

railways

THE DB CARGO CUSTOMER MAGAZINE



No. 03|17

DB Cargo reaches more than half a billion people with its transport services.

A NETWORK FOR THE WHOLE OF EUROPE

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ONE NETWORK FOR THE WHOLE OF EUROPE

Behind DB Cargo lies a network that is unique in rail logistics, one that covers virtually the whole of Europe. From Sweden to Italy, from Russia to Spain – we offer logistics solutions from a single source.

One of our most important tasks is to constantly develop this network in order to support you. In order to transport your products reliably and sustainably. In order to plan and realise your supply chains like clockwork.

With our wagons, locomotives and sidings, with our IT systems and the extensive expertise of our staff we send your freight on its journey across our wonderful Europe.

You can read about some of those journeys in this issue. Others we have yet to experience together!

Enjoy the magazine!

Yours sincerely,

Raimund Stüer
Member of the Management Board for Sales and Marketing, DB Cargo



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A SPECTACULAR SIGHT: THE WORLD'S FIRST 20,000 TEU CONTAINER SHIP IN HAMBURG

» WHEN THE WORLD'S LARGEST CONTAINER SHIP DOCKS IN HAMBURG, WE'RE INVOLVED, OF COURSE.

AGATHA PUNDE, TFG TRANSFRACHT

DB Cargo subsidiary TFG Transfracht makes sure the freight on the MOL Triumph container vessel is quickly and reliably transported to customers.

A great spectacle in the Hanseatic city: At around 9 p.m. on Monday, 15 May, the MOL Triumph container vessel arrived at the HHLA Container Terminal Burchardkai (CTB) in Hamburg, where approximately 10,000 TEU of freight was transhipped. Measuring 400 metres in length and 59 metres in width, the container ship is owned by the Japanese shipping company Mitsui O.S.K. Lines. The ultra-large vessel can carry more than 20,000 TEU standard containers on board and is one of the biggest container ships in the world. The vessel's destination was the HHLA Terminal Burchardkai in Hamburg. With it being the last port of discharge, the ship was only partially loaded. Around 6,000 TEU were unloaded and 3,500 TEU loaded within a very short time – with some of this vol-

ume transhipped to rail. The Burchardkai is serviced by the AlbatrosExpress trains operated by DB Cargo subsidiary TFG Transfracht. "When the world's largest container ship docks in Hamburg, we're involved, of course. The share of transports in Albatros-Express was 556 TEU in import and 258 TEU in export," says Agatha Punde, the TFG Transfracht spokesperson. This means that 326 containers were transhipped from the MOL Triumph to trains and shortly thereafter left Hamburg under the responsibility of TFG Transfracht. 142 containers made the opposite journey, and were transhipped from the AlbatrosExpress trains onto the MOL Triumph for customers in Asia. Three days later the MOL Triumph left Hamburg on its journey back to the Far East. The visit was an opportunity for Hamburg

to demonstrate that the city's port – despite a pending project to make the Elbe river deeper – is still an attractive and capable option even in the age of mega-container-vessels. One of the Elbe port's biggest advantages is its excellent connections to the hinterland. TFG Transfracht is the market leader in containerised seaport hinterland transport. With its comprehensive AlbatrosExpress network, TFG Transfracht offers daily connections from the ports of Hamburg, Bremerhaven and Wilhelmshaven to more than 15,000 destinations in Germany, Austria and Switzerland. *mb*

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PHOTOS: DEUTSCHE BAHN/WOLFGANG KLEE; PAGES 2+3: THOMAS RAUPACH; DEUTSCHE BAHN

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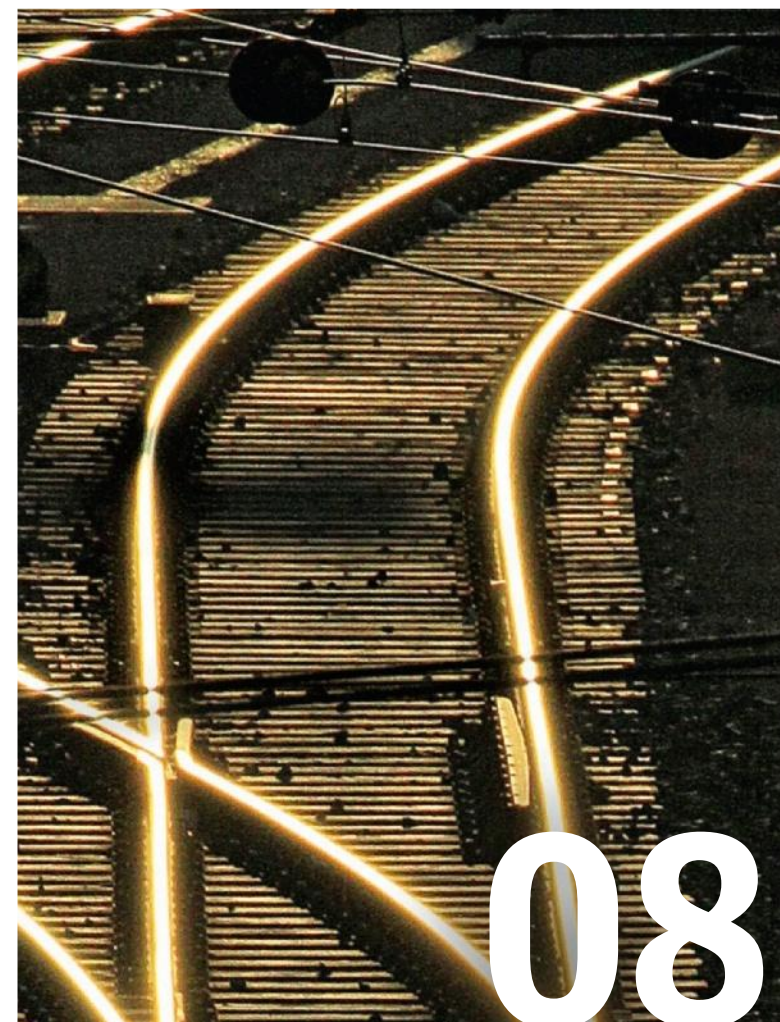
DB Cargo Polska is the first rail company in Poland to sign the Diversity Charter. Member of the Management Board for Human Resources, Tamara Staniowska, explains the importance of this move.

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Jörg Schneider has brought to life an idea that is as ingenious as it is simple. The self-adhesive tarpaulin plaster cuts downtimes and improves wagon availability.



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PHOTO: DEUTSCHE BAHN/WOLFGANG KLEE

THE ADVANTAGES OF THE NETWORK

Jointly with a number of partners, DB Cargo has set up a network that combines rail-based logistics with closely integrated processes and consistently high standards.

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The marshalling yard in Maschen near Hamburg was opened 40 years ago. Today, it is still Germany's largest, and the second largest in the world.

46 FINAL CALL/SAVE THE DATE/IMPRINT

BERLIN, GERMANY
DB Cargo best brand for rail transport services



At the end of April 2017 DB Cargo was named “Best Brand” in the Rail Transport Services category. More than 11,000 members of the Bundesvereinigung Logistik (BVL) and readers of the Logistik Heute trade journal voted to decide on the best rail freight brand. “This result has motivated and inspired us to stay true to our course and to carry on working steadily and with vigour so that we can continue to offer attractive rail logistics solutions in future,” said DB Cargo Member of the Management Board for Sales and Marketing Raimund Stüer. The second and third prizes in the rail transport service category were awarded to Rhenus Logistics and BLG Logistics. DB Schenker, Deutsche Bahn’s logistics division, was named best brand in the Contract Logistics Services category. *an* ■

BONN/HAMBURG, GERMANY
A circus on the railway

At the end of May DB Cargo transported the historic wagons of Circus Roncalli from Bonn to Hamburg. Over the course of two days DB Cargo staff loaded the 80 classic wagons onto the specially provisioned wagons. They not only had to take the loading and unloading direction into consideration, but also the age of the unique vehicles. The circus is made up in large part of old wagons that are no longer allowed to be driven on the motorways. As a result, TRANSA has been transporting all the circus’ wagons around Germany for the last 16 years. Roncalli was based in Bonn for three weeks before moving on to Hamburg Billbrook on a special 700-metre-long train. The wagons were collected from the station by heavy goods vehicles, and taken to Moorweide Park, where the circus tent was already set up. By the end of June it was time to move on again, this time to Lübeck.

Roncalli not only knows how to entertain circus fans, it is also highly conscious of its environmental impact. The circus wagons are transported in carbon-neutral operations with the DBecoplus product. *an* ■



SZCZECIN, POLAND
Equipment for heavy loads

In spring 2017 DB Port Szczecin acquired a new Kalmar forklift and three Yale forklift trucks. With this new equipment, the company, which is owned by DB Cargo, will be able to reload cargo even more quickly. The decision to purchase the 42-tonne Kalmar was already taken last year. The Swedish-built vehicle arrived in Szczecin at the beginning of April and was assembled on site. The forklift can lift cargo weighing between 26 and 38 tonnes, including granite blocks, steel products and other heavy cargo. According to the manufacturer, the vehicle is the only one of its kind currently in operation in any Polish port. The Yale forklift trucks are used to reload pulp, paper rolls and aluminium coils. Thanks to these new acquisitions, DB Port Szczecin is on course for even stronger growth. *an* ■

ZABRZE/RYBNIK, POLAND
DB Cargo Polska launches environmental campaign

Chemical emissions and fine particles often lead to smog in the Silesian industrial region and this can have a detrimental effect on the health of the local population. Allergy and asthma sufferers in particular suffer when the concentration of air pollutants is high.

At the beginning of 2017, Poland’s biggest private rail freight company called attention to the issue of climate protection with a particularly emphatic message. As part of its “Turn to breath now” campaign, DB Cargo Polska distributed 10,000 dust masks and accompanying pamphlets among staff and local residents. The pamphlets provided information to people living in the Silesian cities of Zabrze and Rybnik about what to do when there is a particularly high level of air pollution. DB Cargo Polska used this opportunity to raise awareness of the fact that rail is the most environmentally friendly mode of transport – with significantly lower levels of harmful emissions. “As a company that takes its social responsibilities very seriously, we feel it is our duty to support environmentally friendly measures,” says Katarzyna Marciniak of DB Cargo Polska. *an* ■



BERLIN, GERMANY
DB AG on the right track

Deutsche Bahn AG has reported good figures for the first six months of 2017. DB’s total turnover rose 5.2 per cent to €21.1 billion for the period. The company’s operating profits (EBIT adjusted) rose by 17.1 per cent to €1.18 billion. At DB Cargo, which is currently undergoing a process of transformation with its Zukunft Bahn programme, transport performance was virtually unchanged at 98.5 billion tonne-kilometres (tkm). The company recorded the first slight growth seen in Germany in five years. “The figures from the first half of the year show that we’re on the right track – the group programme Zukunft Bahn is delivering better quality, and our customers are recognising that,” said DB CEO Dr Richard Lutz. “Further effort is needed to improve further and to become even more reliable for our customers. We will continue to work with discipline and dedication to achieve that.” *an* ■

PHOTOS: ANDRÉ BASCHLAKOW; DEUTSCHE BAHN (4)



THE ADVANTAGES OF THE NETWORK

ILLUSTRATION: GETTY IMAGES

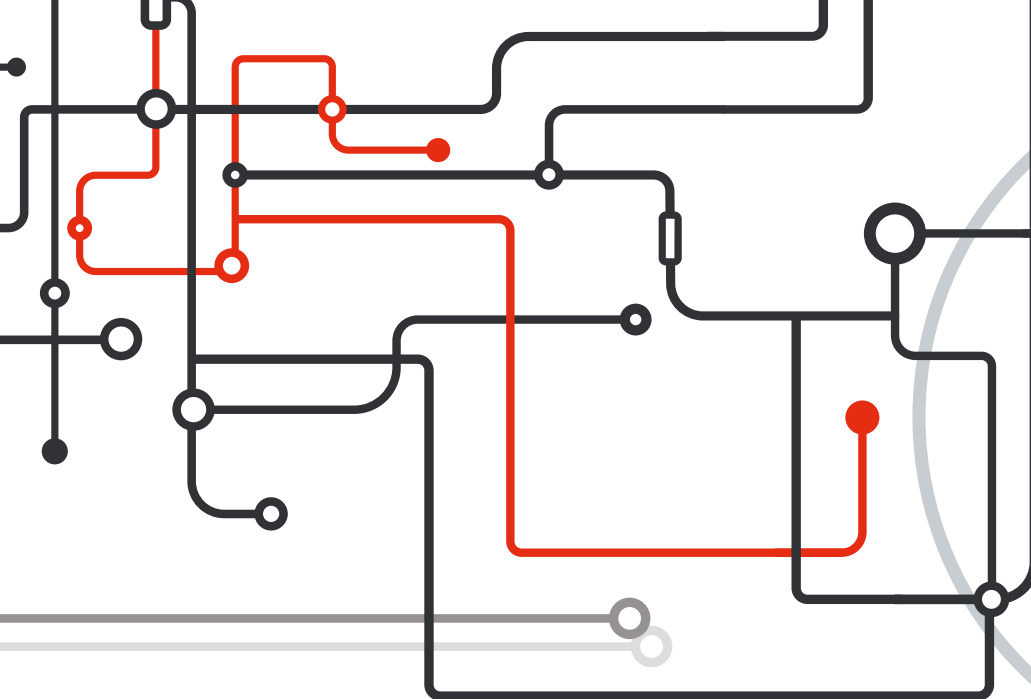
In collaboration with a number of partners, DB Cargo has built an international cross-sector network that combines efficient rail-based logistics with interlinked processes and consistently high standards. As a result, Europe's biggest rail freight company is able to offer its customers flexible and tailored solutions that go well beyond transportation alone.

