

railways

The customer magazine of DB Cargo



03/19



FOCUS

As our favourite customer, our Lieblingskunde, we will do much more than just move trains for you, so that your cargo can get reliably from A to B. Personalised consultation, transport and additional services make up the basic framework of our offering.

→ Page 10

— Fully automated stacker cranes transport pallets to and from picking stations at Unilever's distribution hub in Heilbronn.



Editorial



Dear Readers,

The core of our portfolio is clearly defined: our reliable and sustainable transport services move our customers' goods from A to B, be it in Europe or anywhere else in the world. However, as logistics experts, we are able to offer much more. Some of these extra services are available long before a train even leaves the station, others focus on activities away from the tracks, while some kick in when the actual transport is concluded. Not forgetting, of course, the many services we perform while a train is on the move.

Claims like these can perhaps sound a bit abstract, but this edition of railways demonstrates just how we put them into practice. The solution we created for our customer Unilever involves the full range of services – from consulting and transport operations to support activities and additional extras.

We also take a look at our new office in Antwerp, which enables us to provide our customers with support that is even more closely tailored to their specific needs. And, in another article, we visit our DB Cargo lab in Duisburg, which is dedicated to developing digital services for – and with – our customers.

I hope you enjoy reading our magazine.

Yours,

A handwritten signature in black ink, appearing to read 'Pierre Timmermans'. The signature is fluid and cursive.

Pierre Timmermans
Board Member for Sales and Marketing, DB Cargo AG

Lieblings- kunde

03/19

- 02**
Editorial
- 04**
Contents
- 06**
News
- 08**
Trade-fair review
Four eventful days. Impressions from the transport logistic 2019 trade fair in Munich.
- FOCUS**
- 10**
Complete package
DB Cargo provides the entire range of services for Unilever.
- 19**
More than just train travel
DB Cargo's entire portfolio of services in four pillars.
- 20**
Consulting in Belgium
New office in Antwerp for customer support which is even more personalised.
- 22**
Teamwork on the tracks
From Turkey to Sweden – BSH home appliances cross many national borders.
- 24**
Sophisticated logistics
Targeted delivery management compensates for Jacob Bek GmbH's limited storage space.
- 26**
Done in just a few clicks
DB Cargo's digital services are being developed at the Lab in Duisburg.
- 30**
To the last mile
Capacity display for the entire transport chain with TFG Transfracht and box2rail.



1 — Working closely together ensures that everything runs smoothly for time-critical transports, such as for Unilever.

2 — *Digital solutions are developed for and with customers at the DB Cargo Lab in Duisburg.*



CUSTOMERS & MARKETS

32

Growing multimodal steel logistics

An extended railport network puts cargo from the steel sector on rail.

36

Sustainable with every fibre

Lenzing AG makes eco-friendly textile fibres from wood from the Bavarian State Forestry Department.

41

Efficient use of all resources

DB Cargo brings paper and cardboard packaging to the whole of Europe for Metsä Board.

44

For the enjoyment of rail freight transport

Export vehicles go by rail first when heading overseas.

46

Forward, water!

Every week, DB Cargo transports 600,000 litres of ViO products by block train for Coca-Cola.

50

New combinations

How Swedish furniture gets from Thuringia to Switzerland.

52

Just in sequence to the plant

Dynamic transport concept opens up new manufacturing capacities for Škoda.



NEWSLETTER

Visit our website and subscribe to our newsletter:

www.dbcargo.com/newsletteranmeldung

INNOVATIONS & SOLUTIONS

54

Done and dusted

Filter dust from Badische Stahlwerke is now taken by rail to be recycled.

58

Just what is the job of ...

... the Head of the Logistics Centre in Maschen?

59

Looking ahead & publishing details

3 — *Strict safety and hygiene standards apply when bottling mineral water.*

Our customer magazine won a gold at the FOX AWARDS in the "Transport and Logistics: external communication" category.



50 YEARS OF TRANSFRACHT

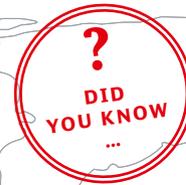
Closing in on the millionth container



The history of TFG Transfracht illustrates how seaport hinterland services have been transformed over the past 50 years.

Founded in 1969, the wholly owned DB Cargo subsidiary transported some 6,000 TEU containers between Germany's ports and hinterland bases during its first full year of operation, 1970. Today, volumes have increased to 950,000 TEUs, and the company plans to break the one million mark in 2019, the year of its 50th birthday.

It continues to be as innovative and forward-looking as ever. At the start of June, it added a new capacity display option for lorries to its www.box2rail.com booking platform. This parallels the data display that was already available for rail connections, and its inclusion means that "box2rail 2.0" now provides an overview of the entire transport chain's capacity. •



that Deutsche Bahn will use nothing but

100 %

renewable power by 2038?

that Deutsche Bahn will hire

100

thousand people over the next few years?

CUSTOMER SURVEY



Constructive criticism

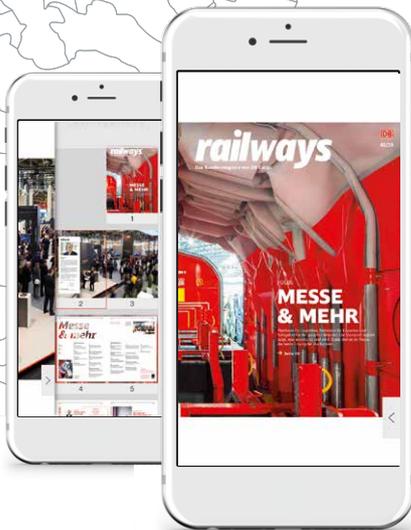
Things are not easy in the highly competitive logistics market. Extreme weather conditions and the constant shortage of skilled workers are compounding an already difficult situation, as the findings of our latest customer survey also reveal. While customer satisfaction remains unchanged from 2018's score of 3.4 (on a scale of 1 = very dissatisfied to 5 = completely satisfied), the respondents have made it clear what they want from us: a better flow of information, greater reliability/higher quality, and customer/consulting services that are more target-focused. We will use the results of the survey to identify specific areas for action that will enable DB Cargo to further improve its performance going forward. We could not do this without your help and that of the almost 850 survey participants around Europe. •

CONTRACT EXTENDED

Volkswagen to continue using DB Cargo services in Russia

DB Cargo Logistics GmbH has once again won the Europe-wide tender for handling Volkswagen AG's materials transports to Russia. The contract is due to run until April 2021. In 2007, the rail freight operator started transporting car parts from Wolfsburg in Germany and Škoda's Mladá Boleslav plant in the Czech Republic to the Russian factories at Nizhny Novgorod and Kaluga, where they are assembled to produce finished vehicles. Final assembly in Russia does away with the need to pay high import duties and luxury taxes that would substantially increase vehicle prices.

The popularity of these Russian-made Volkswagens means that the carmaker expects sales figures to increase in the years ahead. Key account manager Michael Gaschütz has managed the relationship with Volkswagen from the very start, and he describes the new challenges facing DB Cargo Logistics as car sales grow: "Our trains use the Belarusian border station at Brest, where the containers are transferred to broad gauge wagons. This border crossing is now a transport hub on the New Silk Road. We have stable processes at Brest, and have secured sufficient capacity so that we can continue to offer Volkswagen fast and frictionless connections." •



NEW APP

railways for Android and iOS

Paperless and always up-to-date: our customer magazine is now available in a new app that can be downloaded for free from the Apple and Google Play stores. Simply go to the app store for your phone and search for "DB Cargo".

Once you have installed the app, you can browse every single edition of railways back as far as August 2016. The app has a range of handy options, such as a page overview that lets you jump to a specific article and a full text search. You can also add bookmarks that you can later relocate using an overview page or the integrated filter function.

The settings also let you choose if you want the app to download new content whenever it becomes available or to wait until your phone is connected to a Wi-Fi network. •

Never miss another edition of railways. Get the app here:



Android



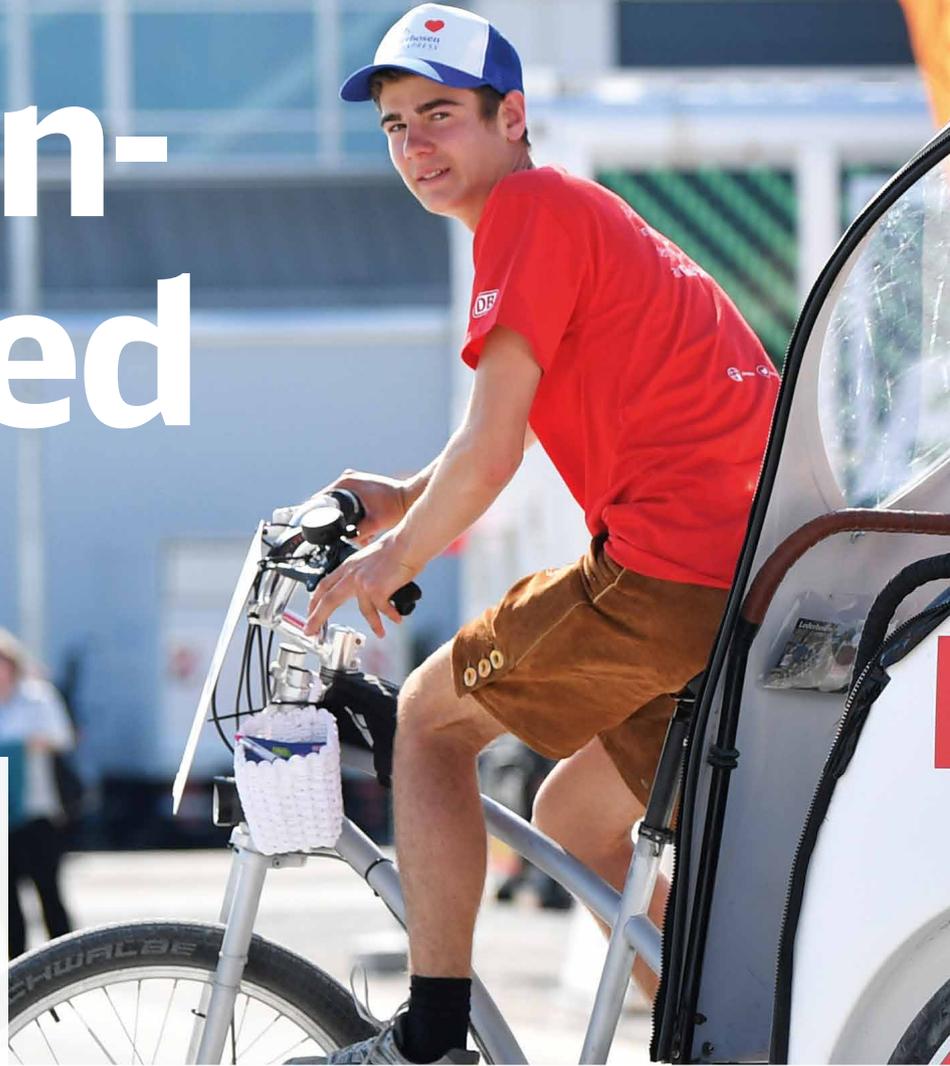
iOS

Four action-packed days

The DB Cargo team had the opportunity to spend four brilliant days at the transport logistic trade fair in Munich. Consisting of 35 people in total, our crew handled over 1,000 talks with customers and potential business partners. The topics were wide-ranging, covering everything from the new link2rail platform and our telematics features and sensors to the new product modules at Intermodal Sales and the innovative freight wagons in the outdoor area.

With temperatures in Munich hovering around 30°C, three rickshaws operating in the outdoor exhibition area ensured visitors weren't overwhelmed by the heat as they took in the trade fair. In the evening, there was a real party atmosphere at the event grounds.

All in all, it was a very positive experience, so it's not surprising that we're looking forward to the next trade fair in two years' time. ●





Trade
fair
Facts

2,374

exhibitors from 63 countries

64,000

visitors from 125 countries

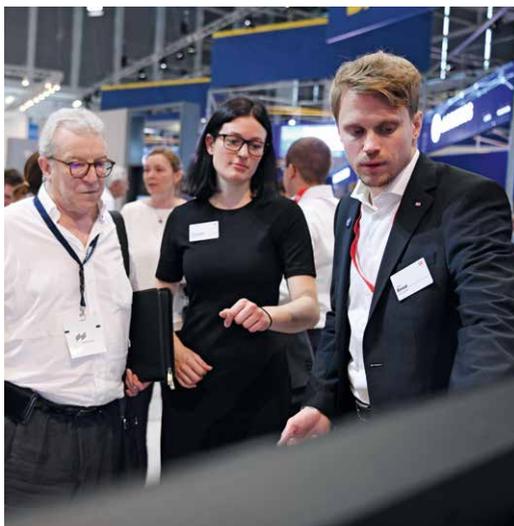
125,000

square metres of exhibition
space in 10 halls and in the
outdoor display area

The next transport logistic fair
will take place on

4-7

May 2021.



Complete

— *Unilever-Haus in Hamburg's Hafencity district has been Unilever Deutschland's HQ since 2009.*



package

Every day, 2.5 billion people around the globe use Unilever's products. The Dutch-British corporation markets over 400 different brands, making it one of the most important brand manufacturers in the world. At least one Unilever product can be found in 70% of German homes, thanks to smooth-running supply chains. To make sure everything arrives just in time, logistics experts such as DB Cargo start their work long before an actual delivery is scheduled to take place.



