

## **Code of Conduct** *in an emerging market phase*

This code of conduct is intended to ensure the highest standard of professional conduct amongst the rail freight stakeholders which are affiliated to ERFA.

ERFA recognises that the activities of its members are critical to the achievement of a competitive and sustainable Europe according to the protocol of Lisbon.

in an emerging complex liberalised rail freight market with various new entrants and organisations of all categories, this code is intended to uphold the quality of services, the social and environmental responsibility in accordance with the sustainable development duties, the fairness of competition and the high safety reputation of the European railways systems and actors.

Members of ERFA commit themselves with the whole of their management and staff to observe, as a minimum, the obligations set below.

### **1. Qualification, Competence, Professionalism**

The RU members of ERFA commit to maintain the highest level of knowledge, skills and training levels to ensure the best quality level for their clients.

### **2. Fairness of competition**

The RU members of ERFA contribute pro-actively to the development of a healthy competitive market by avoiding intentional or careless injury to the reputation of others.

### **3. Solidarity**

All members of ERFA behave in a spirit of common respect and interest to allow the RU members of ERFA to grow and prosper for the sake of a genuine liberalised market.

### **4. Market regulation**

The members of ERFA commit to feed back market best and worst practices to the national and European regulatory bodies. They will report especially on market failures so that they can be prohibited quickly. They will especially support ERFA to adapt and improve the existing regulations and contribute to the creation of those deemed necessary for a liberalised market offering equal chances to all actors.

## **5. Interoperability**

The members of ERFA recognise the lack of interoperability as a serious technical barrier to a single EU rail freight market. Therefore, they will contribute directly or indirectly via ERFA to the works on EU standards in all fields essential to their business, like rolling stock, infrastructure and related facilities, training centres, etc.

## **6. Safety**

The members of ERFA commit to seek certification for their rail freight operations to allow for a competitive safety record of rail freight in intramodal and intermodal terms. They will work towards the highest internal and external safety standards in the interest of their companies, staff and equipment.

## **7. Social responsibility**

The RU members of ERFA recognise the important role of a fully trained and equipped staff to offer high quality, safe and competitive services to their customers. Therefore, they will pay particular attention to the social dimension of their business operations and they will support ERFA to becoming a recognised social partner to allow for a social dialogue on EU level.

## **8. Environment**

The members of ERFA commit to provide environmentally sustainable rail freight operations. In close cooperation with other rail freight stakeholders, they will contribute to further reducing the externalities of rail freight, like exhaust emissions and noise. They will also monitor that any EU or national measures do not allow for unfair market distortions in intramodal and intermodal terms.