

European Union Agency for Railways Policy

The objective of the Agency is to contribute to the further development and effective functioning of a Single European Railway Area without frontiers, by guaranteeing a high level of railway safety and interoperability, while improving the competitive position of the railway sector. The Agency acts as the European Authority under the 4th Railway Package issuing vehicle (type) authorisations, single safety certificates and ERTMS trackside pre-approvals.

Making the railway system work better for society is our mission and, as a respected authority, we aim to be the engine for change driving the Single European Railway Area. To achieve this, we all carry out our activities, meeting the highest standards, by:

1. Stakeholder focus

We all are committed to offer a comprehensive service to our stakeholders delivering excellent products and services in full respect of time constraints. This is to meet the stakeholders' needs and expectations in order to enhance their level of satisfaction.

For that, we all strive to encourage permanent cooperation with our stakeholders. We look for a common understanding of priorities and the building of consensus solutions through our independent and transparent position based on facts.

2. Ethical values commitment

In striving to gain our stakeholders' confidence, we all act with professionalism, impartiality, objectivity, independence, transparency and proportionality. We all show respect for others and believe in progress through diversity.

3. Legal compliance

As a European Union Agency, we all act according to the law and apply the rules and procedures laid down in applicable legislation and regulations.

4. Staff involvement and development

People are our most valuable resource. We commit to maintain a fair and open culture and a spirit of cooperation with the staff and recognize the need to provide good working conditions. When necessary, this includes making available the resources to develop their competence and skills.

5. Everybody's commitment to quality

We are all committed to quality principles and responsible for complying with all the applicable requirements for delivering value to our stakeholders. All European Union Agency for Railways managers are responsible for taking the lead, setting objectives and demonstrating their commitment to Quality.

6. Continuous improvement

It is our objective to continually improve the effectiveness of our Integrated Management System as well as our processes. By doing so, we all will be able to meet our challenges successfully and proactively.

7. Business continuity

Our success relies on the preservation of our business critical activities. These ensure our continued efficient operation in a manner which maintains adequate standards of service provision to our stakeholders.

8. Information governance

We all ensure the availability of information preserving its confidentiality and integrity.

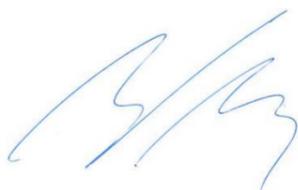
9. A culture of sustainability

We all act in a responsible and sustainable manner.

We are committed to this Policy. Together, we are all responsible for its implementation.



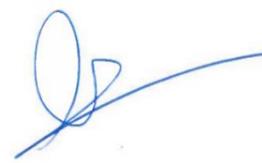
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