THE ROUTE

Fast overnight services are used to transport freight 600 kilometres from Heilbronn via Mannheim to Maschen.



These trains are managed from the “control tower” in Freilassing, near Munich.

In this day and age, few things would seem more unnatural than the idea of going to a supermarket and seeing nothing but empty shelves. Most people simply take it for granted that the things they want to buy are always ready and waiting for them. Consumer goods in particular are assumed to be always available. If the things we use each and every day aren't available, the impact is instantaneous. This is particularly true of foodstuffs. These expectations represent a tremendous challenge for manufacturers and logistics companies alike, and they can only address this task by working together.

Despite being Europe's largest rail freight operator, even an experienced logistics service provider like DB Cargo knows that transporting products for one of the world's largest consumer goods manufacturers is a complex

undertaking. As a result, experts from each side meet for detailed discussions when preparing each new transportation service. One result of this came in November 2018, when DB Cargo started operating a new link for food items on the corridor between Heilbronn and northern Germany on behalf of the brand group. Heilbronn is Unilever's central foodstuffs distribution hub in Germany. Christian Heinrichs, a logistics manager at Unilever Deutschland, says, “For us, the Heilbronn base is the central point of our food business in Germany, so we need a reliable logistics partner there.” The Heilbronn hub has been in operation for 46 years. A few years ago, the corporation started stepping up the volume of freight earmarked for distribution by train.

For the new link, this meant transporting items such as the packet soup and potato dumplings produced by familiar Unilever brands such as Knorr and Pfanni. Even though these goods are not highly perishable, the supply chain has to ensure smooth movement across a large number of different locations in order to meet the journey time constraints of the retail sectors. Karsten Rotter is a key account manager at DB Cargo, and he brings the full range of his experience as a consultant to bear in this logistical challenge.

Collaborative consulting from the very beginning

Rotter says: “As part of this logistics solution, we not only handle the rail-based transportation of goods from the Heilbronn railport to DB Cargo's logistics centre in Maschen, but we have also assumed responsibility for trans-



7 out of 10

households make use of at least one Unilever product



1 — *In motion:* 4,500 pallets are packed and dispatched every day at the Heilbronn distribution hub.

2 — *In talks:* Karsten Rotter from DB Cargo and Christian Heinrichs from Unilever.

3 — *In countless homes:* Unilever's products are available in over 190 countries.

4 — *In charge:* Johannes Herrmann manages customer transports for Unilever in Germany.

shipment and for managing first and last-mile transportation by lorry. We are in charge of everything from the moment freight enters our system at Unilever's base in Heilbronn to its arrival at the distribution centres used by the group's various retail customers and supermarket chains. What Unilever has entrusted to us is something where time and volumes play a central role."

At Unilever Deutschland, Johannes Herrmann is responsible for customer transport services. He says: "We started negotiations with DB Cargo back in 2012. Building on those talks, we collectively designed an intermodal concept that was, at the time, unique in the fast-moving consumer goods (FMCG) segment. Quick communications, little bureaucracy and an atmos-

phere of partnership made it clear that we had made the right decision, which is why we want to stick with this concept and widen its scope."

The new contract saw DB Cargo take charge of transporting full and partial container loads from the food distribution centre in Heilbronn to the collection warehouses used by Unilever's customers far way in the northernmost regions of Germany. "Working on their own, the various retailers then handle the business of restocking their outlets - these could be a mid-range supermarket in Kiel or a discount supermarket in Hamburg", says Rotter.

Once a day, the DB Cargo staff working with Unilever get the group's transport orders, which detail the specific needs of different retail customers. At its food distribution centre, Unilever performs order picking and gets the pallets of items ready for

UNILEVER THE INTERNATIONAL CORPORATION

Unilever's origins go back as far as 1837, when Frenchman Gustave de Milly was granted a permit to manufacture stearin candles and soap. Today, the group sells its products in 190 countries around the world.

161 tsd.
EMPLOYEES

€ 53.7 bn
TURNOVER

400+
BRANDS

300
PRODUCTION SITES



5

5 — At high-bay warehouses, a fully automated system brings pallets to the picking stations.

6 — Good operations planning is half the battle at the Heilbronn hub, Freilassing control tower and Maschen.

7 — Items go from the warehouse bays to the picking station, and from there to lorries for the first leg of the journey.



► collection. “Our contacts at the Freilassing control tower then use online platforms to reserve a slot for lorry deliveries to the retail customers’ various collection points”, Rotter elaborates. At Maschen, DB Cargo can rely on a pool of experienced hauliers that each have specific postcode-based catchment areas.

The unloading deadlines at the retail outlets, i.e. when a lorry must definitely reach its destination, are of central importance if the goods are to be accepted. “The only reason we can plan lorry deliveries from Maschen when taking an order on is because the main leg of the delivery process by train is so reliable and stable.” Volumes vary month by month over the course of the year, which poses another challenge for operations. “When asparagus season starts in Germany, shops need to have enough of Knorr’s hollandaise sauce on the shelves, so we suddenly start shipping far more of this particular product”, explains Heinrichs. “Staff at the control tower tackle these issues each and every day”, Rotter declares proudly.



“Our Heilbronn base is the central point of our food business in Germany, so we need a reliable logistics partner there.”

CHRISTIAN HEINRICHS
Logistics Manager, Unilever Deutschland

44

pallet spaces available in every freight wagon

These coordinators not only take individual orders of different sizes and assemble them into complete loads for dispatching by freight wagon, but they also make use of parallel lorry services for some freight if this is necessary. It is precisely this all-encompassing logistical challenge that Karsten Rotter likes so much about Unilever: “Most people only think we are in the rail freight business, but this solution gives us the chance to show that we deploy the full range of transport services.”

Because every second counts in the FMCG sector, the transport concept created by Rotter and his colleagues relies on fast, overnight rail connections to cover the largest section of the delivery route.

Overnight connections at the core

The procedure follows a routine. Unilever’s customers place their orders with the food distribution centre in Heilbronn. The items are picked at the warehouse in the morning and brought to the Heilbronn railport by lorry.

There they are transferred to freight wagons, before the train departs for Maschen at about 6 pm. It travels through the night and arrives at its northern terminus in the early afternoon. The goods are loaded onto lorries for the last section of the journey to the retailers’ distribution centres. Each freight wagon can accommodate 44 pallets, so the 132 pallet positions provided by three freight wagons makes it possible to optimise the transportation of a host of different consignments. This corresponds to the same volume as four lorries, and there are five departures every week. All in all, it means a substantial reduction in road traffic. Karsten Rotter: “The nighttime connection that this classic door-to-door solution uses is what makes it possible to deliver freight within the 48 hours stipulated by customers.”

48 hours for goods to get to the shelves of customers’ distribution depots? For logistics operators, time is of crucial importance in the FMCG segment, but everything runs smoothly for Unilever. Johannes Herrmann can confirm this: “We are able to plan ▶





8 — Karsten Rotter and Christian Heinrichs examine the pallets earmarked for distribution throughout Germany's northernmost regions from Maschen.

9 — The Maschen logistics centre sees the transit of 200,000 pallets every year.

10 — One of its advantages is its excellent location in the middle of the Maschen marshalling yard.



A CLOSER LOOK

The Maschen logistics centre opened in 2013. Jörn Kallas played a major part in establishing the base, and the idea behind it was to ensure the continued employment of staff who, for various reasons, were no longer able to work in the track area of the Maschen marshalling yard. A former warehouse with a loading dock was converted into an intermodal logistics centre that now handles the transshipment (lorry to train and vice-versa) of food and non-food items. Kallas' permanent team consists of five people who cover two shifts that last from 5:30 am to 9 pm.

► deliveries by train with almost as much flexibility as lorries, but trains are considerably more reliable when it comes to avoiding traffic problems and providing transport capacities." For DB Cargo, the Unilever service represents another step towards becoming the lead logistics provider (LLP) that handles the entire logistics chain and can easily resolve disruptions to its just-in-time deliveries by falling back on lorries. Stephanie Reinert, head of DB Cargo's sales and operations centre for consumer goods, says, "Time really

is of the essence when goods are dispatched to retailers. We have to be fast if we want to keep up with things, but this is not a problem thanks to the multimodal logistics base in Maschen."

Maschen logistics centre: a hub for services

With an excellent location in the heart of Europe's largest marshalling yard, the Maschen logistics centre delivers quick processing and a range of other services that benefit Unilever as a cus-

tommer. Rotter elaborates: "Occasionally, a pallet can be damaged during transportation from Heilbronn to Maschen, such as during the process of loading or unloading. We can rectify this in Maschen by ensuring that loading is done correctly or by re-wrapping the pallet so that the goods are in flawless condition when they arrive at the retailers."

“The nighttime connection that this classic door-to-door solution uses is what makes it possible to deliver freight within the 48 hours stipulated by customers.”

KARSTEN ROTTER

Key Account Manager, Sales & Operations
Centre Consumer Goods, DB Cargo

In addition, incoming freight can be temporarily warehoused on-site if necessary. Rotter says: “Normally, we can’t do something like this because of timing. This logistics centre focuses purely on cross-docking, i.e. goods arrive and then leave again straight away on lorries. But if need be, we can hold onto freight for several hours.”

Sustainable service for positive CO₂ balance by 2030

Unilever had one key requirement for the new connection: the transport had to be sustainable and economical at the same time. The group stipulated that this factor had to be included in the preliminary consultation process. When designing the tailored logistics concept, this specification underpinned the work of Karsten Rotter and his colleagues: “Working with our colleagues at the control tower, we came up with a customer-specific solution for Unilever that optimised loading capacities.” The solution works so well that the corporation is now consigning more freight to rail services and, as a con- ▶





“Thanks to the multimodal transport solution we provide, we have helped Unilever to substantially reduce CO₂ emissions throughout the entire transport chain.”

STEPHANIE REINERT

Head of Sales & Operations Centre for Consumer Goods, DB Cargo



11

▶ sequence, cutting back on its use of lorries.

Assessing the situation, Reinert says: “The multimodal transport solution we provide consists of lorries for the first and last-mile sections and trains for the main leg of the journey. Looking at the total distance covered, our transport chain generates substantially less CO₂. Using a rail connection for the main stretch reduces CO₂ emissions by about 77% when contrasted with a comparable road haulage system.” By 2030, Unilever aims to have a positive CO₂ footprint for its production and administration activities, while halving the environmental

77%

That is the reduction in CO₂ emissions compared to a road haulage system.

impact of the manufacturing, transportation and use of its products. Rotter reports that the rail strategy has been received very well in the larger market and among other consumer goods manufacturers. This, he believes, confirms that Unilever’s decision was the right one. ●



12

11 — Haulage partners take care of the last section of the journey to distribution centres used by Unilever’s customers.

12 — From there, the goods are transported to retail outlets by lorry.



Karsten Rotter, Key Account Manager,
Sales & Operations Centre for Consumer Goods, DB Cargo
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More than just driving a train

The *transport* provided for Unilever shows that work at Europe's largest freight operating company begins well before the wagons roll. It all starts with *consultation*. For the logistics experts at DB Cargo, the end of the line often marks the start of the *additional services*. That is because *service* is key from start to finish. Thanks to its four pillars and complete range of services, DB Cargo has become an essential part of its customers' supply chains.

PILLAR

1

Consultation

PILLAR

2

Transport

PILLAR

3

Service

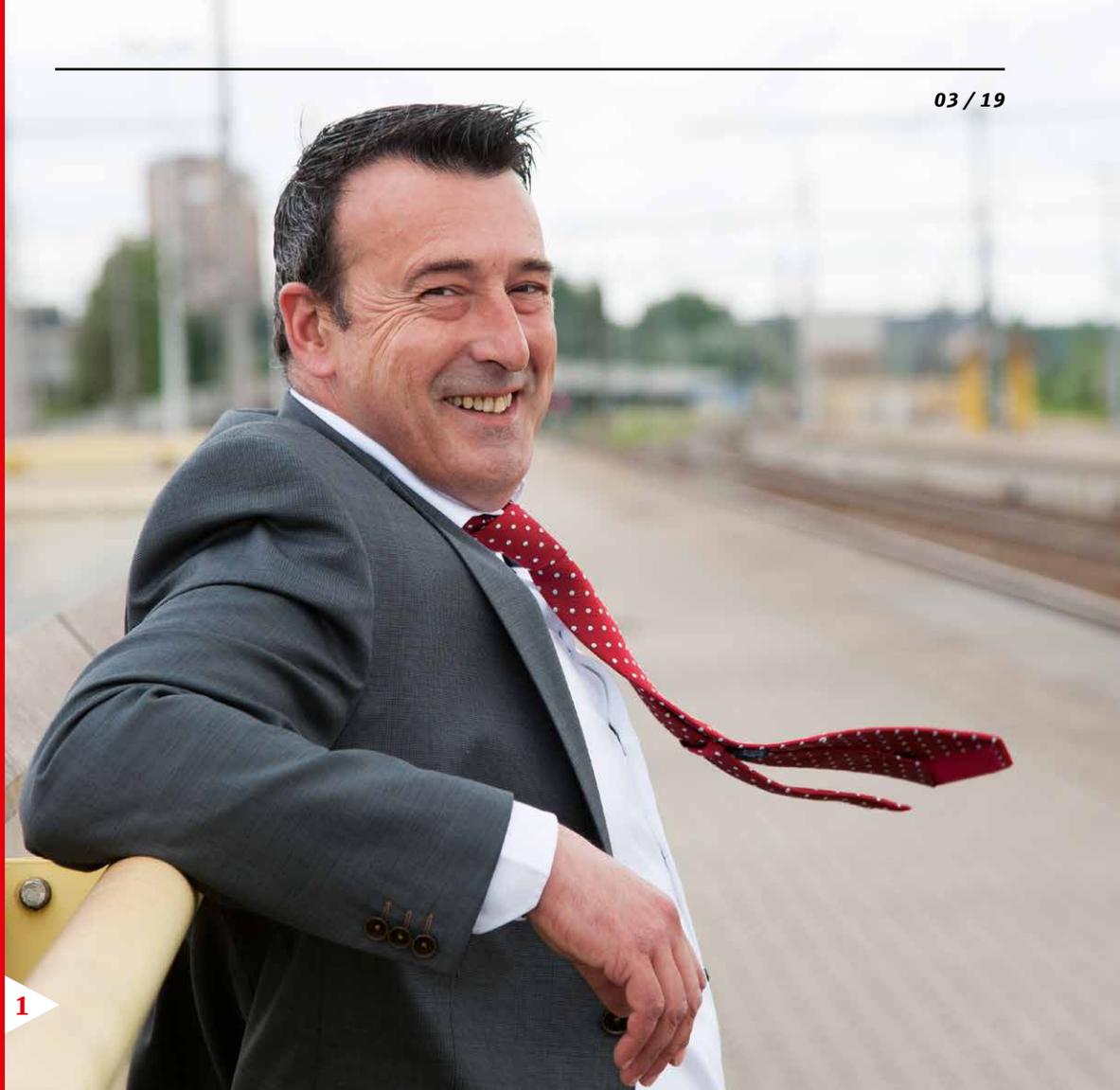
PILLAR

4

*Additional
service*

1

Consulting



1

Consulting in Belgium

DB Cargo has founded a new production company: DB Cargo Belgium BVBA has been focussing on the markets in Belgium, Netherlands and Luxembourg since the start of the year Personalised customer support is particularly important to the Antwerp-based team.

