



CIT Strategy 2025



**CIT**

# HOW **CIT** IS SUPPORTING RAILWAY BUSINESS?



is a widely-acknowledged centre of competence specialised in transport law, more specifically the law of international and national as well as multimodal door to door carriage;

is at its members' service and supports them in the digital context by providing them with high-value products and innovative services;

contributes to legal certainty by means of sector standardisation and helps its members achieve commercial success.

**Every day, the CIT supports approximately 200 members coming from 50 countries in railway and maritime transport.**

As a result of the combination of experts and legal knowledge and the close cooperation with its members, the CIT offers high quality, practice-based sector standards for transport documents and claims processes in passenger and freight traffic.

The CIT products increase legal certainty and avoid legal risks and costs. A high level of expert competence, a multinational and multilingual team and clear decision-making processes ensure major benefits for its members.

# CIT ITSELF

CIT was set up by the railways in 1902 following the entry into force of the 1893 International Convention for Freight Transport, in order to implement international law at the level of railway undertakings. Even at that time, when applying transport law, railways had quickly realized that multilateral agreements and standardisation were necessary for an efficient, legally certain and high quality performance of transport.

This need for cross-border solutions still exists today, and indeed has become even more acute as international rail transport has increased substantially since the beginning of the last century.

The world of railways, especially in international transport, is complex. Not only complex in its technical and operational aspects, but also from a legal and regulatory perspective. The considerable number of authorities, different legal regimes and the increasing number of actors and contracts bear the risk to lead to legal uncertainty, extra work and extra costs for 200 railway and maritime companies members of CIT.

To cope with this complexity and to increase efficiency and profitability of cross-border transport, the CIT currently offers its members 31 products of which 17 linked to freight transport and 14 to passenger transport. CIT is working on multimodality bridging the complexity of different transport laws with concrete and business oriented solutions. Thus, with its maritime members, the CIT proposes contractual solutions for rail-sea transportation.

A survey of members has shown that the products of the CIT are largely used. The CIT-Info, which is published four times a year, reaches 1700 interested people across Europe.

500 member representatives are actively involved in the CIT's work, while 2,300 people use the CIT's work via digital channels.

The main focus of the CIT's work is the standardisation of transport documents and the organisation of so-called "after-sales" in cross-border freight and passenger transport at sector level.

In addition to the standardisation of transport documents (consignment note, rules governing liability, security background for international tickets etc.), the railways use the CIT platform to organise procedures in connection with loss of or damage to goods, reports, cases of death or injury, compensation for delays, missed connections, cross-border data protection issues, etc.



### **Why is standardisation by the sector so important?**

Standardisation save time and money! For example, for each consignment note used, a rail freight company saves 10 Euro. The standardisation of procedures and responsibilities in applying passengers' rights improves customer satisfaction and avoids expensive legal proceedings. Using the CIT's boilerplate contracts and guidelines to apply the European data protection rules in conformity with the law and in a manner tailored to the railways minimizes the risk of fines for the members. The General Terms and Conditions of Use of Railway Infrastructure simplify the cross-border use of infrastructure: one contract per journey instead of one contract per country!

The CIT products are living documents that are being adapted to continuous developments in the regulations and the market and to members' commercial requirements.

Every year, CIT member railways submit a large number of requests for amendments. The products ensure compliance with legal requirements.

The major challenges for the CIT on the horizon are the rapid digitalisation of processes and transport documents. Other trends present the CIT with new tasks, such as the shift from overwhelmingly cooperative business (so-called successive transport) to network access traffic in freight and passenger transport. In addition, customers are increasingly demanding "door-to-door" contractual solutions.

In order to deal with these challenges in the next five years, the CIT has developed 10 key priorities for future work up to 2025.

# 10 KEY PRIORITIES FROM NOW TO 2025

1

## Fostering digitalisation

As a platform for RUs, CIT enables digitalisation, helping to define the functionalities of carriage documents and design claims management/after-sales processes and supplying IT developers with comprehensible, legally compliant documents and manuals.

2

## Products for a competitive environment

CIT develops new products and updates existing ones dating from the “era of cooperation” in the light of increasing competition and the resultant new business models.

