



Mobility – Customer Services

Date: February 23, 2018

Maintenance Policy

As part of its organizational responsibility and in its role as Entity in Charge of Maintenance (ECM) of Siemens Mobility GmbH, CS management establishes the following **Maintenance Policy**:

At MO CS, safety relevant requirements for maintenance must be implemented throughout.

We offer our customers a unique portfolio of solutions allowing us to assure the safety of the technology as well as the operational safety throughout the entire life-cycle of vehicles. Therefore we are bearing part of the responsibility for the safe, fast and comfortable arrival of passengers and freight at their destination. We are meeting this responsibility by consistently implementing our Maintenance Policy – combining long-term sustainable service concepts with our zero defects principle.

In doing so our strategy is focused on preventive and innovative maintenance dedicated to the following goals:

- Maintaining unrestricted operational safety of vehicles and components
- Maximum availability and reliability of vehicles and components

Guaranteeing the achievement of our goals is a comprehensive risk management, allowing us to identify and to eliminate risks of technical, operational or organizational nature in good time.

Our organization is clearly structured and every employee is aware of their responsibility for the operational safety of vehicles and components.

Our maintenance system is an integral part of Mobility Division's management system and is divided into several key aspects.

The management shall ensure the development and implementation of the maintenance system as well as its continuous improvement process. Bearing the overall responsibility for the maintenance, consistent adherence to safety relevant, qualitative and process related requirements has to be permanently ensured by suitable methods of surveillance and monitoring.

The portfolio of the maintenance development, besides creation and continuation of maintenance programs based on operational experience and correspondent analyses, comprises of compliance with standards and legal requirements as well as the requirements of interoperability.

Within the scope of the fleet maintenance management is the planning and timely disposition of vehicles for maintenance, to selected and qualified maintenance service providers.

The maintenance itself is carried out at workshops operated by us or our service partners, optimally equipped and staffed with suitably trained and qualified employees. Here, all aspects of environment, health and safety are analyzed and the resulting requirements are implemented mandatorily.