The Belgian market has a lot of growth potential. This is particularly true of the ports of Antwerp and Zeebrugge, which are of strategic importance for freight transport in Europe. DB Cargo Belgium officially started its work as a DB Cargo Group production company on 1 January.

Maarten de Ridder, head of international sales at DB Cargo, says, “Our team in Antwerp is highly experienced and absolutely professional. They are well suited to serve and develop the Benelux market. With in-house operations management and dispatching capacities, our employees can oversee transports on a customer-specific basis. For example, we plan first and last-mile connections by lorry for our customers

alongside weekly train departures. Being based in Antwerp means we have an even better overview of the entire transport process. This service gives us a clear advantage within the market, particularly over our competitors, and our customers benefit from this. Our team is based in the region and has local expertise, which is invaluable when catering to detailed transport requirements.”

1 — Jo Goyvaerts, head of the Antwerp office, knows the local market inside-out.

2 — In 2018, the port of Antwerp's freight turnover figures reached 235 million tonnes.

“We want to establish DB Cargo's profile in our regional market – with loaders, in the harbour and with freight forwarders”

JO GOYVAERTS

Head of Rail Services for Belgium,
DB Cargo Belgium BVBA

Cross-sector service

The Antwerp team has grown in the past six months, and it has also established an operations centre that oversees local business in Belgium's largest port. A total of 150 people work for DB Cargo Belgium, so the team is perfectly positioned to respond to every kind of customer enquiry before the train even leaves the station, be it for consulting service when designing a transport link, operations management for trains, day-to-day customer communications, or the planning of additional services. The team is always there for both new and existing customers with support and skills that cover multiple sectors. The new office



and contacts in Antwerp guarantee that information can be shared even faster than before, and nobody has far to go if face-to-face communication is necessary. For customers, this change has an immediate positive impact: support from DB Cargo's experts arrives faster than ever, is better than ever and is fully tailored to their needs.

Jo Goyvaerts, head of the Antwerp office, says it is important to offer an attractive portfolio for new customers, particularly in the chemicals sector, while demonstrating to existing customers that the company is a key component in the transport chain. “In addition, we want to establish DB Cargo's profile in our regional mar-

ket – with loaders, in the harbour and with freight forwarders. This will ensure that we are the consultants of choice for our customers.” According to Ghislain Bartholomé, CEO of DB Cargo Belgium BVBA, the company's goal is to make its name as a provider of seamless, cross-border and international connections for the rail freight market in Belgium.

The company operates block trains and single wagonload traffic between Belgium and its neighbouring countries, mainly on the corridor to Germany via Aachen-West. The head office is located close to the port of Antwerp, which is the starting point for intermodal transport and carriage services for the chemicals industry. Zeebrugge is the departure point primarily for car transports and intermodal connections, and services for the steel sector and the French market start in Ghent. Major customers such as Exxon and Hupac are already full of praise for the company's on-site presence and the direct line of communication to DB Cargo. ●

QUICK FACTS

Antwerp is home to Europe's second-largest port and the world's second-largest chemical park.

→ Area of 12,068 ha.

→ 1,000 km of track in the port

→ 24 million tonnes of freight moved by train

→ 8 intermodal terminals

→ 7.5 million m³ of tank storage



Jo Goyvaerts, Head of Rail Services for Belgium,
DB Cargo Belgium BVBA
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2

Transport

Teamwork on the tracks

From Turkey to Sweden: TRANSA and DB Cargo manage the entire rail transport for BSH Hausgeräte GmbH from Istanbul to Sweden, crossing many borders on the way.



12 days

That is how long it takes for the washing machines, dryers and other appliances to complete the journey of over 3,000 kilometres.

— BSH's 61,000 employees manufacture washing machines among many other appliances at 42 factories worldwide.

It is an impressive route matched only by the variety of the products that DB Cargo transports together with its sister company TRANSA for BSH Hausgeräte GmbH from Turkey via Germany to Sweden. These include washing machines, refrigerators, dishwashers and many more.

Turkey has been part of the BSH family since 1995. The subsidiary BSH Ev Aletleri is now the country's largest manufacturer of household appliances, producing over four million devices a year in the Istanbul region. A large proportion of these are destined for export, with many sent to Sweden.

THE ROUTE

A total of five national companies from DB Cargo are involved in the journey of over 3,000 kilometres.



“We currently send around 90,000 appliances from the Bosphorus to Scandinavia every year,” says Stephanie Reinert, Head of Sales & Operations Center Consumer Goods at DB Cargo.

It takes around twelve days for the washing machines, dryers and other appliances to complete the journey of over 3,000 kilometres. Transport by ship would take over twice as long.

“DB Cargo manages the rail transport together with our sister company TRANSA and our national companies in Germany, Romania, Bulgaria, Hungary and Sweden, so it’s a great example of Europe working together,” explains Reinert.

In Sweden, the deliveries are then taken care of by another DB subsidiary: Schenker AB. This company also manages the fine distribution by lorry from the warehouse in Stockholm all the way to Finland. “This gives the customer a rail-based, full-load solution, made possible by the cooperation between DB companies across Europe,” says Stefan Munker.

“Sustainability is a key issue for us,” says Anna-Katharina Mager, logistics consultant at BSH. “The service is ideal for this. With DB Cargo and TRANSA, we are able to reduce the strain on our roads and environment. On this route alone, we save over 230 tonnes of CO₂.” ●



“DB Cargo manages the rail transport together with our sister company TRANSA and our national companies, so it’s a great example of Europe working together.”

STEPHANIE REINERT
Head of Sales & Operations Center
Consumer Goods, DB Cargo

BSH HAUSGERÄTE

BSH Hausgeräte GmbH was founded as a joint venture between Bosch and Siemens, and has been a full subsidiary of the Bosch Group since 2015. In 2018, BSH generated around 13.4 billion euros in revenue, making it the largest producer of household appliances in Europe.



Stephanie Reinert, Head of Sales & Operations Center
Consumer Goods, DB Cargo
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Stefan Munker, Head of Business Development Regional,
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Sophisticated logistics

Production at Jacob Bek GmbH is constantly expanding, but the same cannot be said for its warehouse space. DB Cargo solves the problem with precise delivery management in a single wagonload system.

Jacob Bek GmbH is a company with history. It has been a reliable partner to industry and tradespeople in Ulm and the surrounding region for over 190 years. It produces a wide range of rolled steel products, pipes, flat products, stainless steel, bright steel and non-ferrous metals. With its own sheet metal processing systems and saws, the company sells around 200,000 tonnes per year.

The coil processing business has grown to an annual production volume

of around 130,000 tonnes over the last five years, despite the fact that storage space is at a premium. Dieter Leewen, from Metals Customer Service at DB Cargo, explains how this problem was solved: "Our precise delivery management ensures that material is always available." Alongside this, goods also have to be delivered in a relatively short period of time. DB Cargo offers both: "Our customisable single-wagon network means we can offer secure supply and make sure that the customer always has the quantities they need to

— The coils are very sensitive to the elements and are protected by a PVC-coated tarpaulin.





1 — The storage area at the company's site in Ulm-Donautal is covered and partially heated.



2 — Jacob Bek produces cut steel sheets measuring up to 2 x 8 metres.



“Working together with DB Cargo means we can plan delivery management for various suppliers on the track.”

HARALD KRAFT
Head of Logistics
Jacob Bek GmbH

130 tsd.

tonnes, that is the annual production volume in coil processing at Jacob Bek GmbH

The customer is satisfied. “The system gives us enormous advantages,” says Harald Kraft, Head of Logistics at Jacob Bek. “Our goods deliveries are now tailored to our needs. I can precisely control the quantity required. Working together with DB Cargo means we can plan delivery management for various suppliers on the track.” This simple integration of DB Cargo’s logistics services into the customer’s processes is another advantage offered by single wagon freight.

Although Kraft and Leewen phone at least once a week, it is good to have a

reliable system in place. “Even in the event of unexpected urgent deliveries, we can count on a call-off procedure of Shimmns or Rils wagons,” says Kraft. The plan now is to expand the system: “We want to try and narrow down the offer in order to minimise the time in which the goods are standing idle,” says Leewen, constantly bearing the needs of customers and the market in mind to develop market-ready industry solutions. ●

keep production running. We therefore guarantee a constant flow of goods to and from the plant.”

The system was developed together with the production, wagon management, product management and sales departments. Twice a day, DB Cargo provides four Shimmns wagons loaded with coils and two Rils wagons loaded with special metal sheets. Leewen explains that as production at Jacob Bek has grown, so has the transport volume: “We now receive 105,000 tonnes per year.”

BRIEF FACTS

Jacob Bek in Ulm:

- 140 trained staff
- 26,000 square metres of storage space
- 50,000 orders per year
- 125,000 items in the product range

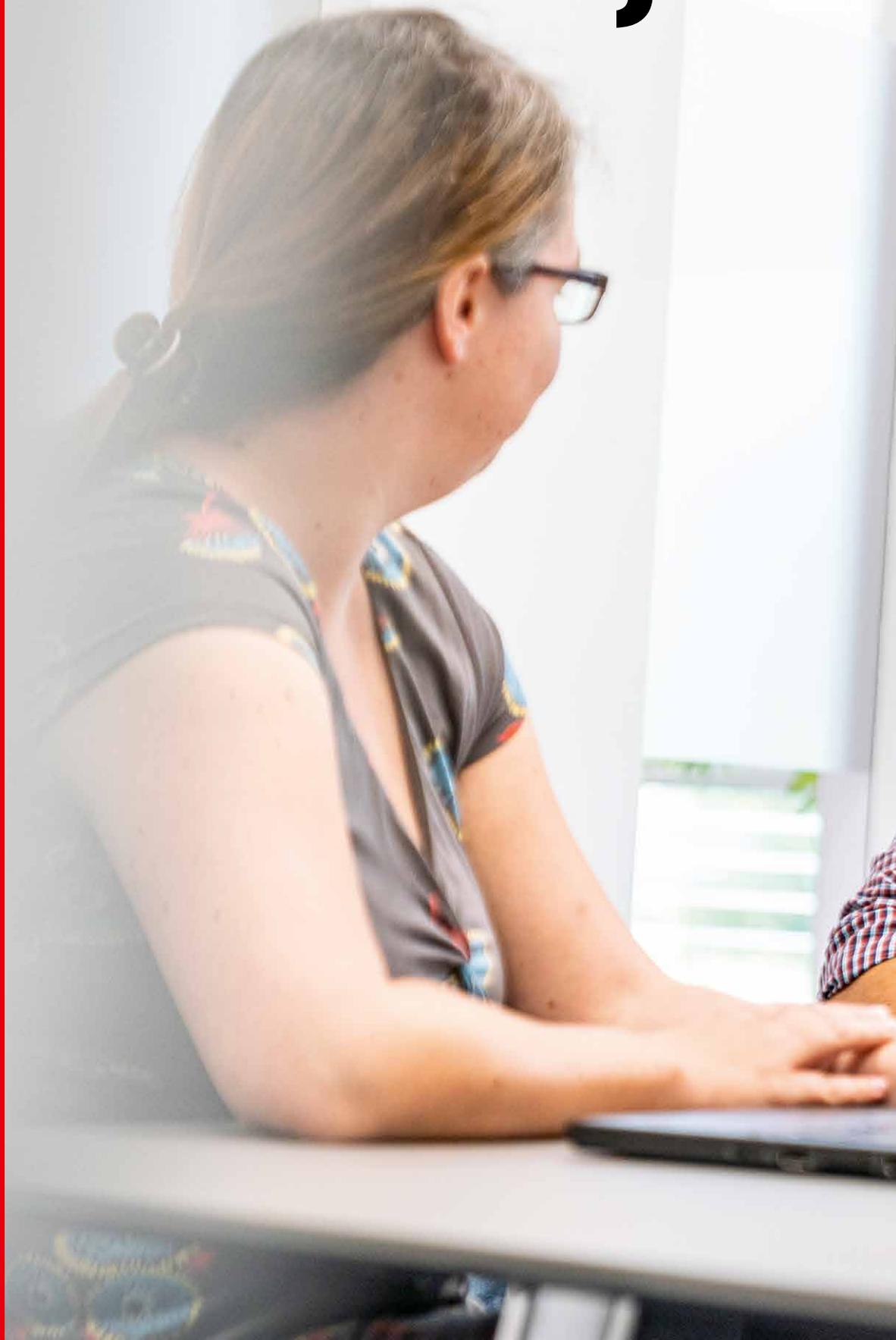


Dieter Leewen, Metals Customer Service, DB Cargo AG
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3

Service

Done in just



— Simpler and with more functions: Christina Winklhofer and Thomas Niederholz are part of the development team of link2rail in the Lab in Duisburg.

a few clicks

Ordering goods wagons with DB Cargo is about to become easier. This autumn will see the launch of link2rail, a platform that will offer customers even more benefits.