In the age of globalisation, networks are a prerequisite for success. Efficient partners, international standards and the seamless exchange of information guarantee reliability, stability and, of course, high flexibility when adapting to changing requirements.

This is particularly applicable in the field of logistics. That is why DB Cargo, as Europe's biggest rail freight company, relies on an efficient network in order to offer its customers optimised framework conditions. DB Cargo customers have access to a comprehensive network of access points, rail freight stations, transshipment sites and management hubs that make transport operations from Norway to Sicily just as easy and reliable as ones between Nuremberg and Frankfurt.

SERVICES FOR THE WORLD'S THIRD-LARGEST POPULATION

Europe-wide services - what does that actually mean? More than half a billion people over an area of four million square kilometres: after China and India, the European Union has the world's third-largest population with-



FIVE TIMES AROUND THE EARTH!

Europe's rail network covers 263,432 kilometres - which is equivalent to more than five times the circumference of the earth, with an additional 85,000 kilometres in the Russian Federation. The network is operated by more than 70 rail and infrastructure companies - the Community of European Railway and Infrastructure Companies (CER) association alone has that many members. With a transport performance of 98.5 billion tkm, DB Cargo is the biggest European rail freight company.

in a single economic region. In terms of freight volume, Europe transports more than 2,200 billion tonne kilometres annually according to an estimate by the European Commission in 2013. Three-quarters of this enormous volume is transported by HGV, and 18.2 per cent by rail.

Along with the USA and China, the EU is one of the top three global players in international trade. More than 22 million companies are active in the union.

In order to be able to respond to the requirements of these companies across the whole continent, DB Cargo has developed an efficient network that covers the whole of Europe and that even extends as far as Asia. Technical Loading Advisors ensure the safe transportation of freight, while specialist Key Account Managers work in the various regions and maintain close contact with associations and companies locally.

As a result, DB Cargo has established a solid reputation as a specialist in rail-based logistics. The services offered by the rail freight company include far more than simply transporting freight from A to B by rail. The company's dense single-wagon network, the only one of its kind in Europe, offers customers the option of transporting small shipment volumes with individual wagons. Furthermore, DB Cargo offers frequent train connections and specialised industry-sector trains across the whole continent and beyond - all the way to China and no matter what kind of freight. DB Cargo also works with customers to organise transshipment and the

initial and final legs by road - from door to door. The rail freight company collaborates closely with its partners to offer logistics services at railports and transshipment sites, and it helps customers to make their operations more efficient and to position themselves more effectively in the market. With an increasingly digitised fleet and improved interfaces between Production, Sales and

customers, DB Cargo is able to continuously optimise processes - from commissioning and tracking to logistical smart data applications.

To this end, DB Cargo works with a number of partners across Europe in order to be able to offer customers tailored and flexible solutions. This reliable network of partners is

BOX2RAIL: THREE CLICKS TO GO

Customers who need to transport containers from one of the major German seaports to their own door can now book this service via the online portal box2rail.com. The website features an easy-to-use search form and the prospective customer only needs to enter their requirements: the container's arrival terminal in the port, the destination terminal or destination address, the size of the container (20 or 40 foot) and the required transport date. After a quick search, the customer receives a list of the available connections, including capacity indicator and prices. When the customer enters chargeable transport information, the price automatically updates during the booking process so that they are always aware of the total cost.

The advantages of box2rail are high cost transparency, a streamlined booking process, intuitive design and real-time service. Support is provided via live chat. Real-time credit checks mean that booking is completed instantly. With just three clicks - transport request, quote and booking - your container can be on its way by rail.

The digital solution was developed by the DB Cargo subsidiary TFG Transfracht. Its aim is to offer customers with small transport volumes fast and easy access to the rail network without having to worry about the initial or final legs. The containers are transported from "port to door" in TFG Transfracht's AlbatrosExpress network. The network has daily trains linking the ports of Hamburg, Bremerhaven and Wilhelmshaven with more than 15,000 destinations in Germany, Austria and Switzerland. *mh* ■ www.box2rail.com



necessary to deliver specialised services on the ground. "Because we have built this network and are operating it with our various European partners, we can help our customers to access markets across the continent," says Sebastian Schilling, Senior Vice President Sales Development and Marketing at DB Cargo. "That means we can offer our customers comprehensive logistics solutions and support their trade channels."

IMMENSE TRANSPORT PERFORMANCE

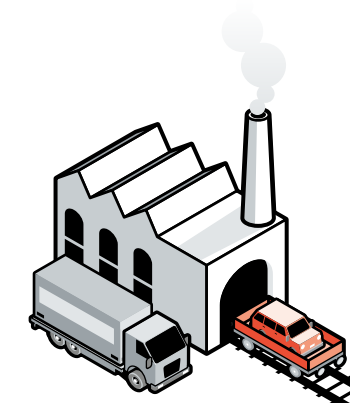
Europe's number 1 rail freight company can rely on one of the world's biggest rail networks, which extends all the way to the plants of its customers. A total of 4,200 sidings and more than 100 railports and logistics hubs between Portugal, Belarus, Italy and Denmark provide customers access to DB Cargo's network. With 75,000 freight wagons and 2,800 locomotives, customers also have access to the biggest fleet on the European continent, in the third-strongest economic region after the USA and China.

At DB Cargo around 30,000 members of staff make sure that cross-border transport operations are managed in an efficient, customer-oriented and environmentally friendly way. They find the best services and prepare added-value offerings for their customers - be that in Norway, Poland, Spain or southern Italy. For the last three years, the 180 members of staff at the European Operations Centre have been responsible for keeping the broad view of all transport operations. They manage rail freight transport across Europe 24 hours a day, 7 days a week. They pull the strings of this incredible network and make sure that the freight sent by DB Cargo customers arrives reliably and safely at its destination. *an* ■

ILLUSTRATIONEN: GETTY IMAGES; MICHAEL VESTNER

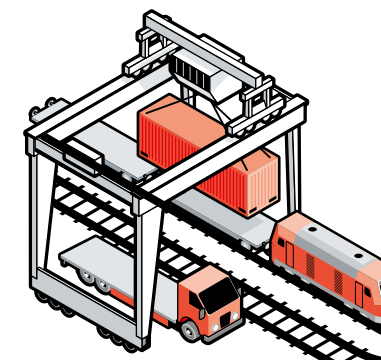
FOUR ROUTES TO RAIL

The route to the network is short: DB Cargo offers its customers flexible access to rail.



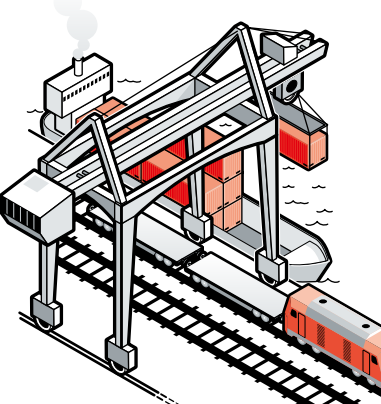
CUSTOMER SIDINGS

Many companies have their own sidings and that is the easiest way of accessing the rail network. Large automotive plants receive deliveries and transport finished vehicles away in this way. Chemical plants can safely load and unload tank wagons. Advantages include flexible loading and unloading processes, close integration of transport and intra-plant logistics, and low land usage compared to HGV.



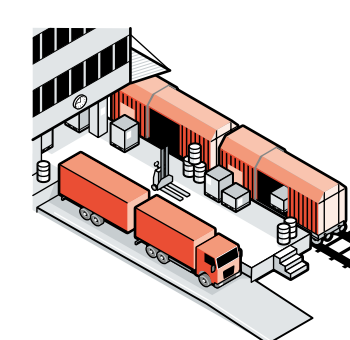
TERMINALS AND PUBLIC LOADING SIDINGS

Transshipment stations are an efficient link between road, rail and inland waterway vessels. Depending on the type of freight, transshipment is carried out using gantry cranes or reach-stackers. Loading sidings offer access for a range of different freight such as wood.



PORTS

At transshipment sites for sea freight, the cargo is transhipped onto trains or sea vessels. Gantry cranes and bridges are used to load containers. Bulk cargo such as ore and grain is moved using conveyor belts and suction spouts.



RAILPORTS

These facilities have their own sidings and offer additional services such as storage and commissioning as well as the transshipment of freight. Railports are operated by DB Cargo and partners and offer customers a high level of flexibility.



PERFORMANCE, SERVICE AND FLEXIBILITY

In the following interview, Sebastian Schilling, Senior Vice President Sales Development and Marketing, explains how DB Cargo is growing with its customers.

INTERVIEW: ___ Axel Novak



DB Cargo's pan-European single-wagon system is the only one of its kind.

SCHILLING ___ For us, the access points to rail are key. You have a range of possibilities: in addition to the sea and inland ports, transshipment stations also bring freight onto rail. Furthermore, you have private sidings and railports. We use several different models, where we have our own railports but we also cooperate with other operators and service providers. Our goal is to increase the number of access options for our customers and drive forward the development and construction of sidings. We operate a very diverse network, which covers the whole of Europe, and we work closely with around 3,000 service providers and partners.

The single-wagon network is one of DB Cargo's key advantages. Will you continue to offer that service?

SCHILLING ___ With the single-wagon network our message is and always will be that we are sticking with it! Our Europe-wide single-wagon system really makes us unique. We provide this for our customers and will continue to do so. We have accomplished a lot over the last few years: the Polish network is growing constantly, which is leading to solid growth in volumes in multimodal transport. We have added links to the Paris metropolitan region and we have strengthened transport operations to the Nordic countries via the Aarhus hub in Denmark. We intend to build on that in future and further develop single-wagon transport in Europe. And, last but not least, our shuttle transports have been well received by customers because of the faster transport times.

The trend towards smaller batch sizes in containers continues in the logistics sector. The reasons behind this development are the growing need for flexibility in manufacturing and the increasing customisation of industrial products. What effect is that having on DB Cargo?

SCHILLING ___ It is a clear growth area for us. Working with our customers, we intend to develop intermodal solutions to respond to these flexible requirements in a targeted way. We are working on this in all the areas in which the container is superior to other solutions. With Novelis, for example, the world's biggest manufacturer of aluminium rolled products, we are introducing newly developed, multi-functional 40-foot special containers, which are designed to allow products to be transported in both directions. We have also developed similar solutions for other customers.

What about medium-sized companies?

SCHILLING ___ We also cater to small and medium-sized companies, offering customer-oriented solutions. Our Regional Sales Division is responsible for these customers and has a wide range of services on offer for them. Because we have a comprehensive European

Mr Schilling, DB Cargo has at its disposal Europe's biggest network for rail-based transport solutions. What does that mean for your customers?

SCHILLING ___ It means that we are in a position to offer our customers comprehensive logistics solutions – and that on the basis of transport solutions in all sectors. We offer wagonload transport, multimodal solutions, block trains and single-wagon transport operations from a single source. With this broad service offer, we support our customers' inter-plant and sales logistics.

In addition to that, we have the European components, which are unique in this form. Because we offer different solutions in all the various countries, we help our customers access markets across the whole of Europe. Our transport services to and from China, which are becoming more and more popular with customers, are also important, of course.

So through DB Cargo, customers have access to a Europe-wide network and more. For those who do not have sidings of their own, we offer services, which close that gap. Via our rail access points, such as pub-

lic terminals and railports, to which we transport the cargo by HGV, we are also able to offer door-to-door solutions to customers who do not have sidings. These logistics sites are ideal for multimodal transport solutions.

Why is DB Cargo's network so important?

SCHILLING ___ Our customers benefit from a number of advantages with rail freight transport. One of the network's fundamental advantages is its enormous capacity, which is a basic requirement for our major customers. On top of that, you need less space in the plants – sidings and their logistics areas are smaller than the equivalent HGV loading stations. Sustainability is another advantage: rail is the most environmentally friendly mode of transport on land and this carries great weight with customers who value sustainable transport operations.

And of course, flexibility is also very important. Small and medium-sized companies, in particular, can design their processes more flexibly with DB Cargo and optimise their loading logistics, for example, because, in comparison to HGV, we can guarantee longer loading times.

Because we offer end-to-end processes, our customers have access to all our partners and service providers across the whole of Europe via a single contact point. We are the only transport providers who have that coverage.

Can we expect further expansion to the international network?

SCHILLING ___ The key question for us is how do our customers benefit if we further expand our existing offer of "logistics services from a single source"? We focus on three things here: simpler service offerings, faster transport times and more extensive coverage. These three parameters are critical for us because our goal is to support our customers locally with our pan-European services and to further expand our offer to meet the needs of our customers. To that end, we are going to develop our international network in line with the logistics chain requirements of our customers.

Terminals and railports are important access points for customers. How are you strengthening this area?

PHOTO: KATRIN BINNER



network, we can offer intelligent and economical solutions. As a result, our customers benefit from shorter routes and faster local accessibility.

Competition has become more fierce on rail and between the various transport modes over the last few years. How is DB Cargo responding?

SCHILLING ___ That's true. Competition is getting tougher, and that's the case both for rail and intermodal transport operations. HGV currently enjoys the advantage of having enormous scope for reducing costs, especially in terms of staff and fuel.

