

## Press release

Brussels, 28 September 2017



# Customer protection top priority for Europe's rail operators

Today, the European Commission will officially publish a proposal to revise Regulation 1371/2007 on rail passenger rights. The Community of European Railway and Infrastructure Companies (CER) considers the protection of their customers first and foremost as the sector's own long-standing commitment.

Since its entry into force in 2009, the sector has taken the implementation of the Regulation very seriously by investing significant resources to effectively deploy the new requirements and to further speed up the complaint handling process. These efforts were recognised by two different implementation reports – one by the European Commission (2013) and another one by Steer Davies Gleave (2012).

In this context, CER will carefully review the Commission's text, in particular the new proposals in the area of information to passengers, complaint handling, delay compensation and scope of application. CER looks forward to a constructive and fruitful exchange of views with the EU institutions and the customers' associations.

CER Executive Director **Libor Lochman** said: "*CER's members are fully committed to promoting passengers' rights and a proper implementation of EU requirements. It is essential that this revision enables rail operators to keep up the good work in this area to the satisfaction of the customers, without jeopardising the sector's competitiveness*".

### Notes to the editor:

**Implementation Reports:** Report on the Application of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on Rail Passengers' Rights and Obligations, [COM\(2013\)587 FINAL](#), 14 August 2013. SDG evaluation of Regulation 1371/2007, [Final Report](#), July 2012

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### About CER

The Community of European Railway and Infrastructure Companies (CER) brings together more than 70 railway undertakings, their national associations as well as infrastructure managers and vehicle leasing companies. The membership is made up of long-established bodies, new entrants and both private and public enterprises, representing 73% of the rail network length, 83% of the rail freight business and about 95% of rail passenger operations in EU, EFTA and EU accession countries. CER represents the interests of its members towards EU policy makers and transport stakeholders, advocating rail as the backbone of a competitive and sustainable transport system in Europe. For more information, visit [www.cer.be](http://www.cer.be) or follow [@CER\\_railways](https://twitter.com/CER_railways) on Twitter.