1 — One step at a time: Jürgen Bosse and Christina Winklhofer discuss how to proceed.

2 — Always there for customers: Phillip Naujoks leads the team at the Lab in Duisburg.



“We use sensor and telematics data to define products that help us generate value for our customers.”

JÜRGEN BOSSE
Head of Digital Sales at link2rail



3 — Who’s doing what? Kathrina Schneider stays on top of customer needs and the internal and external to-dos.



4 — Where should everything be? Elvira Schneider and Daniel Thiede discuss the user interface of link2rail.

5 — Normally eye to eye: Programmer Elvira Schneider and Milena Weber.

Adapted to the customer's needs

“Our Customer Lab here in Duisburg is not just a programming hub. We also want to use it for workshops,” says Phillip Naujoks, who leads the team in Duisburg. Interested customers will be invited and guided through the adaptation process. “The users will be able to make adjustments themselves and customise the interface. But first we will look together at the various requirements and preferences, before developing the right solution,” he explains. For example, during booking, it will be possible to display only the goods wagon types from the catalogue that the respective company could actually require.

link2rail also incorporates the new sensor and track-&-trace functions. “The customer can see on a map where their wagon is. This enables proactive communication in the event of delays. We use sensor and telematics data to define products that help us generate value for our customers,” says Jürgen Bosse. The sensors include temperature and humidity sensors.

The Customer Lab is open to all customers. It aims to appeal not just to IT experts, but also to logistics

Digitalisation at DB Cargo is starting to take shape. At the Lab in Duisburg, a team is currently applying the finishing touches to the link2rail platform before it is rolled out for customers in the autumn. This will open up new possibilities of the kind that DB Cargo presented at the transport logistic trade fair.

Most importantly, the new platform will make regular processes much easier: “Even for repeat orders, customers previously had to re-enter much of the necessary information,” says Jürgen Bosse, Head of Digital Sales at link2rail. In future, link2rail will let users save templates, allowing them to add the remaining data like preferred delivery dates and send them with just a few clicks.

The platform will also make another thing easier for businesses: “Some customers require a separate consignment note for each wagon. Previously, each wagon had to be booked individually for this to work. In future, a checkbox will take care of it,” explains Bosse.

There will be three different ways to access the link2rail platform: an online portal, apps for mobile devices and API interfaces. The latter allow the data to flow directly into the customer's business software.

The Customer Lab in Duisburg offers support here. This includes special test data sets for setting up the API. But the team can also help with the use and adaptation of the internet portal, and can even provide assistance on site.

DB CARGO LAB DUISBURG

The DB Cargo Lab in Duisburg is home to a team of experts who work on the programming and development of the new platform link2rail. The team works together with customers to analyse processes, determine requirements, implement customisations and train end users. These activities can also take place in on-site workshops.

procurement specialists and end users. “We are already looking forward to the collaboration and feedback, given that we want to develop and expand link2rail, so that we can have a lasting influence on the development of rail freight transport,” says Naujoks. •



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4

**Additional
service**

— Regardless of how many containers, TFG Transfracht has the right expertise to take care of every box.

To the last mile

Every one of the approximately one million containers that TFG Transfracht will transport in 2019 will travel on average 600 kilometres on the rails and just 27 kilometres on the road.



For customers, the final metres of a journey are just as important as those that come before. In an age of just-in-time production planning, they can be decisive. They need to know exactly whether the required number of containers will also be available, on both rail and road, so that they can plan capacities accordingly. In recent years, the last mile has

often been a critical bottleneck, as drivers can be hard to find. That is why capacity transparency is vital here for ensuring a smooth flow of goods to and from industry and retail.

box2rail 2.0

This was the inspiration for box2rail, an online booking platform that was launched at transport logistic in 2017, to move to a new level this year with a new feature for rail freight transport: the new capacity display for trucks.



“It is great fun to turn things made possible by digitalisation into customer benefits.”

DR BERND PAHNKE

Spokesperson of the Board of Managing Directors TFG Transfracht

Alongside the existing capacity display for trains, this means that box2rail 2.0 offers a full overview of capacity across the entire transport chain.

box2rail allows users to book any number of containers in just a few clicks. It takes just three steps to put a box on the rails: transport request, offer and booking. A booking request requires only four pieces of information: sea port, destination, date of dispatch and container type. Following this, the user receives an overview of capacity on the rails and the road, along with immediate price information, without

having to register. Customers appreciate this small but handy additional service, as confirmed by Dr Bernd Pahnke, Spokesperson of the Board of Managing Directors for TFG Transfracht: “We can see from the number of clicks and the customer feedback we receive how the new service makes their processes easier.”

Customers benefit from a leaner booking process, intuitive control, transparency over costs and capacity, real-time service and live creditworthiness checks for immediate booking. Further arguments for transporting containers by rail include environmental friendliness and of course TFG’s wide-reaching AlbatrosExpress network in seaport hinterland transport.

Breaking new ground

“Regardless of how many boxes the customer wishes to transport, box2rail makes sure that every one counts. We want to make rail transport a more popular option and show that it can be simple. Furthermore, it is great fun to turn things made possible by digitalisation into customer benefits and break new ground when it comes to logistics transparency, as we have achieved with the road and rail capacity display,” says Pahnke. ●



Agatha Sick, Marketing Communication Manager,
TFG Transfracht
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BOX2RAIL

box2rail makes booking rail transport quick and easy, with full cost transparency. Box2rail makes it possible to book containers “port to door” on the rails in just a few clicks, for transport that is fast, secure and environmentally friendly. Goods are shipped from the German ports and Koper (Slovenia) directly to the final consignee inland in Germany, Austria or Switzerland, and back again from the original loader. Click & Rail at: www.box2rail.com



1. TRANSPORT REQUEST

Required information
Seaport, destination, date of dispatch and container type



2. OFFER

Immediate display
Capacity overview and immediate price information without registration



3. BOOKING

Dynamic support
Immediate display of additional costs and box2rail support via live chat

Growing multimodal steel logistics

With its comprehensive railport network, DB Cargo makes it possible to transfer goods from road to rail. This network is to be expanded further for the steel sector.

Customers who want to transport metal goods by rail can choose from a wide range of railports all over Europe. DB Cargo operates these sometimes alone and sometimes with its partners. Alongside transferring goods from truck to train, these sites also provide individual storage and logistics services for customers. The aim is for trucks to be used only for the first and last mile wherever possible, and for more customers without private sidings or with special logistics needs to be able to conduct the main part of their transport by rail.

Places like Germany, northern Italy, the Netherlands and parts of France already offer a high density of railports, but the network is to be expanded further. Most of the gaps are the in eastern and south-eastern nations of the EU. Countries like Poland, the Czech Republic and Slovakia currently have few railports that can meet the needs and capacities of steel logistics. "This will change," says Thomas Grein, who is responsible for the multimodal development of the industrials sales division at DB Cargo in Mainz.



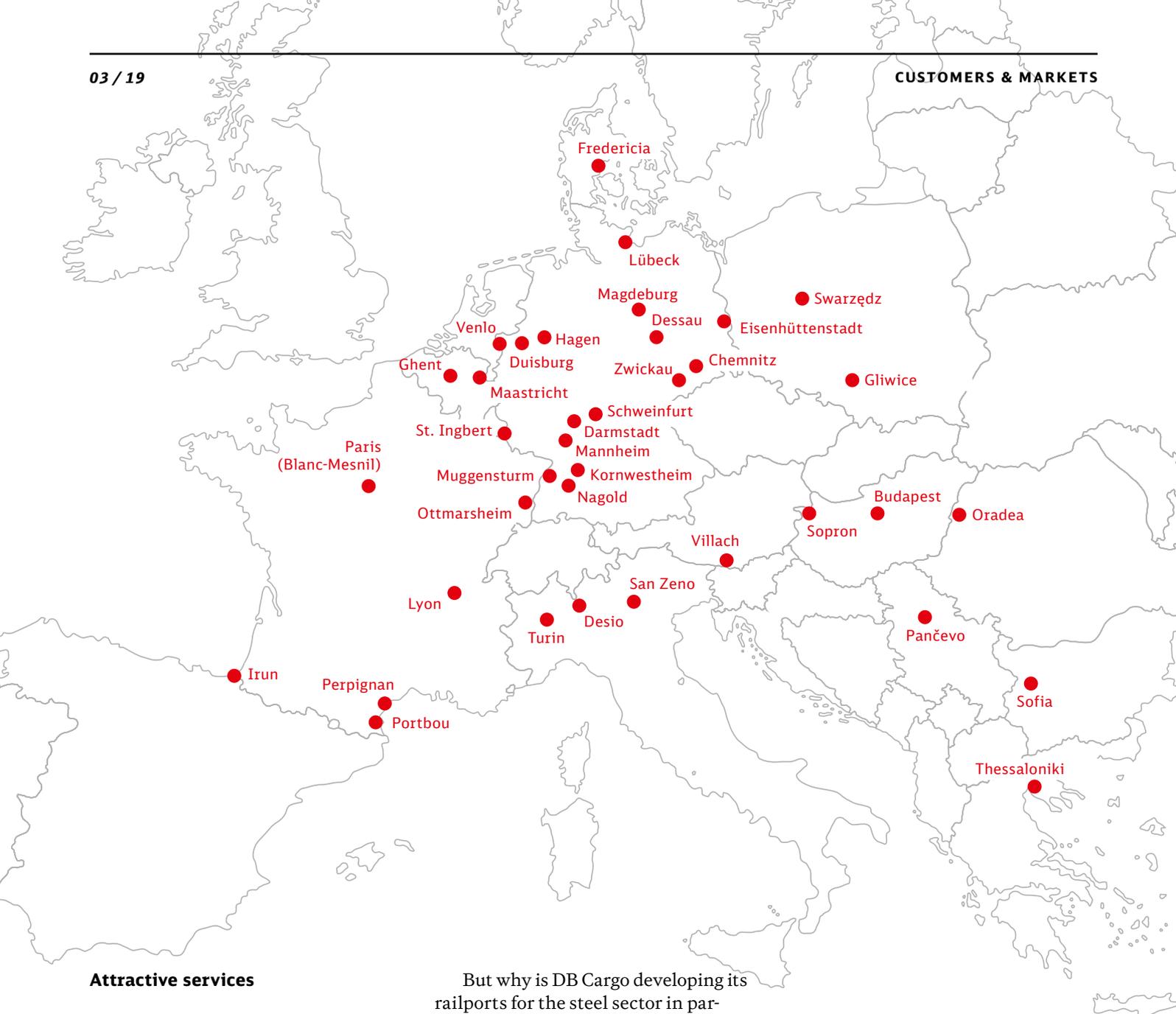
“The railports’ individual logistics systems for the steel sector make them a real alternative to pure road transport.”

THOMAS GREIN

Project Manager for Multimodal Logistics
Product Management Single Wagon Network
Industrial Sales



— Steel railports are specially tailored to the needs of the industry.



Attractive services

The driving force behind this expansion of rail freight is the steel industry. As well as transport and transfer, it will offer customers a variety of attractive, value-creating services. These include air and humidity-conditioned storage, order picking, just-in-time or just-in-sequence deliveries, material checks and further handling services.

A good example of this is the Steel Logistics Center in Hagen, which handled over 700,000 tonnes of steel by rail in 2018. There is enough space here to store up to 40,000 tonnes of coils simultaneously. The facility offers two 35-tonne cranes, 180 metres of track for 13 Shimmns wagons and three lorry parking spaces in the hall, all working on a three-shift system.

But why is DB Cargo developing its railports for the steel sector in particular? “In general, there are plenty of railports on the market. But in the steel sector, we see growing demand and very specific requirements for the transshipment and storage logistics,” explains Grein. Premium steel products like coils in particular need to be handled with care and stored in a way that protects them against the elements. Weighing up to more than 30 tonnes, they also present tough demands for handling. On top of this are the increasing strains on direct lorry transport for the logistics sector. Bottlenecks in infrastructure, loading space and lack of drivers mean that traditional, established just-in-time systems are reaching their limits. DB Cargo’s railport approach presents a real alternative here.