We are responding in a number of ways. Firstly, with our Zukunft Bahn programme we are working intensively on our cost structure. Secondly, we are focusing on digitisation and innovative solutions in order to make further improvements to our services. Finally, we are making it easy for our customers to access even the most complex services.

The rail freight company represents something fundamentally positive: it is environmentally friendly, it is the backbone of industry in Europe, and it takes a heavy burden off our roads. Why is that message not getting through to the public?

SCHILLING ___ It's true that rail has a certain public image that we, unfortunately, have limited power to change. In rail freight transport, we are not as visible as

road-based HGV, but we do offer excellent services, which are simple and environmentally friendly. We, in the company, all know that customers, once they get to know us and use our services, appreciate and value what we do here.

With this knowledge, we are also approaching more new customers to get them interested and enthusiastic about rail. As we do that, we draw from the experience of working closely with various universities and other market players, which makes it easy for us to open up to even more sectors. Conversely, we are seeing that our excellent service offers are attracting more and more interest from customers who have, until now, relied on HGV. That brings with it advantages for us all. With more transport operations we can expand our network - and with a larger and denser network we can offer our customers even better services.

MULTIMODAL RAILPORTS

Railports offer access to rail for customers who do not have sidings of their own. Railport facilities are available across the whole of Europe, conveniently located to offer good transport links between road and rail. In each issue, *railways* presents a different railport and its services. In this issue, we feature the Nuremberg railport (see page 24).



A QUESTION OF UTILISATION

DB Cargo is making more wagons available for steel customers in Italy and is developing domestic traffic.

The single-wagon network depends on a strong system and high utilisation. That is one reason why DB Cargo is working particularly hard on increasing utilisation rates through new customers, and on improving the availability of wagons. The rail freight company's Italian sales division has made considerable efforts to expand inland transports for the Italian steel industry over the last twelve months. Until recently, the division relied 100 per cent on international transport operations that flowed in and out of Italy on the DB Cargo network from neighbouring European countries. Today, however, the DB Cargo Italia managers are using the wagons to improve the service they provide for domestic customers - and thereby transport more freight by rail.

"In the past, we've focused mainly on developing international transport operations by reloading the wagons coming in from the north. Today, we're using the capillary effect and the efficiency of the single-wagon network to offer national services that we've not been able to offer until now," says Massimiliano Caglio of the DB Cargo Steel Team in Novate Milanese. "The Italian network now offers the best transit times for national transport operations and the highest levels of wagon availability for our customers. This great result was achieved through close collaboration between Sales, Production and Wagon Management."

As a result of this change, DB Cargo has increased the volume of freight transported for the steel industry - which was previously around 600,000 tonnes a year - by around 50 per cent. The company expects to transport around 900,000 tonnes of steel products by rail through Italy or to customers abroad this year.

This growth was possible because the loaded wagons arriving from the north are now reloaded also for the domestic traffic. They are subsequently transported to other destinations in Italy, before leaving the country again and returning to DB Cargo's network in Germany. "This has allowed us to significantly improve the deployment of wagons in the Italian single-wagon network," says Caglio.

NEW CUSTOMERS AND MORE TRAFFIC IN THE NETWORK

The concept has been warmly received by customers. DB Cargo is now transporting coils from the port of Ravenna to Ospitaletto. From Korea, the high quality steel coils are transported to Italy by sea and are now shipped to rail on behalf of the Tecnoservices company.

It's a similar story for Santarella, a major trader of premium steel products based in Lombardy. With its single-wagon product, DB Cargo offers the company a great way of

accessing the rail network. Santarella transports steel scrap from Sacconago to Terni, where the metal is recycled and formed into stainless steel. The transport operation is carried out using wagons that originate from Germany and that are unloaded in the Brescia hub. The wagons are then loaded in Sacconago with scrap for Santarella and are transported to Terni, from where they return to Germany empty.

This transport operation has been in place for a while, but it is constantly being developed further. DB Cargo Italia has been able to integrate the Terni station even more firmly into the network. While Terni was initially only serviced by block trains, DB Cargo, in response to specific customer demand, now also transports empty wagons there for loading.

Working with another customer, DB Cargo has been able to reduce transport times by improving route management. Trains transport scrap from Lecco to Brescia on behalf of the Battazza company. "To achieve really fast transport times, we take the wagons directly to Cava Tigozzi and avoid the Chiasso hub, where we would normally bundle our single-wagon transport operations," explains Caglio.

Good figures for the first quarter of 2017 prove that the inland transport concept is on a solid footing. At least 10 per cent of all the steel transported by DB Cargo in Italy today is distributed in the country based on this model. **an** ■

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PHOTO: DEUTSCHE BAHN



Ten years ago Deutsche Bahn AG took over a small but agile rail company in Switzerland. That company's development into DB Cargo Schweiz is a true success story.

A question existing and potential customers often ask the dispatchers at DB Cargo Schweiz is: "Do you also transport containers?" The staff at the headquarters of the Swiss subsidiary of DB Cargo, Europe's biggest rail freight company, then answer with a smile: "If there are enough to fill a whole train then yes, of course." Not everyone can always get the service they're looking for from DB Cargo Schweiz – it's too small in comparison to major Swiss players such as SBB Cargo and BLS Cargo. But that will not be the case forever.

"We are responding like an agile speedboat that is still picking up on speed," says Managing Director Martin Brunner. With excellent prospects for rail, Switzerland is becoming quite a favourite with rail companies. The new Gotthard Base Tunnel and the New Railway Link through the Alps (NRLA) are already leading to a significant switch from road to rail. When the Ceneri Base Tunnel is completed in 2021, it will be possible to

transport even more intermodal freight by rail. DB Cargo Schweiz recorded a significant growth in turnover for the third year running in 2016, and planning for the coming year also gives cause for optimism. Over the past few years the company has also developed a team that is able to meet all the challenges it faces.

Around 60 members of staff, a third of those locomotive drivers and wagon technicians, are employed at the company headquarters in Glattbrugg and at other locations in Basel, Muttenz, Erstfeld, Bellinzona and Domodossola. The company's control cen-

tre ensures continuous operative production and transport management around the clock.

THE EUROPEAN NETWORK AS A BACKBONE

DB Cargo Schweiz emerged from Brunner Railway Services GmbH, which was founded in 2005. The company's success aroused the interest of the German rail freight company, which took over BRS shortly thereafter and changed its name to Railion Schweiz. Thanks to its extensive network, the company quick-

FULL SPEED AHEAD

PHOTO: DPA PICTURE ALLIANCE/CHRISTIAN BEUTLER

ly succeeded in positioning itself on the market for international single-wagon transport operations. Today, DB Cargo Schweiz is also strongly positioned in the block trains market and specialises in trans-Alpine transits via Gotthard, customer-focused rail logistics solutions and mineral oil transports. DB Cargo Schweiz has all the safety certifications required to make independent use of extensive parts of the Swiss normal-gauge network.

For international transport operations, DB Cargo Schweiz has access to the resources of DB Cargo's European network – including

the powerful multi-system locomotives, of which around 100 can be deployed in Switzerland. This offers DB Cargo the opportunity of producing trans-European transport operations from a single source in Switzerland in future. DB Cargo Schweiz will play an important part in that – and also offer container transports. *mb* ■

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GOTTHARD TUNNEL: crossing the Alps by rail is fast and environmentally friendly.

TEN YEARS OF DB CARGO SCHWEIZ

2005

Martin Brunner founds Brunner Railway Services GmbH (BRS). BRS operates international block trains to and from Switzerland, and establishes international partnerships.

2007

Railion Deutschland AG takes over BRS and changes its name to Railion Schweiz GmbH. A single-wagon network is established in Switzerland.

2010

The Xrail Allianz is founded and, in a related development, single-wagon transports are carried out again by state rail companies. Transfer of single-wagon transports to SBB Cargo.

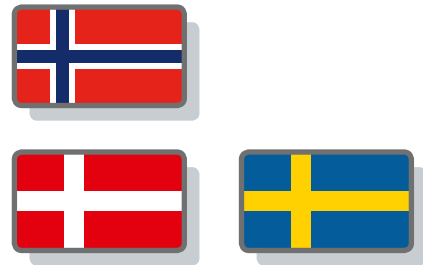
2012

Launch of Basel-Chiasso transit operations via Gotthard.

2015

DB Cargo Schweiz GmbH operates block trains in cross-border transport operations to and from Germany. The transport operations – both the transits through Switzerland, and import and exports to and from Switzerland – are continuously developed and expanded.

Through its work at the heart of Europe, DB Cargo Schweiz GmbH strengthens DB Cargo's European network.



NORWAY:
DB Cargo offers customers transport operations to the land of the fjords from a single source.



FASTER TRANSPORT TIMES TO THE HIGH NORTH

Time-consuming transhipments are a thing of the past for customers in Scandinavia. DB Cargo Denmark now offers customers transports to Norway and Sweden from a single source.

Red wine and tomatoes from Tuscany for Oslo. Mineral oil from Bergen for customers in central Europe. Steel and industrial freight to supply production plants across Europe – all these goods are transported safely and reliably by rail across the continent. All of DB Cargo's single-wagon transport operations are woven into one network that covers the whole of Europe.

Since summer 2016, DB Cargo customers in Norway and Sweden have also been able to benefit from this service. Those who previously lost a lot of time repeatedly transshipping goods in operations to Scandinavia can now make use of a fast, easy and economical solution developed by DB Cargo Denmark. Rather than transshipping the freight again to local service providers in Norway and Sweden, DB Cargo Denmark now organises the whole final leg all the way to the customer's door, including the crossing over the Skagerrak. Freight is transshipped to Danish HGV at the Aalborg railport. Via the ferry ports in northern Jutland they reach northern Scandinavia, where the final leg to the customer is carried

out by road using the same HGV without needing further transshipment.

The new concept has injected some dynamism into the Scandinavian logistics market because customers looking to transport freight to Norway or southern Sweden can now get an extremely competitive and fast quote from the European rail freight company compared to local providers. "Now that the port of Aalborg in Jutland has been connected to the European single-wagon network, we are able to offer our customers a range of new possibilities," explains Thomas Vestergaard, Head of Sales at DB Cargo in Denmark. Since the beginning of 2017, two trains per week have been operating between Fredericia in southern Denmark and Aalborg. Fredericia is linked to DB Cargo's European single-wagon network. "We can transport all kinds of containers," says Vestergaard. "Even swap bodies or trailers from Italy come from Aalborg and continue onwards to Norway and Sweden."

The potential for these transport operations is huge. It is mainly consumer goods that are transported to the region around Oslo, Norway's capital city. Industrial, steel and chemical products are transported to Westland, an important industrial region in Norway. And finally, the port of Bergen, which is serviced directly from Hirtshals, is an important destination for mineral oil transports thanks to the oil production and refining industry in the region.

"We are able to offer particularly competitive connections to the industrial country of

DB CARGO DENMARK

The Danish DB Cargo subsidiary was founded in 2009 and is responsible for all sales and customer contacts relating to rail-based logistics to and from Denmark. The company is organised into two departments. The single-wagon department is for customers who are looking for conventional wagon-load transport of freight such as steel or paper to and from their production sites. The intermodal department offers transport solutions via the two combi-terminals Høje Taastrup and Taulov to customers with swap bodies, trailers and containers.

www.dk.dbcargo.com



Norway," says Vestergaard. DB Cargo is thereby establishing a clear position for itself in the competitive market. "We now ship our own HGV to Norway complete with drivers, and we carry out the last mile ourselves," explains Vestergaard. *mb* ■

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IMPRESSIVE UPTURN FOR TRIMODAL HUB



Container Terminal Enns is being expanded further. With a new direct transport operation to Greece, the transshipment terminal is also positioning itself as an important link to south-eastern Europe.

Container Terminal Enns (CTE) in Upper Austria is becoming an important hub in DB Cargo's network. With around 210,000 transshipments (300,000 TEU), the facility has seen a significant growth in volume over the 2016 financial year. Furthermore, new services and digitised operating procedures are attracting new customers and more freight volume. As a result of this outstanding performance, the Austrian Ministry of Transport is making development funds available to further expand the facilities at CTE. The extent of the support provided by the agency confirms the importance of the Enns terminal in the central area of Upper Austria. Further development of the terminal is planned for 2018.

Since April 2017, a direct rail connection to Greece with the Cosco shipping company is offered up to three times a week via CTE. "The DB Schenker-operated train to Piraeus represents a significant expansion of the service offering to south-eastern Europe, and it has increased the attractiveness of our terminal as a transport option," explains the Managing Director of CTE, Michael Heinemann. The route leads from Enns to Piraeus via Slovakia, Serbia and Romania.

To cope with the additional volume of freight, new digitised processes have been introduced, delivering better efficiency and quality. With the FASTLANE pilot project, the operators are also introducing paperless HGV and rail dispatching at the terminal. "By handling operations through FASTLANE, we can reduce cycle times in the terminal and improve quality for our customers, especially at busy times," explains Otto Hawlicek, Managing Director of CTE. With "DigiTrans", CTE is the project partner for the automation of operating processes at the terminal. Working together with other part-

ners, it is developing and testing various automation options for equipment in terminals and logistics hubs.

Enns is not only positioning itself as the perfect hub for rail transport operations to south-eastern Europe, the terminal is also an important hub for transport operations from the northern and western ports to the Austrian market. The facility is located in one of Austria's most important economic centres and lies right on the main rail route to Vienna and Bratislava. With the connection to the Danube it offers transshipping options between rail, road and inland waterway vessel.

