out under directive (EU) 2016/798, regulation (EU) 2019/779 and VPI guidelines G4.2, G4.0. In addition, this will be carried out in accordance with the supplier's maintenance instructions, taking into account experience and insights gained and applicable laws and regulations.

## 15.2 Handheld measuring equipment



One of Eurailscout objectives is to guarantee the safe use of manual measuring equipment for its own and hired employees, infrastructure managers, railway companies, (local) authorities and third parties. We achieve this, among other things, by demonstrably meeting the requirements as shown in RLN00399, the requirements of the supplier of the Soniq Rail Explorer and other applicable internal and/or (inter)national standards, laws and regulations.

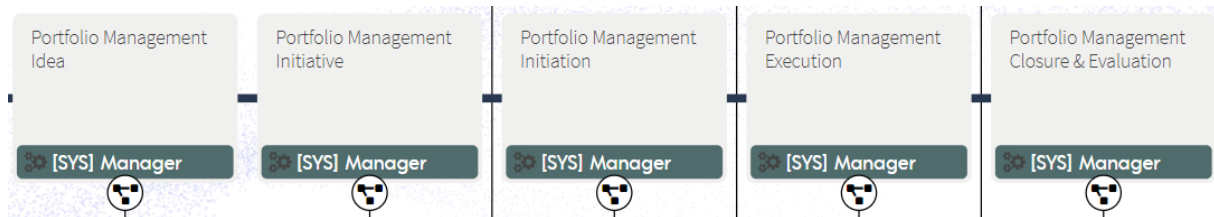
The resulting operational responsibilities are recorded in Eurailscout management system. For maintenance of the handheld equipment, agreements will be made in consultation between the Asset Manager and the supplier about the method, regulations and additional maintenance requirements. The basic principles are to minimize the risk of malfunctions and safety incidents and to take corrective and preventive measures to prevent damage to handheld equipment, rail infrastructure, people, animals and the environment.

Various data are used as input for this, including the recorded maintenance programs, information from production, service, maintenance, and fault information. Maintenance will be carried out in accordance with the supplier's maintenance instructions, taking into account experience gained, insights and applicable laws and regulations.

The policy regarding the management of Assets is evaluated annually by the Board in the management review. If desirable/necessary, the policy will be adjusted.

## 16. Continue to develop products and services

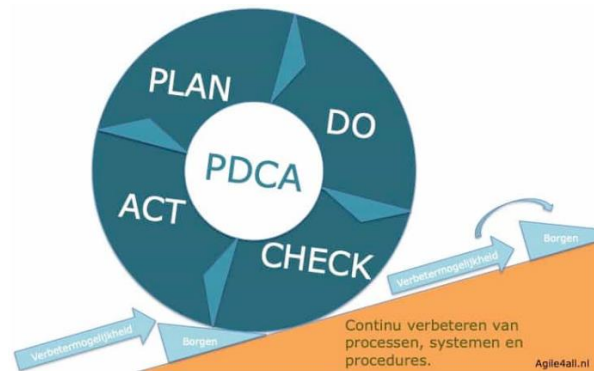
The essence of continuing to develop products and services is to build a bridge between creativity and daily practice. These are two worlds that sometimes find it difficult to coexist in practice. In practice, there are seven success factors for a good start of innovation: urgency, internal support, focus, outside-in thinking, real customer insight, a structured creative process and good business development. Eurailscout encourages employees to continue to think innovatively and share their ideas. To ensure this runs smoothly, Eurailscout has set up the Portfolio management process chain in its management system.



In the above five sub-processes, an “idea” is transformed into an implemented product and/or service in a structured manner.

## 17. Monitoring and continuous improvement

Within Eurailscout, operational activities are carried out based on the processes described in the OASES management system. In order to properly monitor these actions, financial and operational reports are drawn up. These are substantively discussed with internal and/or external stakeholders. As a result, demonstrable corrective and/or preventive improvements are implemented in accordance with the plan-do-check-act cycle.



**Plan:** Look at the current work and design an improvement plan for improvement. Also set objectives.

**Do:** Implement the planned improvement and check it in a test setup.

**Check:** Measure the result after the improvement and compare it with the original situation. Does the result also meet the established objectives?

**Act:** Based on the results found in the previous step (check), you make adjustments to still achieve the desired results.

The Act phase consists of the re-act and the pro-act phase. Re-act stands for adjustment by evaluating and intervening. The pro-act phase is a preparatory phase and represents the design of the process. How does it work then? After the decision-making of Act, adjustments are devised (Plan), these are implemented (DO) and their feasibility is checked (Check) and actions are taken (Act).

## **18. Continue to invest in the knowledge and skills of employees**

Employees are the most important thing for Eurailscout. It is something we cannot buy or sell, let alone replace. That is why we are careful with our employees.

We ensure a good start, we take training seriously and ensure that you immediately feel at home, involved and satisfied. There is support in the work-life balance, we show that you can coordinate work and private life well and we pay attention to this. We focus on personal development, as Eurailscout we have goals, but employees also have personal goals: what do employees want to learn, what do they want to get better at, in what area do they want to develop. It is possible with a personal development plan, also called POP. Themes such as health and well-being are alive in society but also within Eurailscout. By reducing CO2 emissions, among other things, we create a healthier working and living environment.

People want to do something for society. They want their work to have 'meaning'. We provide space for this piece of meaning. Everyone wants to feel seen and heard. Not only in contributions, but also as a person. We ensure that attention is paid to it. You can do this yourself, but for many employees you can use the Board of Managers for this. This includes paying attention to the home situation, but also by supporting personal and professional growth. We let employees think about career goals and development needs, so that we can facilitate you in this

Together we celebrate the goals that we have achieved as an organization, but also that you have achieved personally. This contributes to a positive working environment. People who are challenged are motivated and committed. We delegate as many tasks, responsibility and authorities as possible to each employee. Unfortunately, we cannot prevent employees from leaving. We do not take this personally and see this as a learning moment for us as an organization. We do this by holding an exit interview in which we would like to hear from the employee why he/she is leaving and where we as a company could improve.

## **19. Closing words of the Board**

The personnel within the organization are responsible for working in accordance with the procedures, instructions and all associated documentation included in the management system. The Board and managers ensure that all procedures and policies established therein are implemented and enforced. This is done, among other things, by educating, training and re-instructing employees. Eurailscout provides replacement for key functions so that continuity is guaranteed.

We trust that everyone will make every effort from his/her position to ensure a safe and healthy workplace, to ensure that our rail (road) vehicles can and will continue to be used safely and that we can continue to deliver quality. In addition, we trust that everyone will make every effort to reduce energy consumption and therefore CO2 emissions where possible. All this in the interest of our company, our employees, our clients and all other stakeholders.