WHO CAN USE A RAILPORT?

1. Customers without a private siding for incoming or outgoing goods who want to transport goods by rail
2. Customers who need comprehensive logistics services:
 - a. Industrial-standard warehousing
 - b. Just-in-time/just-in-sequence deliveries – “last mile”
 - c. Handling of high-tonnage metal goods (up to 35 t)
 - d. Use of additional services (quality checks, packing/unpacking, etc.)

► **Twin approach**

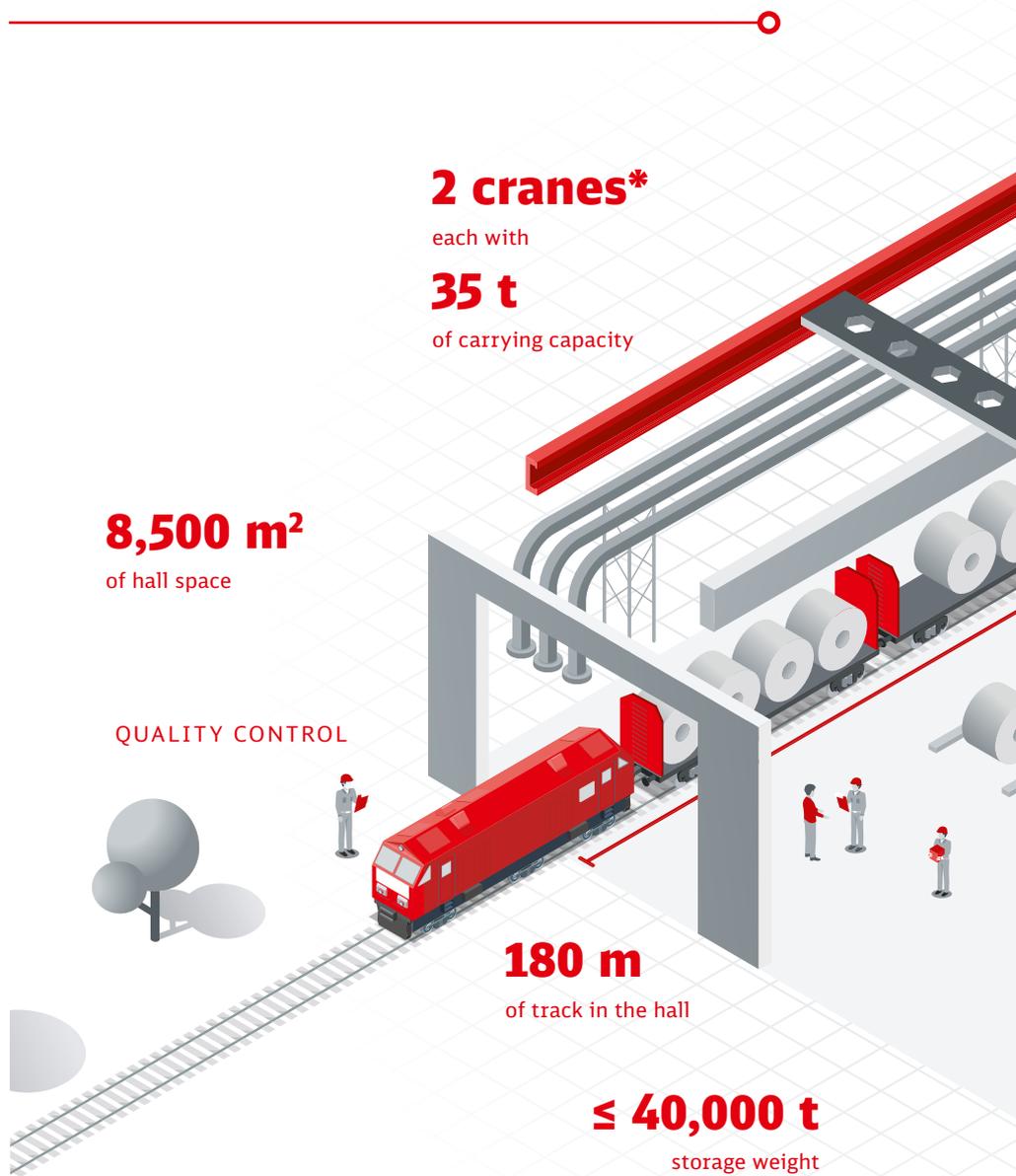
Multimodal steel logistics is therefore seen as a growth market in which DB Cargo can position itself with a twin approach, as Grein explains: “In Germany, we take an individual approach to each customer. We develop tailored logistics solutions, from simple warehousing to dovetailing with the production processes of the final consignee. In eastern Europe by contrast, we take a more strategic approach and create services to develop and expand the regions specifically for transshipment from rail to road.”

New steel railports are planned in both Germany and eastern Europe over the coming years: “We aim to open a railport in Silesia by 2021, for example,” says Grein. This site will be aimed specifically at premium steel products, and will also cover the neighbouring regions in the eastern Czech Republic and western Slovakia.

Here, DB Cargo prefers to work with logistics providers who can bring expertise in storage and transport and have the right connections in the region. DB Cargo welcomes strategic collaboration with customers here too, in order to shape these developments together. The positive conditions in the logistics sector, which support and demand multimodal systems based heavily on rail for the main leg, help DB Cargo in its efforts here. ●

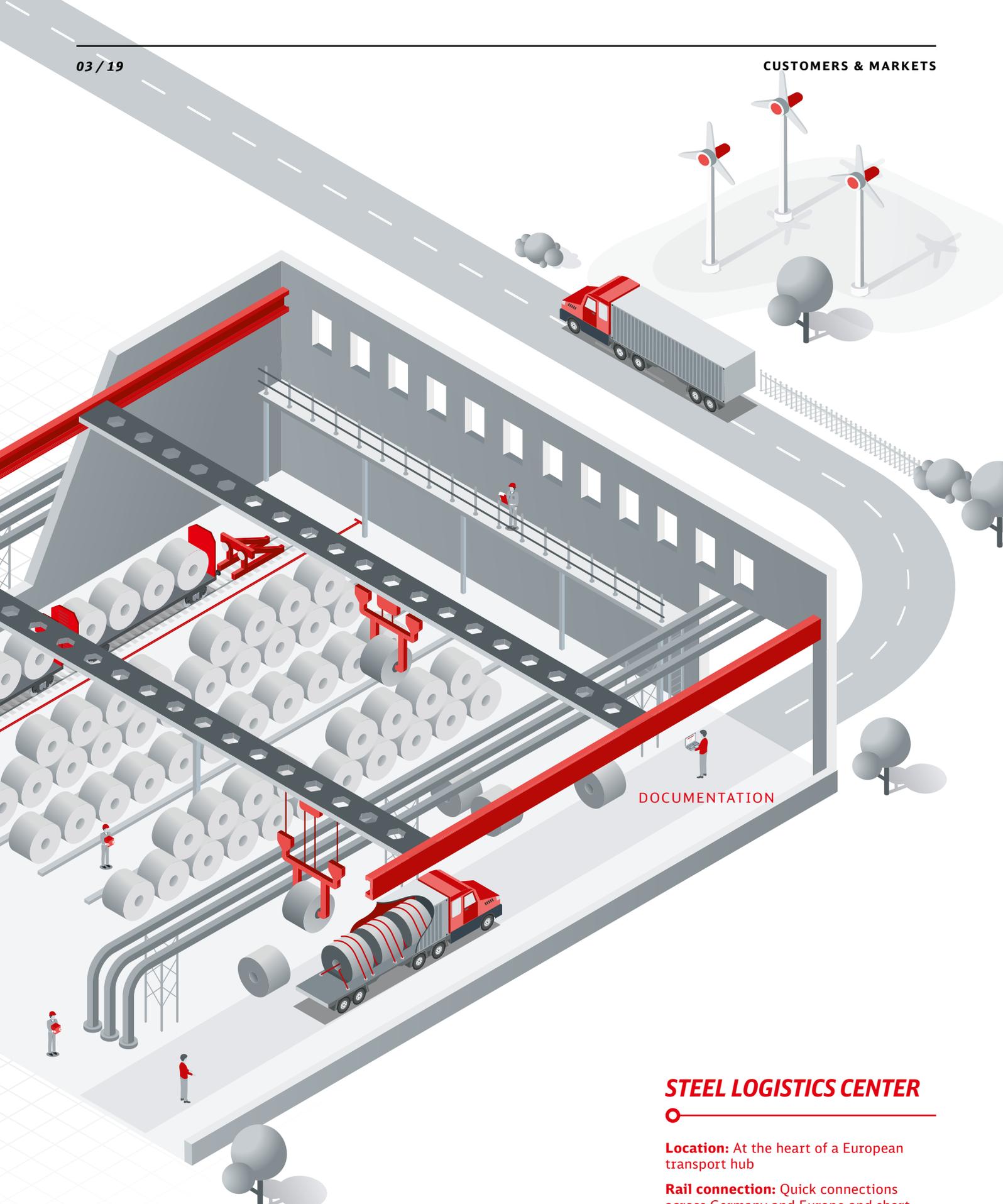
THE SERVICE

- ✓ Flexible working time models for just-in-time logistics
- ✓ Three-shift system
- ✓ Organisation of first and last mile for road and rail
- ✓ Constant communication with all parties involved
- ✓ Proactive information: full reporting in the event of irregularities
- ✓ Climate data available upon request



Thomas Grein, Project Manager for Multimodal Logistics
 Industrial Sales, DB Cargo
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* at Steel Logistics Center in Hagen.



DOCUMENTATION

STEEL LOGISTICS CENTER

Location: At the heart of a European transport hub

Rail connection: Quick connections across Germany and Europe and short journeys to the logistics centre by road

Sustainable with every fibre

DB Cargo Logistics is making clothing and textiles more sustainable with timber transports for the Bavarian State Forestry Department.



Hardly anything is as fleeting as fashion. Changing trends, relentless price pressure and complex supply chains force distributors and brands to constantly check and renew their product lines. The latest trend to hit the fashion industry is sustainability.

This means more than just the green organisation of supply chains. Manufacturers also have to bear sustainability in mind when selecting resources. Cotton, wool or angora are of course natural fibres. But wood-based fibres have also been among the eco-friendly raw materials used in textile production for many years. And for a simple reason: The raw

material for Viscose, Modal or Lyocell is plant-based. It is made from cellulose, in other words wood.

Sustainability in the product

Lenzing AG from Austria is one of the major producers of these sustainable fibres. The company produces around 300,000 tonnes of cellulose a year at its main plant in Austria from around 800,000 tonnes (dry weight) of beech. This is then processed to make Viscose and Modal. Under the brands TENCEL™, LENZING™, ECOVERO™ and VEOCEL™ the fibres are used to produce textiles and non-woven products. Armediangels, Mavi or Levi's, for instance, ▶

— In 2018 alone, 106 million tonnes of fibre were produced worldwide – 6 per cent of which were wood-based cellulose fibres.

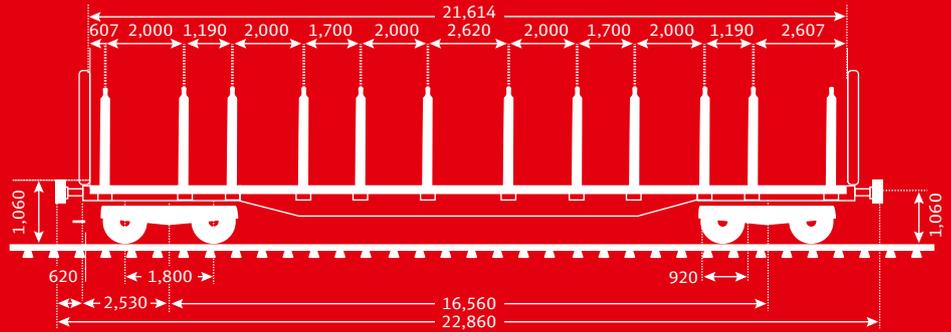


RNOOS 644 Very easy to use thanks to stanchion system.

THE FACTS

Stanchion height: 2.00 m
Loading width: 2.65 m
Loading height: 2.73 m
Load space: approx. 57 m²
 (ideal for logs measuring 3–5 m in length)

Carrying capacity: 63.5 t
Av. unladen weight: 26,500 kg



► use this certified sustainable raw material.

Behind TENCEL™, ECOVERO™ and VEOCEL™ lies not only the Lenzing employees' many years of expertise, but also a tangible supply concept for timber as a resource. Lenzing uses this wood for historic reasons. When the company was founded, the salt works in the local spa facilities bought up the wood from the spruce trees – the predominant species in the Austrian forests. The ambitious business had to look for a new raw material: beech.

TIMBER PORTS

Smart transshipment for timber

To transport logs and square-sawn timber, DB Cargo Logistics not only draws on a fleet of around 1,700 special wagons, but also uses timber ports.

These bimodal logistics facilities for road and rail have now been set up at various locations in Germany, including Aschaffenburg, Eichstätt, Parkstein-Hütten and Trier. DB Cargo Logistics intends to set up further timber ports in future.

DB Cargo Logistics bundles timber in timber ports, stores it for each specific customer and transships the timber professionally with state-of-the-art equipment onto rail.



1 — The bale warehouse at the location that gives the group its name in Lenzing, Upper Austria.

2 — Beech accounts for 18 per cent (by area) of stocks grown by the Bavarian State Forestry Department.