3

## Legal solutions for multimodality

In collaboration with partner organisations from other transport modes, CIT develops common multimodal products to smooth the transition between means of transport in a legally-sound manner (“legal bridges”) with a focus on door to door carriage.

4

## Implementation of international and national transport law at company level

CIT helps its member companies monitor and implement COTIF law and the UN and EU transport law relevant to them by supplying them with business-focused and practically-oriented products which can be used in international and national traffic.

5

## Fostering Eurasian transport

In collaboration with partner organisations, CIT works to simplify the performance of Eurasian transport by harmonizing and digitalising the relevant carriage documents.

6

## Harmonising network access contracts

In collaboration with RNE (amongst others), CIT develops harmonised contractual solutions for the use of railway infrastructure and corridors and other services, such as to simplify the performance of cross-border carriage.

7

## Acknowledge centre of excellence

for issues connected with transport law CIT establishes itself as a key centre of excellence for transport law, whilst also covering other legal areas such as data protection, network access, and competition law in its remit.

8

## Collaboration with other organisations

and standardisation bodies CIT collaborates closely with authorities, organisations and standardisation bodies in order to simplify the execution of cross-border traffic from a legal perspective.

9

## Skills fit-for-purpose

Within the existing budget framework, CIT orients its staffing policy towards implementing its strategic objectives and supporting and strengthening its members.

10

## Focus on training

CIT offers its members initial and top-up training, either in situ or via e-learning modules, adds an “explanatory” section to its products for new staff members, and keeps its members regularly informed of the latest developments.



## SOME SPECIFIC EXAMPLES FROM THE 31 CIT PRODUCTS

# Passenger traffic

General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR): This widely used document harmonises the rights and obligations of carriers and passengers in international transport.

Agreement concerning the Relationships between Transport Undertakings in respect of International Passenger Traffic by Rail (AIV): This multilateral agreement is applied by 57 transport undertakings across Europe and provides rules for the harmonised and lawful processing of customer complaints in international transport.

In the Agreement concerning Journey Continuation in respect of International Passenger Traffic by Rail (AJC), railway undertakings committed to take measures to assist passengers in the event of missed connections resulting from delays or cancellations.

The Manual for Cooperation Contracts in International Passenger Traffic by Rail (MCOOP) is the recognised basis for arranging cooperation. It contains General Terms and Conditions and boilerplate contracts and important background information for the legal form of contracts. The document contributes to legal certainty and appropriate risk management for members.

For around 70 railway undertakings, the Manual for International Rail Tickets (MIRT) is the indispensable basis for producing legally compliant and internationally recognised tickets.

The Manual on Data Protection for Transport Undertakings (MDP) ensures that the rules of the EU data protection regulation are correctly applied in the railway sector.



## SOME SPECIFIC EXAMPLES FROM THE 31 CIT PRODUCTS

# Freight traffic

The General Terms and Conditions of Carriage for International Freight Traffic by Rail (GTC-CIM) provide the basis for cross-border contracts of carriage.

The CIM Consignment Note Manual is the basis for thousands of consignment notes that are issued every day in international and national freight traffic. Since 2017, the Manual contains all legal and functional specifications for the electronic consignment note.

The CUV Wagon Note Manual governs the use of wagon note in paper and electronic form.

The Agreement concerning the Relationships between Carriers in respect of International Freight Traffic by Rail (AIM), which is applied by more than 80 rail transport undertakings governs the relationship between carrier and contains standard instructions for calculating and sharing compensation among successive carriers.

More than 80 railway undertakings apply the Freight Traffic Manual (GTM-CIT) to standardise the consignment of goods in international traffic from conclusion of the contract to the delivery and management of any claims, via the acceptance and handing over of the goods and the procedure to adopt in the event of circumstances preventing delivery and loss of or damage to the goods.

The General Terms and Conditions (GTC) and the Boilerplate Contract Rail-Sea offers a sector Standard for the international carriage by rail including a maritime section.

The European General Terms and Conditions of Use of Railway Infrastructure (E-GTC-I) are intended for freight and passenger traffic. Their aim is to provide an internationally harmonised and, above all, balanced and fair contractual solutions for the use of infrastructure, which is important for CIT's members, as the infrastructure use costs represent between 30% and 40% of production costs.



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