DB Cargo and Kaindl Invest KG have been operating the trimodal terminal since 1 April

2015. By reducing light and noise emissions in the terminal, CTE has been making an important contribution to environmental protection since it went into operation.

The Austrian Ministry for Transport, Innovation and Technology awarded CTE the 2015 State Prize for Mobility, with the connections established between the multimodal terminal and industrial centres across Europe being deemed particularly praiseworthy. *mb* ■

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ENNS: cargo is transhipped between road, rail and inland waterway vessels at the CTE.



PHOTOS: GETTY IMAGES; PROCK UND PROCKMARKTKOMMUNIKATION GMBH

» WE OFFER FLEXIBILITY TO MID-SIZED COMPANIES

The Regional Sales Division is an important link between customers and the DB Cargo network. Maarten de Ridder, Head of International Sales at DB Cargo, explains its role in supporting customers locally and what it can do for small and mid-sized companies.

INTERVIEW: Mirko Heinemann

Mr de Ridder, how has the role of the Regional Sales Division changed over the last few years?

DE RIDDER Up to around ten years ago we were mainly working with key accounts that brought large volumes to our network. This has changed. We are now increasingly also focusing on small and mid-sized customers. However, in comparison, these customers require more intensive support. The role of the Regional Sales Division is to provide that. Incidentally, that these customers need more support is perhaps even more true in other countries than it is in Germany. While in Germany it is the major industrial companies that have traditionally worked with rail freight transport, in other countries – such as Italy – we mainly deal with mid-sized structures.

How well known is DB Cargo in Europe?

DE RIDDER Deutsche Bahn is a well-known brand in Germany, and so is DB Cargo as a result. That's not yet the case in south-eastern Europe and Italy. We still need to raise our profile there and do much more to win customers. As a result, the role played by Regional Sales in Europe will become more and more important – providing highly customised customer support that is tailored to the structures in the relevant country.

How can DB Cargo support small and mid-sized companies?

DE RIDDER We are still a long way off having sidings everywhere – we don't always have direct access to rail. Instead we have an extensive network of railports and a single-wagon system that enables us to transport smaller shipments. To that end we offer our customers supplementary logistics services. We organise the initial and final legs by road all the way to the customer's door, often in close collaboration with colleagues at DB Schenker. We also offer supplementary services at the railports, such as interim storage, sorting pallets, repacking and commissioning cargo.

What is the role of the railports in this?

DE RIDDER As a rule, the railports are operated as independent companies. We work closely with the operators – for example, with our partner Cabooter in Blerick in the Netherlands. We send wagonloads of paper products from Italy to the Netherlands and the wagons are filled right to the top. At Cabooter, the freight is repacked and loaded onto pallets. They are then transported onwards to the stores to be sold.

What are the advantages of the single-wagon system for mid-sized companies?

DE RIDDER With single-wagon transport we have an open system that is available every day. On top of that, the wagons are available for flexible time periods. The customers can take delivery of the wagon and take their time to load or unload it, day or night. You don't have that kind of flexibility with a HGV driver. And of course we can also transport much heavier loads than HGV can. I should also mention the environmental aspect: an 80 per cent reduction in CO₂ emissions compared to HGV, and a huge burden taken off our roads.

Is it worth it for a small company to set up their own sidings?

DE RIDDER I'll give you an example. A company in southern Germany that exports paper to England for the packaging industry has, until now, been



PHOTO: DEUTSCHE BAHN

transshipping its cargo to rail via a local railport. In the past it has even transhipped its freight onto block trains going to Cuxhaven, where the freight was then loaded onto cargo ships. The customer has now become very fond of our single-wagon system because it gives them more flexibility and allows them to transport smaller volumes. To gain even more flexibility in future, the customer is now considering building their own sidings. We – the Regional Sales Division – are the customer's first point of contact for that. Any customer who is interested in building new sidings or reactivating closed sidings can come to us for advice. We liaise with the competent authorities – the government supports sidings with very attractive conditions.

How do you establish a close exchange with companies and industry sectors?

DE RIDDER In addition to face-to-face customer discussions, we are also represented at events organised by the chambers of industry and commerce. We

work with companies to organise presentations and hold networking meetings. We do this not only in Germany but across Europe, working with our partners in DB Cargo's national subsidiaries.

How do you get companies interested in your rail services?

DE RIDDER You can only do that when you have a personal relationship with them. We have to be honest and explain our business model to companies. We must make it clear to them that we are a large company in which all our staff collaborate to find solutions for our customers – we all pull together here.

REGIONAL SALES: THE LOCAL EXPERTS

The Regional Sales Division offers personal support locally – for companies of all sizes. The DB Cargo experts can offer advice on optimising logistics concepts, and they have links with associations, ports, rail companies, chambers of industry and commerce, and other regional partners. The Regional Sales staff have developed extensive knowledge of the region and its logistics facilities over many years, and they – in a personal dialogue with customers – develop and implement suitable solutions for the logistics challenges along the whole supply chain, reliably and from a single source. The Regional Sales Division also offers international support for customers across the whole of Europe.

Link to the direct points of contact in Germany: www.dbcargo.com/kontakte-national

Link to the direct points of contact in Europe: www.dbcargo.com/kontakte-international

Click on the Union Jack there to read the information in English.

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AN UNPARALLELED TRANSPORT ROUTE

Trans-Eurasia Logistics is adding new China-Europe routes to its network.

Managing rail journeys of over 12,000 kilometres is no easy undertaking. Yet the routes offered by DB Cargo between Asia and Europe for many years now have developed very successfully – and will be expanded further in future. “The train transports between China and Europe are still growing dynamically in 2017,” says Andre Hempel, CEO of Trans-Eurasia Logistics, or TEL. As an international operator, the company is benefiting from a strong market position and growing demand for container transports. The operator is expecting growth of up to 50 per cent for its European train products in 2017 compared to the previous year.

TEL, working in close collaboration with its partner Beijing Trans Eurasia International Logistics, is continuously developing new routes for transport operations between China and Europe. In addition to increasing the frequency of services from Duisburg and Hamburg, in April 2017 it also began offering the hub in Nuremberg as a non-stop service for public trains, with a weekly connection to more than 48 destinations to/from China.

“For transports to and from Poland and the Czech Republic we also have an additional hub in Swarzędz in the Poznań region,” adds Hempel. Customers have the option of using this hub for a weekly service to and from China.

TEL also carried out the first test transport operations for company trains to Budapest recently. Production in Europe is carried out on the basis of DB Cargo’s capacity, in close collaboration with the Intermodal Division and the national subsidiaries. *an* ■

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PHOTOS: XINHUA/FOTOFINDER.COM; DEUTSCHE BAHN

of Heilongjiang was managed by the Chinese automotive logistics experts Changjiu Logistics, the rail operator HAO Logistics and DB Cargo on its journey to the Belgian port of Zeebrugge. From there, however, the vehicles are not exported onwards by ship – they are delivered overland to customers and distribution centres around Europe.

“We are delighted to have been able to work with Changjiu and HAO to significantly expand the overland rail connection between China and Europe for the automotive industry. Other sectors of industry are also increasingly recognising the opportunities and advantages of the rail bridge between China and Europe, and we are expecting demand for this connection to grow strongly,” says Jens Nöldner, Managing Director of DB Cargo Logistics GmbH. On this route, rail freight transport is twice as fast as sea freight; the journey from northern China to the country’s seaports alone can often take up to three weeks. Furthermore, rail is half the price of

air freight, and it also represents a far more environmentally friendly option for car manufacturers.

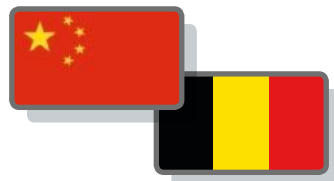
CHINA TURNS TO THE DB CARGO NETWORK

The intercontinental network is also receiving support from the Chinese. “Changjiu is pursuing a growth strategy in Europe, offering customers integrated solutions through logistics hubs, transport networks and creative value-added services. This can only be achieved in close collaboration with partners who have earned a solid reputation in their sector by offering the best possible service,” says Dr Chen Gang, Managing Director of Changjiu Logistics. “We strongly believe that DB Cargo will help us achieve our goals with its excellent European network and high profile.” Several trains a week, each carrying up to 200 vehicles, will now operate between China and Zeebrugge, and this

could rise to five trains a week before the end of the year.

The Volvo S90 vehicles are transported in containers using rack systems, and they cover the 9,800-kilometre journey between China and Europe via the northern route. Over the course of 18 to 20 days, the train passes through Russia, Belarus, Poland, Germany and Belgium. DB Cargo Logistics takes over responsibility for the train from the China–Russia border until it reaches Zeebrugge, but it works with Far East Landbridge (FELB) over the Russian part of the route. The DB Cargo subsidiaries in Poland and Germany carry out the European legs from the Poland–Belarus border in Brest, and partner company Lineas takes over the Belgian leg to the unloading terminal. *an* ■

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DB CARGO TRANSPORTS CARS FROM CHINA TO ZEEBRUGGE FOR VOLVO

DB Cargo is strengthening its global network with trains for the Swedish car manufacturer.

For DB Cargo, globalisation means making intercontinental supply chains possible. The rail routes between Europe and Asia are now important links in the supply chains of globally operating sectors of industry. Car manufacturers in particular are making use of fast and reliable rail connections in view of the volatility of sea freight.

The latest example of this is Volvo. The car manufacturer sent the first train carrying finished vehicles on its way from China to Europe in July 2017. The train from the Volvo plant in the north-eastern Chinese province

CELEBRATIONS: the train from China arrives in Belgium to complete its 10,000-kilometre journey.



SERVICE: Annette Wilms-Langer is responsible for customer-oriented solutions at the railport.



distances by rail with road transport. “With this and other railports, we offer our customers in the region the option of managing transport operations via the Europe-wide rail network, which helps keep supply chains as environmentally sustainable as possible,” says Annette Wilms-Langer, Regional Sales Nuremberg Spokesperson at DB Cargo. Thanks to its advantageous geographic position between east and west, and north and south, the rail freight company can provide its customers with advice on fast and flexible transport and logistics solutions.

The metropolitan region of Nuremberg is home to a working population of 1.9 million people, around 170,000 companies and a gross domestic product of €118 billion. The railport is located in one of Germany’s strongest economic regions – and is complemented by a similar facility in Regensburg.

The Nuremberg railport and its rail connections offer a good way of avoiding complex road transports, especially in cross-Alpine operations, and in operations to and from the Balkan states and the North Sea ports. The risk of delays caused by driving and resting times, border controls and traffic congestion is eliminated.

Furthermore, opting for rail not only means better sustainability and climate protection by reducing greenhouse gas emissions, it also leads to a significant easing of the traffic burden on roads. “Everything we tranship here from road to rail and vice versa was previously transported 100 per cent by road,” explains Knuth Radbruch, Head of the TRANSA office in Nuremberg, which operates the railport. “If we continue to grow as we have been doing, we will move 4,000 shipments from the roads onto rail this year.”

SUSTAINABLE BUILDING, SUSTAINABLE TRANSPORT OPERATIONS

The Nuremberg Railport is relatively new: the facility was built in 2012. A geothermal heating system ensures that the building – which can be heated to a temperature of 16 °C – is as sustainable as possible. With a surface area of 5,100 square metres, the facility offers space for thousands of tonnes of freight, which can be stacked up to a height of 10 metres, and for 1,200 pallets. There is also a 7,500-square-metre open-air warehouse on the site. Two 100-metre-long sidings provide the perfect connection to the rail network. Several heavy goods vehicles can be loaded and unloaded from the back and from the side on the facility’s ramps.

“Because we’re located directly next to the Nuremberg shunting station – which means

that no time-consuming close-range services are required – we can offer our customers a swift service and wagon assignment, and we can tranship freight immediately,” explains Radbruch. That is a huge advantage exploited by one drinks producer from northern Germany, for example. The customer sends their product by rail from Hamburg in the evening, and the freight is transhipped in Nuremberg the following morning and delivered to the distribution centres of the regional retailers.

The Nuremberg Railport is open for all sectors and industries. It was initially built for customers in the printing industry and it is still used to transport paper for newspapers such as *Süddeutsche Zeitung*, *Passauer Neue Presse* and *Nürnberger Nachrichten*. Today, however, the service is also used by companies from the coal and steel, construction and retail industries. Plasterboard for regional customers and steel sheets from Italy destined for various warehouses in Germany are stored in the railport. Because they are so big and heavy, one rail wagon can save up to three heavy goods vehicles on the roads. One major retailing group has integrated Nuremberg into its supply chains. Six wagons that have been filled in the logistics hub in Hamburg with goods from around the world arrive in Nuremberg twice a week. “By now we’re transshipping between 8,000 and 10,000 tonnes of freight every month,” reports Radbruch with pride. And that’s set to grow as

the company aims to provide customised solutions that satisfy the transport needs of customers. The Nuremberg team hopes this will attract new customers and offer a range of added-value services – from commissioning and packaging to quality controls.

INTEGRATED IN INTERNATIONAL SUPPLY CHAINS

The Nuremberg terminal’s latest coup is construction material from a regional manufacturer destined for the British market. Lorries deliver the press boards, which are transhipped onto rail and transported to Cuxhaven. From there, they sail to Immingham on the north-west coast of England. The press boards are then delivered to various construction sites across the UK – more than 750 tonnes of material per week is planned.