Today the Bavarian State Forestry Department is one of Lenzing's main suppliers. The company leverages the experience of DB Cargo Logistics: With more than 90,000 transports a year, the freight operating company is one of the largest timber logistics providers in Europe. "DB Cargo and rail are an important component in the logistics system for the Bavarian State Forestry Department, allowing us to supply our customers with logs. This allows us to provide a continuous flow of timber and process large quantities", explains Martin Müller, Head of Logistics, Technology & Technical Production at the Bavarian State Forestry Department.

Beech from Bavaria

DB Cargo Logistics transports beech for the Bavarian State Forestry Department from the two timber ports of Parkstein-Hütten and Eichstätt to Lenzing in Upper Austria. Timber can be collected, stored and transported in large quantities at these special transshipment terminals. DB Cargo also ships timber to Lenzing from another ten freight yards.

"We work together very closely with the Bavarian State Forestry Department and Lenzing as partners so we can offer product-specific logistics services along the transport chain", explains Martin Fiebig, Key Account Manager at DB Cargo Logistics.



"DB Cargo and rail are an important component in the logistics system for the Bavarian State Forestry Department, allowing us to supply our customers with logs."

MARTIN MÜLLER
Head of Logistics,
Technology & Technical Production,
Bavarian State Forestry Department

An online timber portal is used to order the wagons bound for the individual forwarding yards. The timber is bundled in Eichstätt and Parkstein-Hütten and loaded onto the supplied wagons. These then run as block trains or single wagonload transport to Lenzing. Using the online portal, the customer can tell which wagons are coming in. Apart from the wagons leased by Lenzing, DB Cargo uses around 40 of its own "Rnoos" and "Snps" wagons every week. Some of the transports are now designed as triangular transport, with some wagons carrying freight from other customers on the return trip.

Thousands of tonnes of CO₂ saved

"With our environmentally friendly transports we are helping the customer achieve their sustainability targets", says Martin Fiebig. The Bavarian State Forestry Department saved more than 5,000 tonnes of CO₂ in the past three years alone by transporting its products by rail to Lenzing, compared with alternative transport by lorry, as DB Cargo calculated and the company confirmed. "The Bavarian State Forestry Department is committed to end-to-end sustainability – so sustainable logistics is also particularly important to us", says Müller.

This argument is also decisive for Lenzing, as the company is firmly committed to sustainability. In a study run by Canadian NGO Canopy, the ▶



“We are convinced that we manufacture a product with our fibres that leaves a smaller environmental footprint than petroleum-based synthetic fibres and cotton.”

ANTON PUTZ
Director Wood Procurement, Lenzing

► Lenzing Group takes first place among the world’s 31 leading producers of wood-based fibres when it comes to the responsible sourcing of timber.

“We are convinced that we manufacture a product with our fibres that leaves a smaller environmental footprint than petroleum-based synthetic fibres and cotton. It is biodegradable and in many areas we have better product characteristics than cotton and polyester fibres”, says Anton Putz, Director Wood Procurement at Lenzing. “For sustainability reasons we transport around 70 per cent of the sourced timber by rail – around two million tonnes a year.”

Procurement throughout Germany

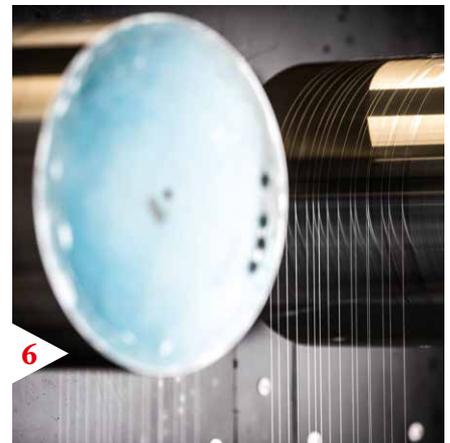
Other factors also justify the use of rail. The high transport capacity of the mode of transport is one such factor, not to mention the possibility of delivering beech sourced a long distance away and of course the cost-effectiveness of the transports. •



Martin Fiebig, Key Account Manager, DB Cargo Logistics
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3-6 — From tree to finished fibre – from wood chip to cellulose, staple fibres and finished Lyocell filaments of TENCEL™ Luxe.





Efficient use of all resources

Flexible, reliable and sustainable: DB Cargo brings Metsä Board products to customers in Europe and Turkey.

Packaging for every product, packaging becomes the product: this is the maxim behind DB Cargo's work for Metsä Board.

Starting at the port of Lübeck, the rail freight operator transports its customers' goods across Europe and as far as Turkey.

Headquartered in Espoo near Helsinki, the Finnish company Metsä Board produces paperboard and raw materials for the corrugated cardboard industry. It supplies its customers with high-quality and environmentally friendly packaging. Using fresh fibre from sustainably managed forests as their raw material, its box solutions are particularly popular with discerning companies that want to use their packaging to stand out from the competition. Consumer goods manufacturers, food producers and pharmaceutical companies can add colours and designs to Metsä Board's packaging in ways that other grades of paper products do not allow.

MARKET LEADER

The origins of the Finnish corporation go back as far as 1868. Today, Metsä Board is Europe's leading producer of premium quality cardboard.

Turnover: 1.9 billion euros/year

Production capacity: 2 million tonnes/year

8 production sites

2,352 employees



1

1 — The new folding paperboard machine at Husum has a capacity of 400,000 tonnes per annum.

2 — Easily damaged, the paper rolls are loaded onto Habbins wagons with two-part sliding aluminium walls.



2

Handover at Lübeck's harbour

Metsä Board does more than just produce high-quality cardboard. While conventional consumers might not be aware of it, the company has worked together with DB Cargo to establish a delivery network that reaches into every corner of Europe so that its products get to their destination quickly and reliably. Manfred Hinz, director of operations for central and eastern Europe at Metsä Board, says, "We have worked closely with DB Cargo and other business partners to design excellent processes. DB Cargo's openness and flexibility have played a key role in our success."

The paperboard is manufactured in Finland and Sweden. Arriving in Lübeck by ship, it is transferred to Transwaggon and DB Cargo wagons at the city's port. Using single wagon-load transportation, these cars then head to Maschen and Mannheim,

which are the distribution hubs for Metsä Board products throughout Germany, Austria, France and Italy.

DB Cargo offers an added advantage in the form of its extensive network of railports, which act as transshipment points between rail and road. For example, at its base in Maddaloni, the company uses the lorries of its local partners to provide an all-inclusive solution for customers in southern Italy, with some of the freight even transported straight to these clients' printing facilities in rolls and on pallets. Other customers handle the route organisation activities themselves, and DB Cargo gives them the flexibility they need for this.

The rail freight company devised an ingenious solution for transports to Turkey: it uses a regular link between Rosenheim and Istanbul to dispatch paperboard according to a fixed schedule, thereby making an entire shuttle service economically viable.



in the customers' delivery systems", says Eberhard.

"The plans are really good", says Hinz. "Fresh suggestions, innovative approaches, outstanding motivation and an open-minded, collegial workplace atmosphere are hallmarks of DB Cargo's work on this issue." Continuing, he says that increasing the quality, reliability and the flexibility of the system and keeping all of these factors at a consistently high level will play a key role in taking the Lübeck service to the next level.

"Sustainability in our DNA"

Metsä Board is committed to one thing above all: sustainability. "Thanks to our ownership structure and product portfolio, sustainability is part of our DNA", says Hinz. The company is part of Metsä Group, controlled by some 103,000 forestry owners. They are not only interested in the sustainable management of northern Europe's forests, but also support sustainability in the logistics business as well.

Railways are front and centre when it comes to reducing emissions. In 2018, Metsä Board's use of trains meant the elimination of the 9,976 tonnes of CO₂ that road-based transport would have generated. This figure was up from 9,093 tonnes the previous year. "All the same, emissions aren't everything", says Hinz. "Sustainability means designing a logistics chain that is forward thinking in every way. A chain that uses resources efficiently." To him, professional logistics, concepts that harness different modes of transport, reliable product quality and fewer empty runs are just as important as lower CO₂ figures. ●



— Packaging is particularly important in the food and cosmetics sectors.

Close cooperation between all companies

"Ultra-flexible wagon provision is a particular challenge that we have to manage. Customers have the option of placing weekly orders for wagons", states Justyna Eberhard, key account manager at DB Cargo's pulp and paper sales and operation centre. "We take this as our starting point and structure our plans around it", she explains. Close coordination of transport times between Metsä Board's production units and clients is also essential to prevent end customers from suffering downtimes. "To make this possible, the wagons' journey times are logged



Justyna Eberhard
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For the enjoyment of rail freight transport

Before new export vehicle owners get to enjoy driving on the streets, the cars themselves often have to go on a journey first: the path overseas leads first to the freight train and then on board a ship.

The rails have long been an important transport route for Bavarian vehicle manufacturer BMW. DB Cargo Logistics will now play a greater role in this regard – volumes are going to quadruple. Since 2013, the specialist for automotive transports has been responsible for delivering finished vehicles from Graz to Bremerhaven and Cuxhaven. A regular connection from the BMW site in Leipzig to Bremerhaven was added in 2018. Starting this year, DB Cargo Logistics has also taken charge of transports from the other German depots in Dingolfing, Regensburg and Munich to Cuxhaven.

The vehicle transport ships set out from Cuxhaven for destinations primarily in the United Kingdom, Ireland or Scandinavia, while Bremerhaven is the starting point for exports in the direction of China, the United States and other regions of the globe.

Record for contract length

“We are pleased with our success in extending the first transport package in BMW’s call for bids as well as adding two new ones,” says Christian Lang, Corporate Department Head of Finished Vehicles at DB Cargo Logistics. What is remarkable in this context is the long contract period to which the two partners have agreed:

1 — Suitable for sports cars, too: flatter wheel scotches for load securing.



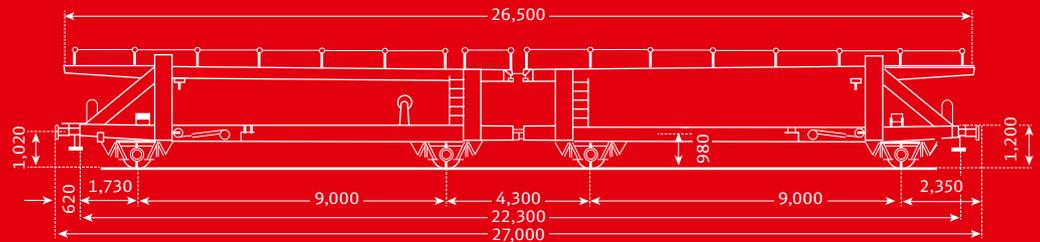
LAAEKS 553.1

Freight wagons with two loading decks, which can each be loaded with 9 to 14 vehicles, depending on the type of car. The wagons can be used throughout Europe.

THE FACTS

Empty weight: 27.5 t
Load limit: 22.0 t
Max. velocity: 120 km/h

Removable wagon components:
 2 hand cranks for lifting and lowering devices,
 56 wheel scotches



“We are including all of the models that BMW produces in our transports.”

ROBERT NESTLER
 Head of Sales & Operations Centre
 DB Cargo Logistics

the transports are negotiated until the end of the next decade. “It’s a nine-year contract. That is unprecedented for us in the automotive industry, and it underscores the trend towards a long-term collaborative partnership,” adds Robert Nestler, Head of the Sales & Operations Centre at DB Cargo Logistics in Kelsterbach, Hesse.

Transport carriages are being adapted

Thanks to this long-term commitment, the time and effort DB Cargo Logistics is putting into carrying out this major order is worthwhile: since modern cars keep getting bigger and

tend to sit higher, over 200 freight wagons need to be remodelled – a process that is currently still underway and also includes the installation of sensors.

For the BMW contract, DB Cargo Logistics is modernising its LAAEKS 553 class double-decker car transport carriages. Among other changes, they will have 8 cm more loading height on the lower deck and more space to drive in and through the carriage during loading. The wheel scotches for securing the wheels were designed flatter, since both sports cars and SUVs are included in the types of models transported. In addition to the open LAAEKS 553.1 cars from the Bavarian depots, closed 328 and 332 class wagons are operated from the depots in Graz and Leipzig. All told, as many as twelve trains take to the rails each week.

A look at return freight

Vehicles from the US state of South Carolina and the Minis originating in the United Kingdom are transported south as return freight. “In this way, we are including all of the models that BMW produces in our transports,” Robert Nestler enthuses. Christian Lang adds: “For us, approaches to return freight are always an area that we want to continue to develop with the customers.” ●

2 — With modernised car transport carriages, DB Cargo Logistics is poised for developments in the industry.



Robert Nestler, Head of Sales & Operations Centre
 DB Cargo Logistics
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Forward, water!

Coca-Cola has already shifted some of its transports to rail. The collaboration has now been expanded and, since March 2019, a block train full of ViO products travels from Hamburg to Cologne.

— Each German drinks around 150 litres of mineral water every year.

The Lüneburg Heath is located in northern Germany. Here, at a depth of 120 metres, is where ViO mineral water comes from. Coca-Cola has been producing refreshing beverages in Lüneburg for over 40 years, and ViO for the last twelve.

Since the brand's introduction in 2007, Coca-Cola has seen a continuous growth in volume for its natural mineral water. But the corporate group wanted to shift more of its volume to environmentally friendly rail transport. The result of this was a block ▶

600 thous.

litres, that is the volume of ViO beverages transported every week to Cologne-Niehl

► train that has been transporting ViO products from Lüneburg and Hamburg to Cologne-Niehl since March 2019.

