

MANAGEMENT GUIDELINES



1 SAFETY FIRST

Safety first applies to all units of the RDC Germany Group and is a top priority. As leaders, we will proactively and uncompromisingly emphasize the importance of safety through training, leading by example and compliance. We managers support employees in their actions to operate our railroad free of accidents, injuries and safety-related incidents.

2 QUALITY AND CUSTOMER ORIENTATION

All managers see themselves as service providers - both internally and externally. We keep an eye on the competition and focus on the customer. Reliability, punctuality, cleanliness and friendliness are also exemplified by managers in their personal conduct within their own sphere of influence.

3 TRUST

Managers live our values. Respectful cooperation is a matter of course. Every manager is an attentive listener and is available to his or her team for feedback, criticism and suggestions. Jour fixe / team meetings are used to create transparency in the event of any whispers. We live an open failure culture in which mistakes are seen as an opportunity for improvement. Team loyalty is required in internal and external communication.

4 CONTRIBUTION TO THE WHOLE

We are all RDC, and we all bear responsibility - for our team, for the RDC Germany Group. Important long-term decisions are not sacrificed in favor of short-term results. A wagon-castle mentality is not applauded in the RDC Germany Group. Managers create a „WE“ and always provide transparent information about the background. If recurring problems arise between divisions, these are moderated and mutual understanding is created.

5 RESULTS

Managers focus their attention on the most important influencing factors for their business area and deliver results of the right quality and in compliance with all deadlines. Even when they face setbacks, they rise to the challenge and never give up.

6 DEPTH

Managers get to the bottom of things - we are not finished until there is a solution. They review decisions and processes and react skeptically if expected results are not achieved. The task of solving the problem is never too insignificant for them. Managers exemplify this depth and share all the necessary information within the team.

7 CURIOSITY

Managers remain curious and are open to further learning because they always want to improve. They are open to new challenges and explore new opportunities.

8 BACKBONE AND CONVICTION

Managers should question decisions that they view critically in a respectful manner - because they have convictions and represent them. Critical discourse by managers in the decision-making process is desired and has its place. Once a decision has been made, they stand behind it loyally and represent it both internally and externally.

9 EMPLOYEE DEVELOPMENT

Managers act as the first point of contact for employees and take their coaching role seriously. They recognize talent, support the development of employees and actively point out the programs and offers within the company. We are transparent when dealing with results - good performance is praised and acknowledged, critical results and behavior are actively addressed and development needs are identified. We make sure that our employees work productively and are fully utilized. In the event of over- or under-utilization, active discussions are held and measures are decided upon.

10 ASPIRATION AND REALITY

We are aware that our management guidelines place high demands on us and our actions. We will not always live up to these standards and sometimes „break the high bar“. Nevertheless, we will keep our standards high and do better next time.