The railport plays an important role in this transport operation as an intersection between the various transport modes. “We have succeeded in establishing a strong position for ourselves because our network makes us a very economical prospect,” says Radbruch. “On top of that, our passionate and expert staff are working hard to deliver for the customer.” *an* ■

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PASSION FOR RAIL

The Nuremberg Railport provides access to rail for the metropolitan region.

Access to the rail network is available even without sidings – for example via one of the many railports operated by DB Cargo and its partners in Germany and across Europe. One of these is the Nuremberg Railport, operated by TRANSA Spedition.

The modern facility in the south of Nuremberg brings together the advantages of rail and HGV, and combines the economic transportation of high volumes over long



CAUTION: a member of staff loads material for the construction industry onto a wagon.

PHOTOS: DAVID HARTFIEL

ACCESS FROM A SINGLE SOURCE NUREMBERG RAILPORT

Surface area: approx. 5,100 square metres
Two sidings along the whole length of the hall
Warehouse height: 10 m

Floor loading: max. 20 tonnes per sq m
Temperature: heatable to 16 °C

SERVICES:
Direct transhipment
Paper logistics: delivery within a radius of 300 km on day of order, 120 Joloda HGV
Telematics systems
Cross-docking
Commissioning
Quality control
Packaging

LOGISTICS SOLUTIONS:
Charter fleet
Rail freight forwarding
Railport solutions
Logistics services
Project logistics
Customised solutions
In-house logistics
Procurement logistics

NOISE BUSTERS

Noise protection in action: 70 people in freight wagon maintenance are working hard every day to help make rail freight transport quieter. Every month they exchange thousands of old grey cast iron brake pads for quieter ones. “We are responsible for freight wagon repairs, overhauls and fixed-time maintenance,” says Mario Kolada, Head of the Freight Wagon Workshop. “That also includes exchanging the brake pads.” The Mannheim-based team repair up to 40 wagons a day. “In requirements-based maintenance we fix problems that become apparent at the freight station and that must be repaired quickly: loads that have shifted out of place, jammed sliding panels, hidden steps or worn brake pads,” explains Kolada.

Freight wagons are fitted with up to 32 brake pads to ensure they can come to a stop safely. Switching to the new, quieter brake pads is a simple job. After releasing a splint pin, a securing wedge has to be pulled out – the brake pads come free by themselves and can then be replaced. The whole process takes a total of around three hours, including the subsequent brake test.

The Mannheim staff work in a two-shift system five days a week. The workload is very high because of the workshop’s proximity to the rail freight station. When there are more damaged wagons to fix than planned, staff respond on a voluntary basis. “We have always worked with staff and the works council to find individual solutions in order to meet spikes in demand,” says Kolada. “Our staff is happy to do that. After all, we have to make sure that the work gets done.” *an* ■

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WOMEN AT WORK

PHOTO: OLIVER TJADEN

Together for more tranquility on the tracks (f. l. t. r.): Hubert Piegza (welding instructor), Benjamin Abert (production foreman), Timo Dammith (vehicle inspector and Mobile Wagon Service), Claudio Rappa (technician), Erik Bernhardt (apprentice specialist coordinator) and Michael Hohenadel (specialist).



LEAK EXERCISE: Making sure everyone knows what to do in case of a real emergency.

Safety Days in Poland: rail safety takes priority at DB Cargo Polska.

HANDLING HAZARDOUS GOODS SAFELY

When several parties are working together to complete huge numbers of transport journeys each day, it is vital that even the smallest incident is avoided – and every conceivable precautionary measure must be taken. That is the only way to ensure that everyone involved in the supply chain is able to act quickly and efficiently to protect people and the environment. Safety takes priority – especially in transport operations for the chemicals industry.

For that reason, DB Cargo Spedkol organised the Rail Safety Day event on 25 April 2017. The DB Cargo Polska subsidiary provided a railway track in the Silesian town of Kędzierzyn-Koźle, near Opole, for the safety exercises, which featured the simulation of an accident involving a tank wagon. In addition to DB Cargo Polska staff, personnel from the fire and emergency services also took part in the training session.

The exercise was split into a number of phases. To start with, a leakage was simulated in the tank wagon and a fire exercise was then carried out. On-site safety measures then followed, with staff members being evacuated and first aid provided to “victims”.

ACCIDENT EXERCISE: “casualties” are given emergency medical attention.



The aim of the exercise was to optimise the internal safety procedures in leakage and fire incidents in transport operations involving chemicals. All the stakeholders who have to cooperate in a real-life scenario had the opportunity to practise working together during the exercise. “DB Cargo Polska has been developing an advanced safety culture for many years. We are improving the qualifications of our staff, we’re optimising internal processes, and we’re carrying out a number of training and simulation exercises. Our aim is to offer our customers the highest possible levels of quality and safety,” explains Marek Staszek, CEO of DB Cargo Polska.

Tomasz Iwański, CEO of DB Cargo Spedkol, adds: “At DB Cargo Spedkol, the safety aspects of hazardous goods transports are given absolute priority.” All of the company’s staff have the required licences for hazardous goods transportation. DB Cargo Spedkol also works closely with external specialists such as the m/d/r/k Trusted Advisers Group.

At DB Cargo Polska, rail safety is a concern that goes well beyond the company itself. Through these regular Rail Safety Days, DB Cargo Polska is raising awareness of the issue among customers, staff and public officials working in all areas related to rail.

DB Cargo Polska has implemented comprehensive safety and maintenance management systems across the company and it is one of the first to have signed the Polish Office of Rail Freight Transport’s statement declaring its commitment to promoting and developing the safety culture in rail transport *mb* ■

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» IT’S NOT JUST FIGURES THAT COUNT, BUT ALSO OUR VALUES

The Polish Responsible Business Forum praises DB Cargo Polska again for its responsible business practices.

Social responsibility is a high priority at DB Cargo Polska so staff at Poland’s biggest private rail freight company were particularly proud when it was, for the second year running, included in the “Report on Responsible Business: Poland 2016. Good Practices”. The Polish Responsible Business Forum is a non-governmental organisation that highlights the issue of corporate social responsibility.

“Social responsibility is the direct result of our sustainability strategy. The growing number of initiatives within our company shows that the strategy is being implemented vigorously. We are therefore naturally very pleased that the Responsible Business Forum has recognised our efforts in this field,” says Katarzyna Marciniak of DB Cargo Polska. “We don’t just want to define our business through figures and business development, but also through our values.” This year’s edition of the report describes the actions taken by 180 companies in various sectors.

The examples of good practice cited in the report include solutions by DB Cargo. As part of the “**Helping hand/Kolej na Pomaganie**” project, for example, DB Cargo Polska organised a competition for ideas for voluntary work in 2016. Eleven voluntary initiatives of employees were selected and supported financially by DB Cargo Polska. They aimed at improving chances for children and the promotion of healthy lifestyle and ecology.

DB Cargo Polska’s **health and safety days** are a series of events aimed at promoting a healthy lifestyle and better safety. Last year the days were held under the motto “**Not just one day, but one whole month**”. As part of the project, staff members were given lemons and herbal teas to boost their immune systems.

A series of further training measures called “**Leon – advice from an eco-man**” focused on a number of different environmental issues, from waste sorting and voluntary work to improve the employees engagement and improve the eco-conscious habits, not only at work, but also at daily life.

One concrete example of an excellent environmental initiative was the **modernisation of the production hall in Rybnik**. Not only did the upgrade reduce energy costs and CO₂ emissions, it will also make the building six degrees warmer on average in winter.

The report is published for the 15th time this year, and it is the most comprehensive publication of its kind in the country. “All of our initiatives are aimed at raising and recognising the social capital in our company,” says Edyta Bracik of DB Cargo Polska.

You’ll find the full report online at: <http://odpowiedzialnybiznes.pl/publikacje/report-2016/> *an* ■



THE REPORT on responsible business practice in Poland highlights the best examples from 2016.

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»» DIVERSITY IS THE KEY

DB Cargo Polska is the first rail company in Poland to sign the diversity charter. Member of the Management Board for Human Resources Tamara Staniowska explains the importance of this move.

Ms Staniowska, what does diversity mean for DB Cargo Polska?

STANIOWSKA At DB Cargo Polska, diversity is one of the four objectives embedded in our strategy. Our activities in this area are aimed at developing a corporate culture that leads to increased satisfaction and improves social sustainability among members of staff. We show consideration for individual needs and abilities, and we're keen on creating a friendly and attractive workplace with a good work-life balance. This approach, incidentally, comes from the strategic orientation of DB as a whole.

What concrete steps have you taken in this regard?

STANIOWSKA By promoting diversity among employees, we offer all our staff the same development opportunities to train for a job with the rail company, no matter what age, company affiliation, nationality, sex, religion or physical condition. At the same time, we have to take into account the fact that the rail company must meet very strict law regulation requirements. We have therefore introduced a recruitment process that does not allow any restrictions based on sex, even in occupational fields dominated by men.

Why did you sign a charter on this?

STANIOWSKA The charter is an international initiative that is supported by the European Commission and it is already being implemented in a number of member states. The Polish Charter for Diversity was founded in 2012 and it has been signed by a large number of companies since then. By signing this charter, DB Cargo Polska is setting an example of a workplace that is free of prejudice. **an** ■

»» IT'S ALL ABOUT QUALITY

Once again in 2017, DB Cargo has carried out a survey asking its customers how satisfied they are with the rail company's services. Dr Jan Busch, Head of Sales Processes, is responsible for customer satisfaction at DB Cargo: here's his analysis of the results.

DB Cargo has carried out a survey to find out how satisfied customers are with the company's performance. What were the most important findings?

BUSCH Once again this year we had almost 1,000 respondents, with 800 of those from Germany. First of all I'd like to thank all those customers who took part in the survey! In terms of the results, I'm particularly pleased that customers noted an improvement in our core service – production performance – especially in our biggest market, Germany. That is also reflected in the overall satisfaction level, which has risen again. That really is a great result! Of course, we can't rest on our laurels. We have to and want to improve further, and demonstrate over and over again that we can fulfil the quality expectations of our customers. As it happens, in the summer months just after the survey in March/April, we were struggling again with our production quality – one of the factors being the effects of storm "Paul". The challenge is always the same: offering sustained and consistent high quality.

In addition to Germany, we also had very good results in a number of other countries, especially in Poland, where satisfaction rose to a very high level despite the difficult situation for transport operations to Russia. Of course, we've also used the results to identify areas where we need to improve. Customers clearly expect much better transport information and complaints management.

What conclusions is DB Cargo drawing from the survey?

BUSCH After the survey we proceed in three steps. Because many customers have given open feedback stating their name, the Key Account Managers can discuss and solve problems directly with them. That allows us to identify deeper issues and take concrete measures to solve them.

In a second step, once the survey is complete we go to all the sales and production divisions and we present the results sorted by division. We discuss the results and any measures to be taken with the managers responsible for those areas. After our last survey in 2015 we organised 27 workshops, at which more than 60 measures were decided upon. We're doing that again this year, focusing on the key issues of transport information and customer service. I've just come back

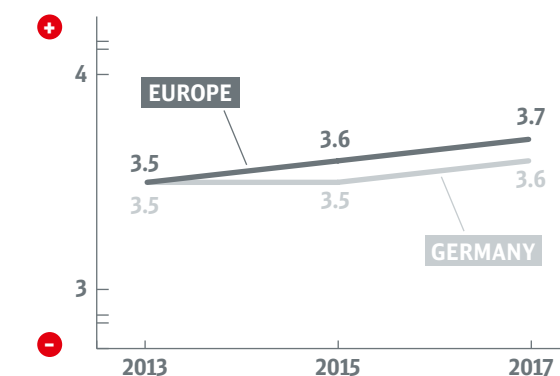


from the UK, for example, where we had discussions with the management about recruiting additional staff to strengthen the customer service team.

And, finally, on the level of DB Cargo and Deutsche Bahn, we're further developing our performance, for example through the Zukunft Bahn programme, the European Operations Centre, and investment in the latest locomotives and freight wagons.

How does DB Cargo conduct the customer satisfaction survey?

BUSCH This was the 19th customer survey – we've been doing it for almost 25 years now. In the beginning we did it annually, now we do it every two years. We have also adapted the method over the last few years, switching to the standard international 1-to-5 scale and making the survey much shorter. The reason for this is that a second step involving qualified one-on-one interviews and insight studies about the causes of any dissatisfaction reveal much more than a long standard questionnaire filled out by all the respondents. Our survey is multilingual – customers can complete it in one of eight languages. **an** ■



Customer satisfaction from 2013 to today: the scale ranges from very dissatisfied (1) to very satisfied (5).

» INNOVATION CAN BE SO EASY!

Jörg Schneider has brought to life an idea that is as ingenious as it is simple. The adhesive tarpaulin plaster cuts downtimes and improves wagon availability – and it fits easily into a case.



TARPAULIN PLASTER: the plaster is self-adhesive – simply peel off the protective film and press down onto the cleaned tarpaulin.

The wagon's plastic tarpaulin shines in the sun. A technician is examining a tear of a few centimetres in the tarpaulin, prodding it with his finger. The Hbis wagon is fitted with sliding panels made of plastic-coated textile tarpaulin. Even though the tarpaulin is extremely sturdy, carelessness during loading or transporting can lead to tears in the material. Jörg Schneider opens a case and takes out a patch. He peels off the protective film, places the patch over the tear, presses it down – and the “tarpaulin plaster” holds.