Special containers for the ViO train

“We needed a quick combined transport system running weekly, despite first and last mile, and that’s exactly what we achieved,” says Dennis Bressel, Head of Regional Sales Central at DB Cargo. “We now transport around 600,000 litres of ViO beverages every week in a block train of 32 wagons to Cologne-Niehl.” From here, they are delivered within 48 hours to the Coca-Cola sites in Cologne and Bad Neuenahr. Up to 1,200 tonnes of empties are then sent back to Hamburg.

“The decisive factor for the launch of the ViO train was the use of special containers with sliding tarpaulins on the sides. These can be loaded easily and transported by both lorry and train,” says Holger Holthus, Head of Logistics Region North at Coca-Cola. “We developed this solution together with DB Cargo.”

The route has been in service since March 2019. “For Coca-Cola, this quick and exclusive combined transport connection with DB Cargo as comprehensive service provider is the perfect logistics solution,” says Kirsten Eckhoff, DB Cargo customer advisor for Coca-Cola/ViO. “It gives Coca-Cola several rail options to choose from, including single wagonload transport, combined transport and now also block train transport. All options are managed and monitored centrally by DB Cargo.”



1

“We currently save 1 million kilometres of lorry transport every year, together with over 1,000 tonnes of CO₂.”

HOLGER HOLTHUS
Head of Logistics Region North,
Coca-Cola



2

A great deal of drive and flexibility

Before using the new solution, ViO products were transported exclusively by road. The block train is now also helping Coca-Cola meet its environmental goals. That is why the project received proactive support from both sides to achieve green logistics. “The ViO train means we can once again

significantly increase the amount of drinks we transport from Lüneburg by rail. We estimate that this year, it will be approximately 18 per cent of total outgoing goods: twice as much as the previous year,” explains Holthus.

Kirsten Eckhoff adds: “For Coca-Cola, it has always been important to shift transports from road to rail, in order to protect the



1 — ViO mineral water from the Lüneer spring has been bottled since 2007.

2 — Every week, a block train of 32 wagons full of ViO products travels to Cologne-Niehl.

3 — The shift to rail transport saves around 3,000 lorry journeys per year.



THE LÜNER SPRING

Mineral water from the Lüneer spring was first bottled in 2007. Consumers enjoy it so much that it has become one of the most popular water brands on the German market. Today, all drinks in the ViO product family are bottled in Lüneburg. These also include fizzy fruit juices and organic lemonades.

Although Coca-Cola has only been working with DB Cargo for a few years, the collaboration has developed dynamically in that time. “With a great deal of drive and flexibility from both sides, we successfully implemented the project in a short period,” explains Dennis Bressel. “As we developed the new approach, we repeatedly looked together at how we could adapt the route or improve the loading time frame.” All it took was a few workshops, as both sides were pulling in the same direction and continue to do so. “There is a great spirit.”

The plan now is to expand the collaboration with Coca-Cola. “Alongside the three transports that we manage already, we are looking together at which existing routes could also be suitable for rail,” says Bressel. “We are preparing this already with Coca-Cola.” ●

200

Spot checks ensure the quality of the water

environment. This shift now saves 3,000 lorry journeys per year, along with 28 tonnes of CO₂ per turnaround cycle.”

The system allows Coca-Cola to shift larger volumes from road to rail. The ViO-branded drinks are produced exclusively at the site in Lüneburg. Rail transport is the perfect way to convey them across long distances.



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New combinations

Europe is intermodal. How Swedish furniture gets from Thuringia to Switzerland.



A few hours later, the trains reach the hub at Mannheim, which is subject to extremely heavy rail traffic. Trains coming from Europe's North Sea ports follow the Rhine valley before crossing the Alps, while the city also lies on the routes of trains connecting central Europe with destinations to the west in France. A new driver takes over the

The future belongs to intermodal transport. This conviction isn't restricted to DB Cargo. A growing number of customers are turning to the intelligent integration of different modes of transport to bring reliability, sustainability and flexibility together. One example is the freight forwarder Gartner, which has teamed up with DB Cargo and Amberrail to develop a network of efficient rail links for a Swedish furniture producer.

Six trains have been crossing Germany every week since April 2019, carrying freight for the Swiss market from the Thuringian capital of Erfurt to the service's terminal in Basel. "Our holistic intermodal concept requires reliability and sustainability. Thanks to DB Cargo, we were able to implement our plans and so move our customer transport services onto trains", says Jochen Weber at Gartner.

Distribution centre at Erfurt

Martin Ritterhaus, Head of Carrier Sales Accounts at DB Cargo AG, says, "We created a closed rail system for our customers that works extremely well. Each customer makes its own decisions about how it wants to use this system." Erfurt is the site of a large distribution centre operated by the furniture maker. Goods are brought here from countries outside of Germany before being dispatched to different destinations. Furniture for Switzerland is loaded into containers in Erfurt and brought by lorry to the station in the suburb of Vieselbach. From here, there are three weekly departures: at 1:10 am on Tuesday and Thursday, and at 7 pm on Friday.



"Our trains make things better for people by taking some 12,000 lorries off the road every year. This is definitely an impressive achievement."

SYLKE HUSSMANN

Head of Carrier Sales at Intermodal Sales,
DB Cargo AG

furniture shuttle, which continues its journey with the same locomotive.

The block train hauls 22 wagons, each of which carries two containers. As Switzerland is outside the EU, the load has to go through customs at the border crossing in Weil am Rhein. Once the train arrives in the Basel terminal, the containers are transferred to lorries that bring them to the customer's various distribution bases in Switzerland. The customer organises first and last-mile transportation by lorry to get the freight to its final destination.

INTELLIGENT INTERMODAL

- DB Cargo's offers its customers rail-based combined transport solutions that cover Germany and Europe without the need for private sidings or large volumes. To achieve this, the company deploys containers, swap bodies and trailers across the continent.
- Customised transport concepts and interlinked logistics systems within Germany guarantee quick journey times and transport services tailored to restrictive time slots.
- DB Cargo delivers fast and reliable connections between Europe's economic heartlands thanks to its intermodal shuttle system and many services along Europe's main transport corridors.
- DB Cargo links ports in the north and west of Europe with the continental hinterland.
- Thanks to its subsidiary DB Intermodal Services, DB Cargo is able to provide additional services at many hinterland locations, such as container placement at depots, maintenance and repairs.

Transfer to trains

"This concept sees us shift traffic from lorries to trains in the long term", says Sylke Hussmann, Head of Carrier Sales at DB Cargo's Intermodal Sales division. "Our trains make life easier for people between Erfurt and Weil am Rhein by taking some 12,000 lorry trips off the road every year. This is definitely an impressive achievement."

The customer is also very satisfied with the sustainable solution. Martin Ritterhaus says: "Conceivably, we will be able to use this model to encourage more companies to switch to trains." •



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Just-in-se- quence plant deliveries

With its integrated, flexible transport concept, DB Cargo Logistics helps carmarker Škoda develop new production capacities.

Social shifts towards greater individualism represent a considerable challenge for the automotive industry. Flexibility is essential if the sector wants to meet customers' demands. Similarly, a service provider such as DB Cargo Logistics has to keep evolving so it can keep up. With its new models and highly flexible, integrated solutions, the rail freight operator is laying the foundation for a successful future. One example: its solution for Czech carmarker Škoda.

The company's Karoq SUV has been a real hit with motorists, and production has been hard pressed to keep up with demand. Škoda has two plants in the Czech Republic, and both are operating at maximum capacity. The company has now tapped into available production capacities elsewhere in the Volkswagen Group so it can step up the manufacturing and delivery of the popular car. As a result, the Volkswagen plant in Osnabrück has become a new production site for the Karoq.

Transporting components from the Czech Republic to Germany

This new development requires components to be transported from the Czech Republic to Germany. Working with the logistics companies supplying

“This is the first time we have been able to successfully make the railway the ‘just-in-time’ delivery link for the complex process of supplying production sites.”

GUNNAR GRAHLMANN

Key Account Manager, DB Cargo Logistics

the Osnabrück plant, DB Cargo Logistics and DB Schenker Czech Republic designed an integrated transportation solution that sees the movement of several hundred Karoq bodyshells from the Czech plant in Kvasiny to Osnabrück, where the manufacturing process can continue. Other suppliers' parts also need to make the journey

from the Czech Republic to Germany so that the bodyshells can be painted and the assembly process completed.

Gunnar Grahlmann, a key account manager at DB Cargo Logistics, says, “We are very proud to have won this contract. It represents a commitment that motivates us to work even harder. In winning this contract, we beat out our competitors in the road haulage sector and also bested other rail operators.” DB's subsidiary won for three specific reasons. The carmaker appreciates the sustainable aspects of the solution – after all, rail transport is the most environmentally friendly mode of trans-





1 — *The Kvasiny plant in the Czech Republic saw production top 300,000 vehicles for the first time in 2018.*

2 — *Every day, as many as 320 Karoq SUVs roll off the assembly lines of the Czech plants at Kvasiny and Mladá Boleslav.*

portation. Then there is the integrated nature of the concept: DB Cargo Logistics and DB Schenker can closely coordinate their activities as members of the same transport group. Finally, DB's logistics experts were able to address Škoda's specific demands relating to just-in-sequence transportation. "This represents the first time that we were able to make the rail network a 'just-in-sequence' delivery link for the complex task of supplying a production plant. Our solution and our personal involvement made it clear that we would do everything to ensure reliability and on-time delivery," says Grahlmann.

Another DB Cargo Logistics transport contract served as a reference: since early 2018, the company has been ferrying the bodyshells of the Škoda Fabia from the Czech plant at Mladá Boleslav to Osnabrück. The rail operator dispatches up to eight trains every week. The bodyshells are painted in Osnabrück and then sent back to the Czech Republic for final assembly. This transport works so well that Škoda picked DB Cargo Logistics to handle the transport of its Karoq components as well. Multi-system locomotives and sliding-wall wagons with GPS Since the end of 2018, the route taken by Škoda's high-priority trains follows the Elbe valley, running north from the Czech Republic to Germany. DB Cargo provides traction in the form of class 189 multi-system locomotives, thereby doing away with the need for changeovers. The car bodyshells are transported in large sliding-wall wagons: with a loading height of approximately 3.2 metres, they are ideal as they can house double-decker freight racks. DB Cargo has also had GPS transmitters installed in the wagons.

"This provides our customers and us with all of the relevant train-related data. At any moment, we know exactly where a given train is located," says Grahlmann. This is essential for managing transport, as the Karoq's production processes require an exceptional degree of predictability when it comes to logistics. The fact that the rail experts addressed the customer's specific demands relating to just-in-sequence transportation was another plus. The route is some 800 kilometres long. Starting in the Czech city of Pardubice, trains cross the German border at Děčín-Bad Schandau and need a total of 15 hours to complete the journey to Osnabrück. DB Cargo staff also have work to do at the train's destination, the VW plant: the rail freight company started a plant shunting service in Osnabrück a number of years ago. Grahlmann explains the advantage this brings: "It results in production processes that have no risky interface points, which is, of course, vital for ensuring the reliability and quality of the supply links. The larger DB network provides a crucial advantage for Škoda's transports: because DB Cargo and DB Schenker are both part of the DB Group, we have access to far more resources when designing solutions, and we can shape a solution completely around a customer's needs."

DB Cargo Logistics wants to ensure that the factors contributing to the success of this new contract can be transferred to other solutions, so it has started discussing the potential development of this link, and other links, with customers. The goal of these talks is to integrate customers' suggestions and take the portfolio of services at DB Cargo Logistics to the next level. The company is on the right path, because experience has shown that working together makes it possible to deliver even highly complex logistics services. ●



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Done and dusted



DB Cargo got Badische Stahlwerke (BSW) on board with a transportation service for filter dust.



— When melting metals, the arc in an electric arc furnace can reach temperatures of up to 3,500 °C.

It's a badge of pride for DB and a big win for the climate: since mid-2018, DB Cargo has been transporting filter dust from the steelworks in Kehl, in Baden-Württemberg, to customers in western and central Germany. "It represented a challenge because we had never used a concept like this to undertake this kind of transportation", says Thomas Fischer, Key Account Manager at DB Cargo.

The main products of the BSW plant in Kehl are reinforced steel and wire rods for the construction industry. Zinc, iron and other non-ferrous metals are captured by the steel plant's dust extraction unit, with the residue forwarded to specialised recycling companies for processing.

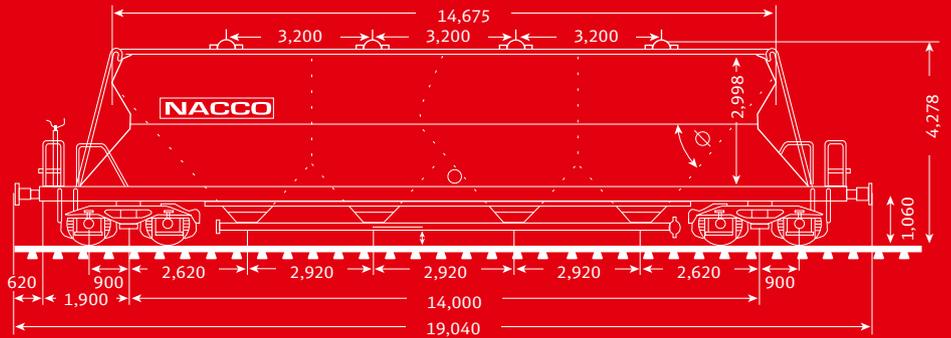
Previously, transportation to these companies largely relied on lorries, but now DB Cargo handles two thirds of the deliveries. "We won BSW over with our proposals because we tackled three key issues", Fischer explains. Initial transshipment was the first issue. For historical and geographical reasons, BSW does not have private sidings at the dust extraction unit and dust silo, so a combined transport link had to be developed for the first leg of the journey, getting loads from the site to Kehl's station.

Second: DB Cargo guarantees that dust is taken from BSW's facilities ▶

NACCO 90 m³ dust wagons for bulk discharging

THE FACTS

Capacity:	90 m ³
Test pressure:	3.25 bar
Working pressure:	2.5 bar
Empty weight:	26.6 t
Load limit C:	53.4 t
Total weight:	80 t
No. of vessels:	2 pressure vessels with 2 chambers each



► around the clock and signed an agreement with haulage company Seiler for this purpose.

Third: Working together with its partners at Seiler, DB Cargo established a team of ten drivers who received training about the dust extraction unit and who now cover the route between the plant and station. “By using the same experienced drivers, the customer wanted to avoid having someone untrained disrupt production processes, something that no doubt happened in the past”, says Fischer.

Silo capacities for steel production

Every day, four to five lorries arrive at the plant to collect the residue. The drivers use a specially created app to make sure that the dust silos are never more than half full – when production is in progress, a silo fills up in just one day – so that the customer can manufacture its products at any time. The freight forwarder and the plant use a different app to monitor the round-the-clock provision of tank wagons and organise alternative transport services if necessary.

Kehl’s freight station is just under one kilometre from the plant. There, the dust is pumped into the waiting tank wagons. DB Cargo procured special filter equipment for this process so that no dust escapes during the transfer process. One of these units is permanently installed at the station, while the other is mounted on the trailer for emergencies, or just in case Kehl station is closed and the freight has to be

unloaded at another transfer point. DB Cargo leased the tank wagons from a third party and had them specially modified for roadside load transfers. Using this procedure, DB Cargo loads some 20,000 tonnes of dust onto trains every year. From Kehl, the freight heads to Mannheim, where it is fed into the company’s single wagonload network. The customers are recycling companies located across Germany, and they receive the loads after a few days in line with previously communicated schedules.

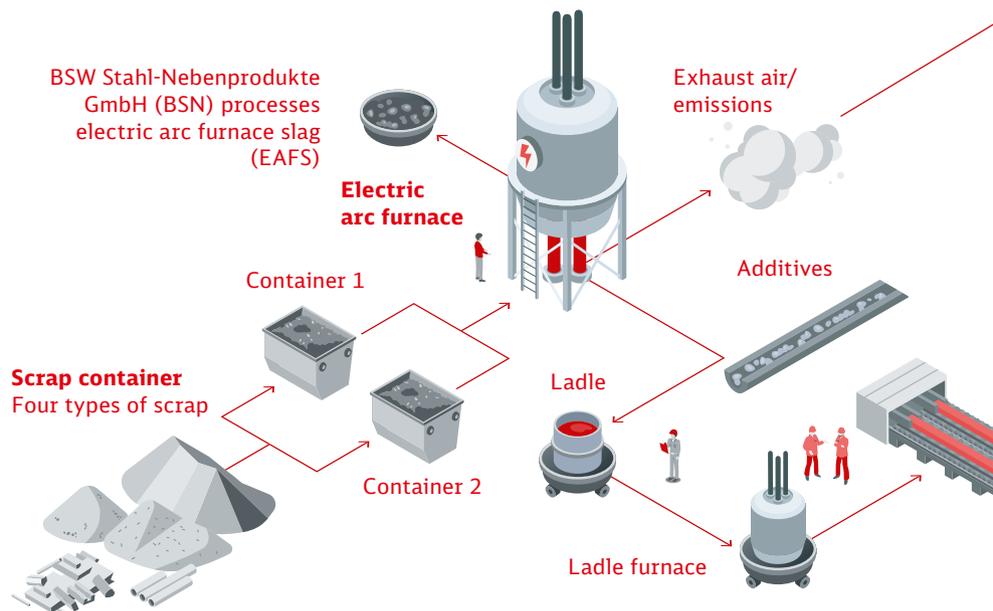
“We are very happy that we switched to DB Cargo. The new process means less planning for us and our customers because the rail service allows for more flexible unloading times than lorries”, says Florian Buchwieser, Managing Director of BSW’s in-house haulage company Kohrs. “Our client

relationships also benefit a lot from the system created by DB Cargo.”

Changes to turnaround times and wagon numbers

It didn’t take long for the process to become a reliable routine. “We have made another adjustment to the turnaround times and number of wagons so that we can cater to the new transport processes”, Fischer says. Originally, 14 tank wagons were needed for the dust transports, but this number is now being increased to 18.

There is another benefit for BSW: by taking freight off the roads and using trains instead, the company has been able to significantly reduce its CO₂ emissions.



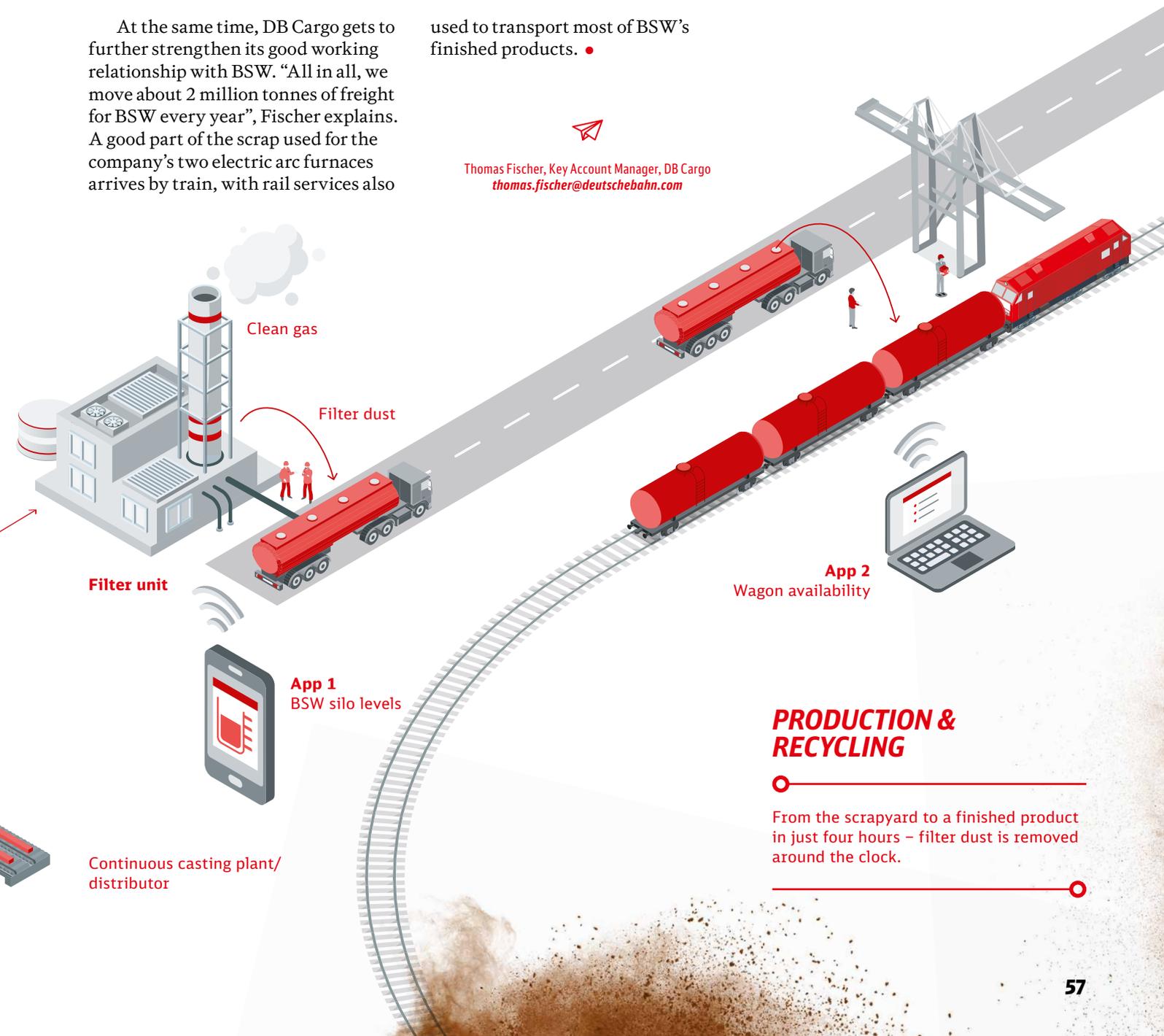


— Special filters are used to prevent dust escaping during the transfer process.

At the same time, DB Cargo gets to further strengthen its good working relationship with BSW. “All in all, we move about 2 million tonnes of freight for BSW every year”, Fischer explains. A good part of the scrap used for the company’s two electric arc furnaces arrives by train, with rail services also

used to transport most of BSW’s finished products. ●

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PRODUCTION & RECYCLING

From the scrapyard to a finished product in just four hours – filter dust is removed around the clock.



... the Head of the Logistics Centre in Maschen?

Sometimes things turn out differently than you expect. For Jörn Kallas, that's nothing new.

From human resource planning to disruption and damage management to load scheduling – my responsibilities are quite multifaceted. When someone is absent from our team, I'll also jump in to take care of daily operations, load and unload the trains and lorries or drive goods back and forth with the forklift myself. No two days are alike for me.

Nevertheless, there are a few fixed tasks that come up every day. I usually start at around six in the morning and first catch up on the state of affairs: how are the trains and lorries running today? Are there delays in the shift schedule? Or any other disruptions? I then have a brief meeting to

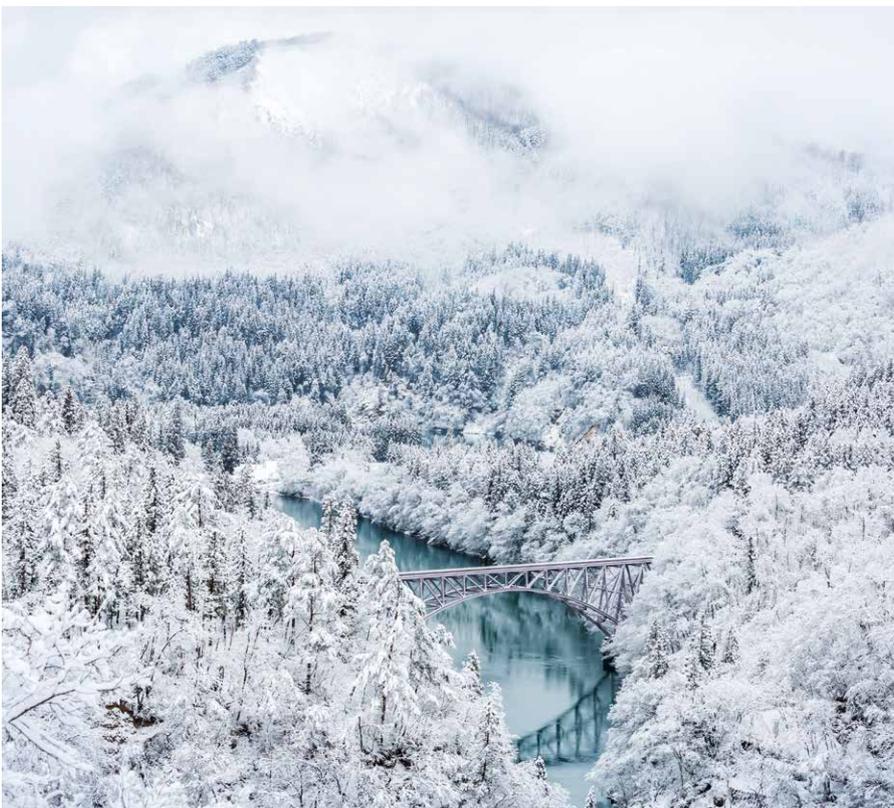
“It's a lot of fun to see how well an idea that you yourself have helped develop works in practice.”

consult with my colleagues. Since we've been working in a two-shift operation, this has taken on added importance – after all, I always need to know what is happening, and where.

What challenges does my job present? Clearly, I have to be mentally flexible, to be able to react to any irregularity at any time and always have a solution ready that works. If a freight wagon arrives late, for example, I spontaneously rearrange duty rosters and working hours so that the goods reach the customer on time despite the actual delay. ●



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— Logistics companies work hard to cope with extreme weather.

// Looking ahead

FROSTPROOF?

Winter readiness at DB Cargo.

Will winter bring snow and ice or mild temperatures? This question might sound like someone planning a skiing holiday, but it is actually something that can quickly become a headache for businesses across different industrial sectors. Weather is becoming an increasingly important issue for logistics companies in particular, partly because extreme weather events are happening more frequently and growing harder to accurately predict.

DB Cargo will check its preparedness and turn to external experts for their opinions. What is the current situation at Europe's largest rail freight company? What do we have to do so that our freight operations are safe from disruption during winter? With help from the DB Cargo specialists, we will answer these questions and show you what measures are being put in place. We will also introduce the people who work to ensure that your freight keeps moving throughout the winter, no matter what the weather. We will show you the issues that different industries have to tackle during the cold months of the year, and you can find out what our customers expect from their logistics partner.



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