There's a long story behind what now looks so simple. The problem of tears developing in the tarpaulin as heavy goods are loaded or transported is a common one. “In those cases the customer rejects the wagons and asks for a replacement,” explains Jörg Schneider, Head of Development & Best Practices at DB Cargo. “That results in empty journeys and, in addition to the extra shunting work, in the worst case scenario the wagons are even taken to a workshop – all because of a small tear in the tarpaulin.”

It was necessary to find a practical solution to ensure that not every tear caused the wagons to be taken out of circulation for days or weeks. An adhesive patch that can be quickly applied by the mobile maintenance teams or by the customers themselves appeared to be the most obvious answer. However, the search for a robust and weather-proof sticker for use on the railways failed. “There simply wasn't anything on the market that worked,” says Jörg Schneider.

CUSTOMER-FOCUSED SOLUTION

What could they do? Give up? That was never an option. “We kept coming back to the issue – in the end it was a matter of finding a satisfactory solution for customers who are dependent on these special wagons,” says Iris Hilb, Head of Customer Service Centre, Wagon Management and IT Sales at DB Cargo. Schneider, who has a degree in engineering, persevered. He has been working for DB Cargo for ten years, most recently in the Asset & Technology division, and he has a broad network of contacts. The division is a kind of rail thinktank. They come up with solutions for the future and launch innovative projects, among them TechLOK, driving assistance systems and the automated stop-start system for locomotives. Colleagues there think beyond the limitations of today to develop solutions that will benefit our customers.

One basic issue that had to be resolved was the regulation of cargo securing. The loading

agent is responsible for the safety of the freight during loading onto the wagon, while the owner is responsible for the maintenance of the vehicle. Up until what point are small tears and holes in the tarpaulin an issue for cargo securing and at what point does it become a problem for maintenance? Jörg Schneider and his team came upon a solution-oriented approach and brushed away any concerns: “In the end it doesn't matter who's responsible. The most important question is how we are going to get to grips with the problem quickly and reliably.”

What might at first sound easy is nothing of the sort. The rail company is responsible for the safety of its vehicles so the plasters must withstand blazing sun, high-speed airflow and all types of weather. They must be resilient, easy to apply, and adhesive even on damp or dirty tarpaulin. “It's very different to putting a sticker on the back of your car,” says Schneider.

Schneider looked for an external service provider and worked with them on the solution. Several attempts were necessary before they found the right kind of plaster. At the same time, a technology team around Schneider worked on developing a special cleaning agent that makes it possible to remove the plaster in the workshop without leaving a

trace. An added bonus is that applying the plaster makes it easier to weld the tarpaulin later in the maintenance workshop.

EXTENSIVE APPLICATION

An extended trial involving selected customers from the steel industry was carried out in February 2017. DB Cargo's mobile maintenance teams also tested the plaster in practice. “We developed pragmatic solutions for vehicle deployment hand-in-hand here and we've tested the benefits on moving vehicles,” explains Stephan Strobel, Head of Wagon Demand Planning at DB Cargo. After the successful completion of the field test, there is nothing standing in the way now of extensive application of the new tarpaulin plaster.

“It's now possible to repair the tarpaulins quickly and easily, the freight is well protected and the wagons can continue on their journeys,” says Schneider happily. Small plaster, huge effect: the tarpaulin plaster improves wagon availability and saves the rail freight company thousands of empty-journey kilometres. “Sometimes,” says Schneider, “you're surprised how simple innovations can be.” *mb* ■



PHOTOS: NINA FALAUS

The plaster case

The case contains 30 individually packed plasters in three different sizes, including a cleaning cloth. The packaging material for the plaster is biodegradable. There is also a short instruction manual in five languages. Customers store the case at their loading bays. When required, staff working for the customer and the rail freight company can take one or more of the plasters and apply them to the wagon tarpaulin as a temporary measure. The case for mobile maintenance teams contains 90 plasters and a spray bottle with cleaning agent and a cloth.





HELPFUL INSIGHT FROM THE OUTSIDE

Marketing expert Professor Klaus Backhaus has been supporting the rail freight company for more than a quarter of a century.

INTERVIEW: ___ Axel Novak

Professor Backhaus, you've been carrying out research on marketing both on and for DB Cargo for the last 25 years. What have you observed over the last few years?

BACKHAUS ___ Our unit conducts applied research, looking for answers to specific questions relating to all aspects of rail freight transport. We deal with operational issues such as analyses of single-wagon transport, as well as with strategic issues such as how to develop rail freight transport or sustainable products that are marketed as "eco solutions".

Over the last few years we've done a lot of work on combined transport (CT) and the issue of moving traffic onto the railways. We're keen to understand why some customers use CT and rail – and why others don't.

Other important topics for us include customer satisfaction and the Pulse Check, which is currently being developed – these are short satisfaction assessments that are incorporated into certain transport packages.

Over the past few years we've repeatedly emphasised that – in addition to "instrumental" issues – the corporate culture is very important if you want to successfully implement new approaches. That's why, in current projects, we're looking into the potential for initiating changes in the corporate culture as a means of improving customer and market orientation.

Improving market orientation? What exactly do you mean by that?

BACKHAUS ___ Market orientation is a comprehensive concept in company management. It's not just a question of finding out what the customer wants. Market orientation really means understanding the customer and including them in your own planning processes. This is based on the insight that many customers make a long-term commitment to rail and rail freight transport, and they therefore want to play an active part in planning and designing the service in order to find appropriate solutions for their supply chains. Market orientation is something that has to be lived, breathed and implemented at all levels of the company if it's going to work. Market-oriented company management is a cultural characteristic in a business and must be understood as a cross-functional concept.

That also means recognising, for example, that production or purchasing must be just as customer oriented as sales.

What has DB Cargo achieved in that regard over the last few years? And how has the research unit contributed to that?

BACKHAUS ___ We have carried out a number of projects and DB Cargo has benefited from those results: firstly, because the company has been able to implement concrete measures, and secondly because we

25 YEARS OF JOINT RESEARCH

The Research Unit for Rail Freight Marketing (FGVM) was established at the Westfälische Wilhelms-Universität Münster more than 25 years ago to look for solutions to issues relating to all aspects of rail freight transport. The research unit has carried out projects on a range of different topics over the years. As part of the KUBUS programme, for example, they explored the factors that made a successful market segmentation possible. The current "Market Orientation" project focuses on how changes in corporate culture can help to integrate customers more in planning processes.

have been able to support the company on strategic issues by providing scientific analyses. These concrete measures have included the regular customer satisfaction survey, which we developed together many years ago. On strategic issues we were often able, through independent surveys of current and potential customers, to offer an important new perspective and challenge long-held assumptions.

We always make sure that the research unit produces scientifically sound results and we attach great importance to ensuring that the rail company has no influence on them.

What is it that makes rail freight transport irreplaceable – and so special?

BACKHAUS ___ Rail is an incredibly efficient mode of transport, and it offers a high degree of plannability, safety and reliability.

Rail is also far more environmentally friendly than HGV. In terms of climate policy, rail is an important factor in reducing CO₂ emissions in the transport sector.

PHOTO: CHRISTOPH STEINWEG

However, rail freight transport is facing two types of challenges. The first is people's concepts of rail-based transport: the idea that services run from one station to another are outdated. Today, it's no longer about those kinds of connections – you can have genuine door-to-door transport operations because there has been a move towards smaller lot sizes.

Then, going beyond that, there are external challenges such as political and legal factors. On international routes rail is, in theory, unbeatable. The longer the journey, the more efficient rail becomes. Yet rail does not always come out on top on long-distance routes. This is sometimes down to technical and infrastructure factors, which the rail company has limited powers to change.

What trends and developments are you expecting to see in rail freight transport?

BACKHAUS ___ The most important trend is digitisation. It's going to change rail freight transport and DB, and it will have unforeseeable consequences. IT will become more and more important as the basis for all processes – and the data available to companies will become more important as a result.

So, for example, tracking solutions are offered as standard in certain sectors these days. However, for many customers it's enough to know when exactly a wagon will be arriving at their plant. The key here is to provide the customer with the information they need, while also giving them the option – if they want it – of receiving more detailed information about the progress of their shipment.

In your opinion, where is the greatest need for further research in the field of rail freight transport?

BACKHAUS ___ Non-customers are a key issue, in my opinion. What exactly are the drivers and barriers for these customers not to be transporting their freight by rail? We also need to carry out detailed research on their performance requirements.

What do you personally find so fascinating about the rail freight company that has kept you researching it for more than 25 years?

BACKHAUS ___ In the beginning I simply identified a gap in the market, a research gap. B2B marketing – which includes rail freight transport – was and is designed very differently in certain ways to B2C marketing, e.g. for passenger transport. I then quickly specialised in this B2B sector and conducted several studies, and that's how Deutsche Bahn came to hear of me. Following that we joined forces and established the Research Unit for Rail Freight Marketing in order to drive things forward in this field – both in terms of theory and practice.

DESIGNING THE FUTURE

Jan Daniel, Thomas Görtz and Timm Schorsch of DB Cargo Logistics are working on smart data solutions for rail-based logistics. They are looking for ways to use large volumes of data to predict (customer) needs, intelligently combine transport flows, and revolutionise in-house empty-wagon dispatching by means of a prescriptive solution – a complex undertaking!

From the outside, the semi-detached building in Kelsterbach is perfectly inconspicuous – you'd never guess that it houses a team that is forging the future of rail-based logistics. The town on the south-western periphery of Frankfurt am Main is home to DB Cargo Logistics' Sales Division, which manages transport operations for the automotive industry and other customers. That is a challenging task, with the market becoming increasingly volatile. The range of models and varieties offered by the car manufacturers is growing, as are the expectations of end customers and the demands made of the logistics service providers. This presents DB Cargo, Europe's best-performing rail freight company, and its Logistics Division with exciting challenges because both are directly integrated into the production processes of a number of car manufacturers as part of the supply chain.

"We rail logistics service providers operate in an area of tension," explains Dr Jan Daniel, who – as the Head of Product Management at DB Cargo Logistics – works at the point of intersection between the sales and customer requirements and their implementation. "On the one hand, we have the requirements of the customer, who wants maximum flexibility and clear predictions regarding collection

A SMART TEAM: Thomas Görtz, Jan Daniel and Timm Schorsch (from left) are working on the future of rail logistics.

PHOTO: NINA FALAUS

and delivery times. On the other hand, we have the European network with all its incalculable factors: cross-border transport operations and new challenges, such as the weather, every day.”

On top of that, there are the special requirements of the automotive industry, with its volatile flows of goods, a highly globalised production process with suppliers from all over the world, and the high degree of customisation of the product range. The car manufacturers expect maximum flexibility from their supply chains. They are reducing their inventories, and individual parts have to be delivered to the production plants on time – inter-plant trains therefore have to be synchronised very precisely with the production plans. The innovative logistics concepts being developed here by DB Cargo Logistics in collaboration with customers from the automotive industry go far beyond the German national border – they encompass DB Cargo’s entire European network.

That network is enormous: DB Cargo, represented by national subsidiaries in 17 European countries, has more than 75,000 freight wagons of various kinds. Most freight wagons are used in transport operations across Europe and further afield – in block trains, as single wagons or in combined transport operations. They also cover very different route lengths – from short distances in the marshalling yard and regional routes to journeys that take them all the way to Denmark, Spain and even China. A few hundred metres, 2,000 metres or 12,000 kilometres.

A BRIGHT FUTURE

As you can probably imagine, when working on such scales, it is not always easy to meet all expectations, for example in terms of the precision of empty-wagon provision. When an empty freight wagon has been requested, a specific kind of wagon is supposed to be standing in a specific place by a specific time. If it were possible to gather together all the data on all freight wagons, a standardised picture could be produced, which would, in turn, allow you to draw conclusions regarding transport and provisioning times – and thereby make it possible to reliably predict deployment. “That’s the challenge we’ve taken on, that’s the point of departure for our smart intelligence world,” explains Jan Daniel.

Dr Daniel is using cutting-edge hardware and software technologies to create a digital map of the network. He has formed an expert team and has employed two specialists in “data science” – the name for turning raw data into useful information.

Apart from the fact that they all work at DB Cargo Logistics in Kelsterbach, the three heads of the team, Dr Jan Daniel, Dr Thomas Görtz and Timm Schorsch, are united by their passion for complex challenges. Other than that they are very different. The mathematician Dr Thomas Görtz, Team Leader in Innovation & Data Analytics at DB Cargo Logistics, is responsible for the theoretical and implementation aspect. He works closely with the experts from the specialist departments to develop theoretical models, which he then implements in practice with the aid of powerful algorithms.

Timm Schorsch, Head of Network Logistics & Innovation, has plenty of practical experience, gathered over many years working in Production at DB Cargo and during periods abroad in Romania and the UK. He serves as the point of contact with Sales, and is responsible for the topics of innovation culture and interdisciplinary collaboration – his passions! An important aspect of that is the development of innovative working structures. “The modus operandi, the way we work together, has changed a lot over the last few years,” explains Schorsch. Ideas can be sketched out quickly on smart boards, and they are then discussed in the in-house lab, a suitably equipped conference room. “Our communication methods have also evolved,” says Schorsch. Rather than using “manager-speak”, they stick to clear and precise language. The team thus avoids getting stuck in a rut and becoming bogged down in old methods.

“A new work culture has manifested itself here,” confirms Dr Jan Daniel, who, as the Head of Product Management, coordinates and organises the team, and drives it forward like an engine. Dr Daniel describes his team as a “fast dinghy” that goes on ahead to see what possibilities may lie ahead, while the group is like a heavy tanker that needs time to change course. With their various functions and areas of responsibilities, the three men have different perspectives on the logistical challenges they are tackling. And that is a positive thing because it is the only way of getting agile and innovative processes off the ground.

Dr Thomas Görtz’s first task was to create a usable pool of data from DB Cargo Logistics’ unstructured data. “In the beginning I spent most of my time filtering through the pile of data looking for the stuff that could offer the company added value, then feeding that in

in the right format and structuring it properly,” recalls Dr Görtz. The data that DB Cargo Logistics has at its disposal comes in a huge range of formats – some of it useful, some less so.

Before this data can be used, it must be fully digitised. To give a simple example: dispatching a freight wagon. When and where was it dispatched? What type of wagon was it? When was the freight wagon delivered to which customer, when was it loaded and when was it collected again? What was the transport time? When was it assigned to which train in which marshalling yard? For how long was it waiting there? When did it cross which national border? All this data comes from different sources and must be transformed into a standardised, readable format.

But how do you then interpret the data intelligently to derive standardised statements from them, for example with regard to day-specific capacity planning? Simply calculate the annual value, then divide that by the number of months, weeks or days? “That wouldn’t work for us, it just doesn’t take into consideration the complexity of day-specific transport operations,” says Görtz. He chose a different approach, looking



Dr Thomas Görtz explains the algorithms.



A NEW WORK CULTURE HAS MANIFESTED ITSELF HERE.

DR JAN DANIEL

at historical values over the last few years on a daily basis, and working out on which days what percentage of the full-year value is generated. “Dr Görtz thereby developed a special seasonalisation logic that we now use at DB Cargo Logistics for various purposes,” explains Jan Daniel. An algorithm calculates a current prediction for a certain day, taking historical data into account as well as holidays, bank holidays and other factors such as the weather. The more data you feed in, the more accurate the prediction will be.

When you listen to the experts talk, you get an idea of the enormous complexity of the transport and data flows that are channelled into trains through algorithms. Take, for ex-

ample, capacity requirements management, which will improve empty-wagon provision: “Dispatching Real-time Optimisation” is the name of the project that has set itself the ambitious aim of revolutionising internal empty-wagon dispatching. In future, the developed solution will support dispatchers in real time with cost-optimised action recommendations on the dispatching decisions they need to make. Moreover, full transparency about all the relevant indicators and developments is provided via an overhauled user interface, simplifying the dispatchers’ work.

Timm Schorsch cites an example from sales practice. “In the past, when there was a danger of empty-wagon provisioning breaking down for a customer, short-notice dispatching measures would often have to be taken. With the aid of this data pool we will, in future, be able to generate a view of the loading site provision up to 72 hours in advance.” Dispatchers will know well beforehand if a shortage of empty wagons is expected at a certain location, and they can get in touch with the customer at an early stage.

The system is about to be introduced in day-to-day operations. “We are currently in

the test phase,” explains Dr Jan Daniel. The quality of the machine-generated dispatching decisions is largely down to the prediction quality of the ETA (Estimated Time of Arrival) calculated for each wagon. The system’s precision will improve further when more DB Cargo Logistics wagons are fitted with GPS receivers. The data held about the freight wagons will be more precise, the predictions more accurate.

The great thing about smart data solutions is that once the data has been gathered and organised, a new universe of possibilities opens up. Or, as Jan Daniel says: “It’s a new world.” A world in which the full potential of rail can be realised because one of its supposed weaknesses, namely its complexity, is transformed into a strength. It is a world for people with a passion for the railways, who can at last demonstrate to the world what can be achieved with rail. **mb** ■

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BUNDLING ADVANTAGES: mega-trailers cover long distances by rail. The initial and final legs are completed by road.



With a brand new concept, DB Cargo Logistics moves cross-border deliveries for Volkswagen to rail.

INNOVATIVE AND PLANNABLE - FOR VOLKSWAGEN

On 12 June, DB Cargo Logistics' automotive experts celebrated an important "first". Just as the sun was rising, a reach-stacker in the Braunschweig terminal lifted a HGV mega-trailer up from one of the rail company's double-pocket wagons and set it down on the road. Then, a HGV tractor unit rolled up, attached the trailer and drove it to the Volkswagen plant in Wolfsburg. The trailer had previously been loaded onto the wagon in Hungary and transported to Braunschweig by DB Cargo trains. It contained car parts from the Volkswagen Group's cross-dock in Malacky near Bratislava, where supplies from south-eastern Europe are bundled and transported onwards to the Volkswagen Group's production sites.

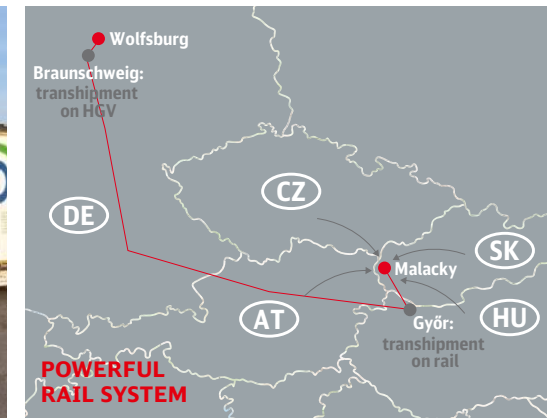
It was the first test transport operation carried out jointly by DB Cargo Logistics, Volkswagen Group Logistics, the Wolfsburg Plant

PHOTOS: FRANZ BISCHOF

MISSION ACCOMPLISHED: the team is thrilled about the successful test transports.



MARKETS & INNOVATIONS



Logistics and the CS Cargo Slovakia a.s. freight forwarding company. "The first transport operations have proven once again the advantages of rail over long distances," explains Gunnar Grahlmann, Key Account Manager at DB Cargo Logistics. "We offer Volkswagen and its service providers a major advantage - HGV drivers are currently in short supply. With us, the trailer can cover most of the route by rail, and the freight forwarder can deploy their driving personnel more efficiently. It also helps reduce CO₂ emissions."

Adjustments had already been made to the logistics concepts at Volkswagen before the project started. Volkswagen opened its Konzern Consolidation Centre (KCC) in Malacky in 2016 - an interim storage facility with warehouse space totalling 19,000 square metres that is serviced by 540 suppliers from four neighbouring countries. Small lorries bring the parts from the suppliers to the KCC, where the freight is bundled and loaded onto larger lorries. Tractor units then transport the trailers to the car group's European plants via the continental motorway system. One of Volkswagen's biggest production sites is the Wolfsburg plant. Several heavy goods vehicles belonging to the CS Cargo freight forwarding company arrive there every day.

The logistics experts worked out a new, viable concept together. Under this system, the mega-trailers are transported from KCC Malacky to the Hungarian city of Győr, a journey of around one hour. There, DB Cargo Hungária processes transport operations for Audi's production plant at its own terminal. The mega-trailers are then reloaded onto the rail company's T3000 double-pocket wagons and fed into the daily train service for Audi. DB Cargo also has its own terminal in Braunschweig, allowing mega-trailers to be quickly transhipped there. "That means we can design the processes from terminal to terminal ourselves within the DB Cargo group," says

Grahlmann. "In addition to the terminal staff, my colleagues from DB Schenker Rail Service in Bratislava, from the DB Cargo production divisions and from Customer Service in Duisburg all carried out their work with great professionalism. I'm thrilled about the commitment shown, even going beyond normal working hours - I couldn't have asked for more."

Through its increased use of combined transport, Volkswagen is looking not only to achieve a more stable and reliable logistics process, but also to improve its environmental performance. The car company is also drawing overwhelmingly positive interim conclusions. Matthias Braun, Head of Planning Network and Site Projects notes: "The test phase has shown that rail can also come into play in the demanding KCC main legs. However, before we can turn the pilot into a regular process, it will be necessary to make significant changes to the supply process because production is currently set up for HGV, which is far more flexible. To achieve broad acceptance of combined transport you need economic viability and back-up systems that can be relied on when the regular process grinds to a halt."

From September 2017, DB Cargo is planning to make greater use of CargoBeamer wagons, which have a special technology that allows them to transport non-cranable mega-trailers. In addition to expanding the cooperation between DB Cargo and CargoBeamer, the possibility of using the Wolfsburg Freight Transport Centre as an additional unloading option in the Wolfsburg plant is also being investigated. Thanks to these measures, the logistics partner is benefiting again from further improvements in flexibility. **mb**

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THE NETWORK TO SPAIN

A smart solution for industrial customers: mega-trailers transported through France on pocket wagons.

Combining the strength of the European network with innovative solutions – that is how DB Cargo hopes to attract industrial customers with a new product linking Germany and France. “From next year, we’re planning to transport large semi-trailers on pocket wagons by rail,” explains Andreas Weiss from DB Cargo Logistics GmbH’s Sales & Operations Centre. “With fewer and fewer new customers having access to sidings of their own, this concept is the perfect way of combining road and rail.”

The journey from Saarbrücken to Perpignan at the foot of the Pyrenees is just under 1,000 kilometres. Where previously it was only trains and lorries tearing along the roads and railways, DB Cargo Logistics is now planning to combine the two transport modes. At the Perpignan Saint Charles Terminal, the trailers are attached to tractor units again, and continue by road towards their destination in Spain.

FLEXIBILITY IN INTERNATIONAL TRANSPORT OPERATIONS

The reason why DB Cargo has launched this development is the requirements of the automotive industry, which relies on rail to

connect plants and supplier sites in Western Europe with those on the Iberian Peninsula. However, automotive customers are looking for greater flexibility so that they can better respond to market fluctuations. “We therefore got together in various groups and thought long and hard about what alternatives might be open to us on the corridor,” said Weiss. “Since DB has never had a solution involving mega-trailers on pocket wagons, we decided to develop one, thereby expanding our potential customer base.”

DB Cargo Logistics is drawing on vast experience and expertise to do this. The company’s logistics experts already manage Opel’s complete inter-plant network all the way to Spain. Mega-combis travel from Eisenach to Saragossa, with DB Cargo Logistics

working closely with the Spanish subsidiary Transfesa. However, this involves one major problem: the Spanish regulations governing the use of mega-combis on roads are different to those in Germany. Carrying out the initial and final legs by road is forbidden in Germany, which means that a number of potentials in stock transports as well as additional supplier transports cannot be realised. In addition, trains have to be re-axed in Cerbère on the border between France and Spain, which often takes a long time.

COMPLEX APPROVAL PROCESS

One of the main issues of the Perpignan project is completing the complex approval

process in France, which is necessary to establish the exact sections via which the pocket wagons can travel. Despite initial challenges, DB Cargo Logistics is optimistic that it, together with the French subsidiary ECR, will be able to offer an innovative and efficient train system from 2018 onwards.

“We have had to plan and carry out a whole range of tests,” explains Weiss. Test transports started in mid-March 2017 and yielded very promising results, with trains completing the journey to Perpignan in 15 hours.

DB Cargo Logistics has found the ideal partner for this project in the Dutch transport service provider Ewals Cargo Care – one of the leading European HGV freight forwarders in the field of combined transport.

Weiss says: “Thanks to its large fleet of cranes and gantry cranes and strong presence on the Iberian Peninsula, Ewals is the perfect partner. In return, they benefit from our train solution – it’s a win-win situation on both sides.” ■

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PERPIGNAN: the city in southern France is the gateway to Spain for DB Cargo.

TRANSHIPMENT: gantry cranes lift heavy mega-trailers onto the wagons.



PHOTOS: ADOBE STOCK; DEUTSCHE BAHN



COKE DELIVERIES TO THE UKRAINE

DB Cargo Polska offers logistics services from a single source for coke transports to the Ukraine.

1,500

tonnes of coke were transported each week on a block train from the Częstochowa coke plant in Silesia to the Ukraine, which is sourcing coke in this way to replace missing shipments from the eastern part of the country. Transport operations such as this one are usually very time-consuming, not only due to the national border between Poland and the Ukraine and the associated bureaucracy, but also due to a difference in track width. While the trains in Poland run on the standard central European gauge, the railways in the Ukraine – like the ones in Russia – are 85 millimetres wider than in western Europe.

However, DB Cargo Spedkol can switch to the wide gauge in the Silesian city of Sławków because a wide-gauge rail line runs from its terminal all the way to the Polish-Ukrainian border. This is how the company manages the transport operations: block trains travel from the Częstochowa coke plant on a standard gauge to the terminal in Sławków where DB Cargo Spedkol tranships the whole load onto a wide-gauge train.

Soon thereafter the journey continues over the 400 kilometres to Hrubieszów station on the Polish-Ukrainian border, where a Ukrainian rail company takes over responsibility for the train and further distribution around the country. No need for craning the cargo onto new trains and no time lost on complex border formalities: DB Cargo Sped-



TRANSHIPPING COKE: the cargo is reloaded from the standard European gauge to wide gauge on the Polish-Ukrainian border.

kol condenses all the necessary documents for the block train transport operation from start to finish in a single letter.

“The cooperation within the DB Cargo Polska group brings with it the advantage that customers receive comprehensive logistics services from a single source,” explains Tomasz Iwański, CEO of DB Cargo Spedkol. “We go beyond traction, and bundle our various areas of expertise to offer our customers a wide range of additional services – from administrative formalities and settlement to transhipment.” In this case the additional services also cover empty wagon management, monitoring of the transports, delivery updates for the customer, wagons weighing, and organising customs clearance, which is also carried out in Sławków.

Weighing, loading, unloading, transhipping, tracking, organising customs clearance – all these additional services are, of course, also available to other customers, explains Tomasz Iwański. “We provide a flexible service that is customized to the individual needs and requirements of the customer.” The DB Cargo Polska group’s promise to those who make use of its synergies is great service at competitive prices. **mb** ■

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THE SEAPORT DISTRIBUTOR

The marshalling yard in Maschen near Hamburg was opened 40 years ago. Today, it is still Germany’s largest, and the second largest in the world.

Seven is the magic number at the Maschen marshalling yard. The facility spans a length of seven kilometres, it is 700 metres at its widest point, and 7/7/77 was chosen as the date for its official opening. The station, which is located to the south of Hamburg, covers an area of 280 hectares and is Europe’s largest marshalling yard and the second largest in the world, after Bailey Yard in the US state of Nebraska. When Maschen opened, it replaced five obsolete shunting facilities in the Hamburg region. Planning the facility took seven years and the first parts of the new station were linked to the rail network in 1977. It would be another three years before the whole facility was fully operational.

Maschen is the most important hub between the German seaports and the hinterland. A large percentage of the trains arriving here come from or are going to Hamburg or Bremerhaven, as well as trains to and from Scandinavia. The wagons are uncoupled in Maschen and put together in new trains that then continue towards their destinations around Europe. The sheer enormity of the site is impressive: 16 linked tracks in two sets of reception sidings, one set of sorting sidings with 48 and one set of departure sidings with 40 tracks are needed to marshal the trains – these are also called “ladder tracks”. At the narrowest point, they are linked by a single track that leads over a three-metre-high hump.

Because northbound and southbound transport operations are handled in Maschen, the station has two shunting systems: one for the north-south direction and the other for south-north. There are two entry and two exit areas. Around a dozen hump shunting foremen work here in shifts. From the signal box of Europe’s largest train marshalling facility, they direct the wagons that roll down from the hump and form them into new trains. Until recently they did this

from a large control desk, from which the marshalling yard points were operated. When the Maschen facility was built, it was an unparalleled achievement in terms of automated technology. Today, everything is fully digitised.

The facility has more than 29 bridges, 272 kilometres of shunting track and 54 buildings with 243,000 cubic metres of converted space. Up to 110 incoming and outgoing trains every working day bring up to 3,500

wagons into the facility daily. Approximately 700 DB Cargo staff work here around the clock. In 2002, a central dispatch centre replaced the previous system, under which each direction was handled separately. Freight wagon maintenance became a combined workshop for locomotives and wagons in 2004. Then, between 2009 and 2014, the station as a whole underwent extensive renovation and partial rebuilding, and the track system and control and management technology were brought up to date. Happy birthday, Maschen! **mb** ■

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PHOTOS: FOTOWIDZENIE.PL; AUF WIND-LUFTBILDER/VISUM

IN DEMAND

A STEADY HAND AT 90 MILES AN HOUR

The Royal Mail in the UK has chosen a railways-inspired painting by the artist and DB Cargo UK employee Ian Cryer to go on a special stamp. His painting of postal staff working aboard the last ever Travelling Post Office (TPO) is now part of the Royal Mail Heritage: Transport Post & Go stamp series.

Mr Cryer, how do you feel about having your painting chosen by the Royal Mail for its Post & Go series of stamps?

CRYER It is an honour to see my work recreated on a stamp. The stamp series has also been created to mark the 500th anniversary of the Royal Mail, which makes it even more special.

How did the picture come about?

CRYER I created the original in 2003 after hearing that the Travelling Post Office services were ending. I painted the picture at 90 mph as the train travelled from Plymouth to Bristol. It was a truly impressive



British postal workers sort mail during the journey.

scene but keeping a steady hand at that speed was a real challenge! I completed the picture in the Royal Mail sidings in Bristol as the night-shift workers were taking a break. A commemorative print of the painting was presented to over 500 members of staff when the TPO services were terminated in 2004.

Not only are you an artist, you also work at DB Cargo UK ...

CRYER I've worked as a guard at DB Cargo UK for the last eleven years. I've been a lifelong rail enthusiast so it's wonderful to also combine this interest with painting. I have painted a number of different railway scenes and also illustrated and wrote the children's book series 'Rachael the Railway Horse'.

How do you balance your artistic activities and your work at DB Cargo UK?

CRYER By combining my job at DB Cargo UK with my artistic work I can observe things from the inside. It's a little like what the famous artist William Turner did when he tied himself to a ship's mast during a storm to experience his painting subject at close hand.

Where can we see your work?

CRYER My work is currently on exhibition at the M1 Gallery in Greenwich, including the original painting of the last Travelling Post Office. *an* ■

To find out more, visit www.iancryer.co.uk

GO FIGURE!

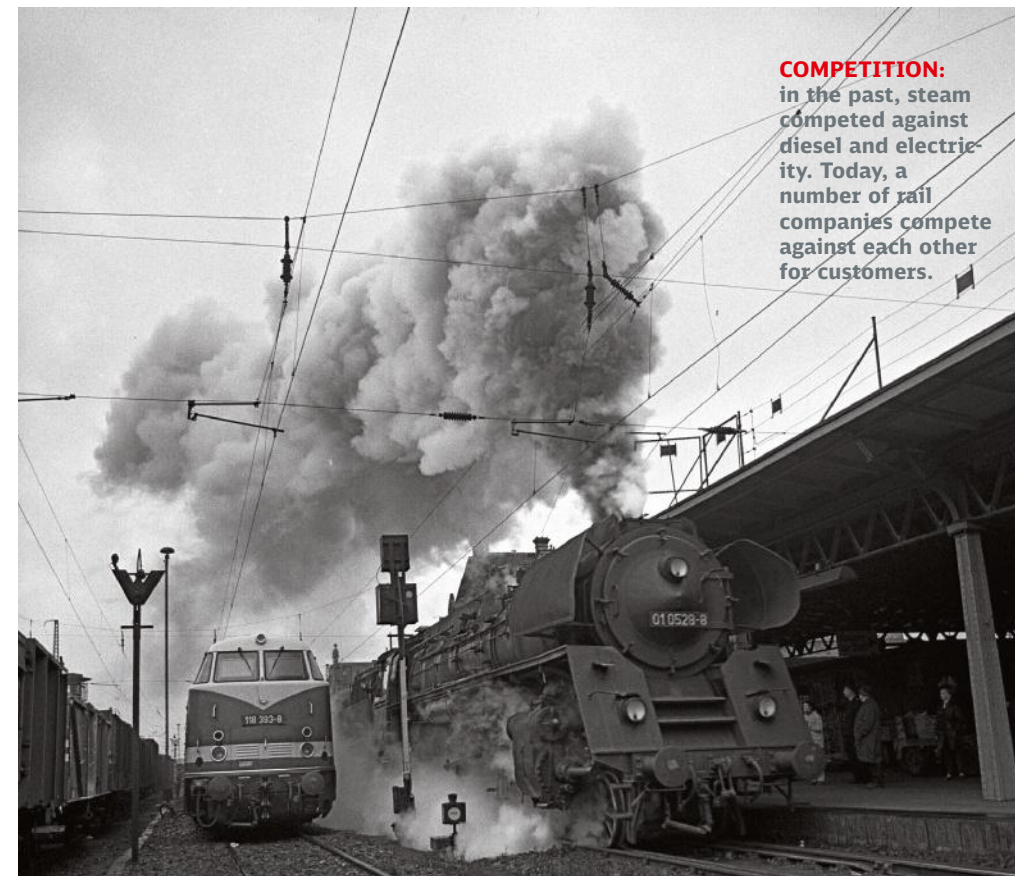
16,536

This is the length of the UK rail network in kilometres. The UK has 16,536 kilometres of standard-gauge tracks, and of those 12,591 kilometres are at least double-track. The tracks, stations and signals are owned by the not-for-profit company Network Rail. Rail freight transport is fully commercialised and none of the various operators receive state subsidies. The British rail network is the oldest in the world: the first line was opened in 1825. *mb* ■

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SIGN OF THE TIMES



COMPETITION: in the past, steam competed against diesel and electricity. Today, a number of rail companies compete against each other for customers.

COMPETITION STRENGTHENS THE RAILWAYS

There is no doubt that reunification marked a new beginning for the Germans. The same is true for the railway operators of the two states – even if that was from necessity. Both the Bundesbahn (West Germany) and the Reichsbahn (East Germany) suffered as a result of excessive administration costs, inefficiency and dwindling importance. Within two years of unification, the transport figures of the GDR Reichsbahn had collapsed by two-thirds in passenger transport and by three-quarters in freight transport. The West German Bundesbahn was also performing badly. With the advance of private motorised transport, the company had continuously lost market share over the previous 40 years.

The rail reforms of 1993 were introduced to remedy this situation. The two main aims were, first, to bring more traffic back to the railways. Second, to reduce the burden on the federal budget. The rail reforms opened up the rail network to competition as a means of strengthening the position of rail in the competition against other modes of transport. DB's infrastructure and transport divisions were separated in order to guarantee equal access to DB's rail network for all rail companies in Germany. Today, the Federal Cartel Office, the Federal Network Agency and the Federal Railway Authority are responsible for making sure that the railways are a level playing field. As a result, more than 380 rail transport companies use the DB network today. With its annual competition report, DB plays its part in ensuring transparency.

The rail freight sector has also long been subject to intense competition. However, the chief competitor of Europe's rail freight companies does not travel by rail: HGV has been gaining market share recently, not least because of falling energy prices. *mh* ■

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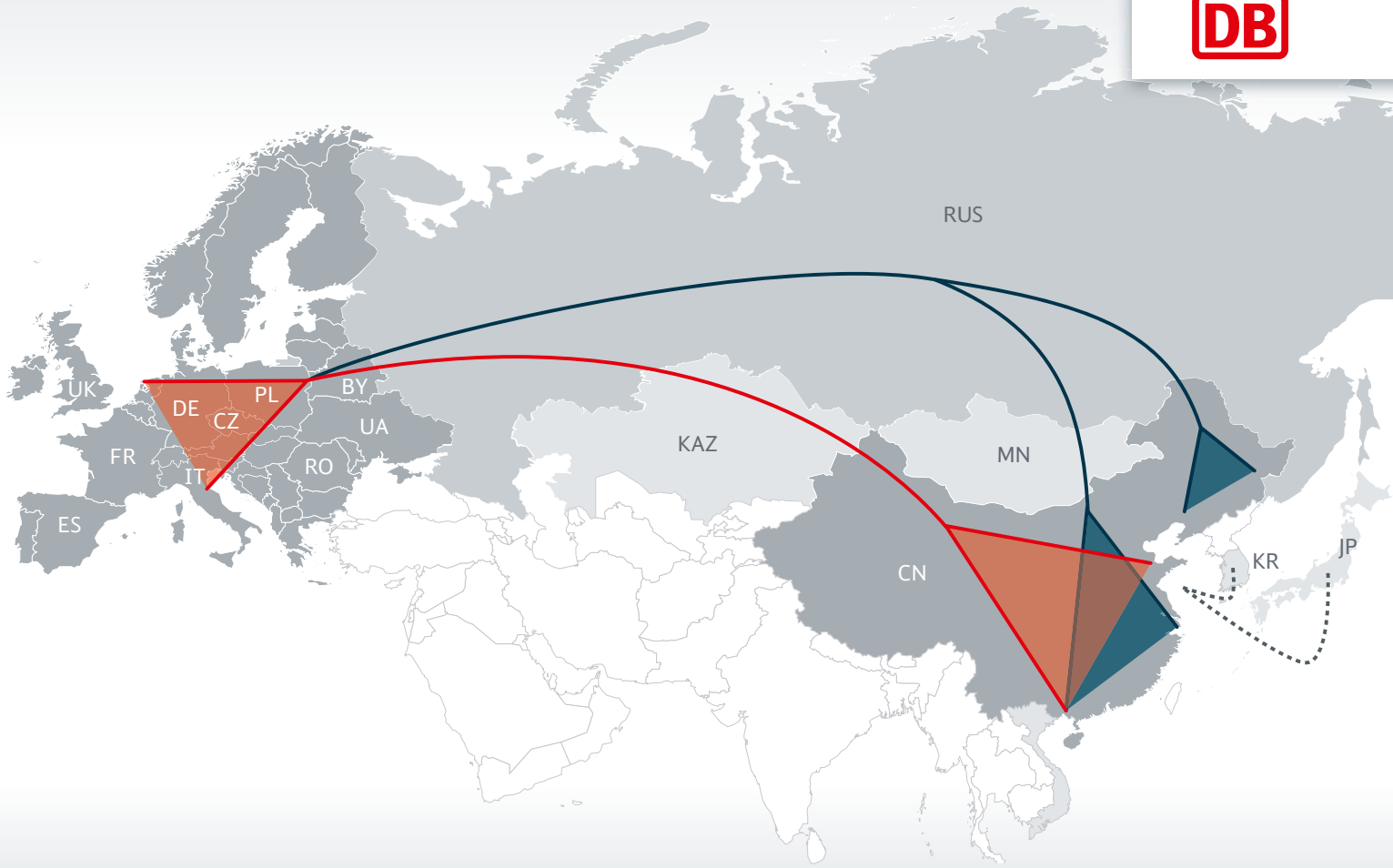
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