

railways

THE DB CARGO CUSTOMER MAGAZINE



No. 01|17

Reliability and drive are what matter when DB Cargo staff navigates trains from Antwerp to the Rhine-Main region.

LISTENING AND KNUCKLING DOWN

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IN GOTTHARD TUNNEL**

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VERY BRITISH: LUXURY PASSENGER TRAINS WITH DB CARGO UK TRACTION

» BELMOND BRITISH PULLMAN IS A WONDERFUL TRAIN THAT ALLOWS PASSENGERS TO EXPERIENCE HOW THE FILM STARS OF THE 1920s AND 30s FELT AS THEY JOURNEYED IN THESE PALACES ON WHEELS.

RICHARD CORSER
ACCOUNT MANAGER, DB CARGO UK



PHOTOS: TITLE: TILLMANN FRANZEN; EDITORIAL: BELMOND(3); DEUTSCHE BAHN

DB Cargo's national subsidiary in Britain is providing prestigious services for Belmond British Pullman for a further five years.

Luxury and rail freight transport – the connection between these two concepts will not be immediately obvious to everybody. However, one thing is beyond doubt: reliability and quality are not merely characteristics of DB Cargo's transport operations but also form the foundations of luxury, which means everything beyond the bare necessities of life. It therefore comes as no surprise that DB Cargo in Britain has again won a very special contract: providing traction for the luxurious passenger trains of Belmond British Pullman, which is the very British sister to the Venice-Simplon-Orient-Express and has long enjoyed cult status. "We are proud to support Belmond British Pullman: DB Cargo UK is a proven specialist

in this field, and the renewal of the contract demonstrates that our services are truly first-class," says Richard Corser, Account Manager at DB Cargo UK. "The Belmond British Pullman is a wonderful train. We are glad that we can continue to provide this unique service." The order extends a partnership with Belmond that has lasted for over 20 years. DB Cargo UK will now pull the popular luxury trains throughout Britain for another five years. Belmond British Pullman carries its passengers, usually on day trips, from London Victoria Station to a variety of destinations in Britain, such as Bath, York or Sandringham. Lunch or dinner is frequently offered

on board. Belmond British Pullman offers around 140 excursions each year, one in ten of which as nostalgic steam-hauled journeys. **an** ■

More information:
www.belmond.com/british-pullman-train

Contact | Richard Corser
Telephone: +44 (0)7584 154731
richard.corser@deutschebahn.com

DOERS AT DB CARGO

Please allow me to introduce myself: my name is Raimund Stüer and I took on the role as Member of the Management Board for Sales and Marketing at DB Cargo in mid-March. I'm looking forward to getting to work and to devoting all my energy to the task!

DB Cargo is not just a rail freight company in Germany; we also offer our customers national and international services around our core strength – the railways. One of the most important prerequisites for customer-oriented solutions is our highly skilled and motivated staff. We have more than 31,000 colleagues making sure that your logistics solution is working perfectly, whether this be in Germany or anywhere else in Europe. These are our "doers". Thanks to their hard work and dependability, we're able to improve the solutions we deliver to you a little every day.

In this issue, we'd like to introduce you to a few of these members of staff and report on their can-do attitudes. I hope you enjoy reading the magazine and I'm eager to work with you to move more freight onto rail – by far the most environmentally friendly mode of transport.

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



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railways

01/ 2017

FOCUS

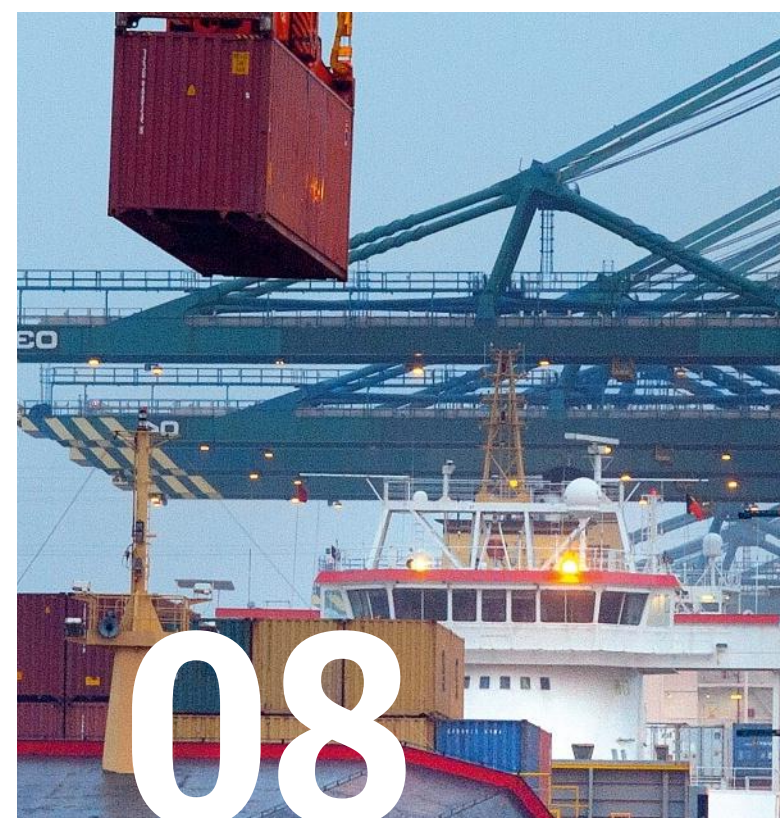
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 transport logistic is Europe's leading trade fair for logistics, mobility, IT and supply chain management. As in previous years, DB Cargo would like to invite its customers and other interested parties to come and learn more about its services, products and innovations.
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PHOTOS: DEUTSCHE BAHN

THE GATEWAY TO EUROPE

The Port of Antwerp is growing steadily. With the *DBantwerp-rhine-shuttle*, DB Cargo has now developed a corridor product with fast transport times for customers in all sectors.



railways is available in digital or in printed form
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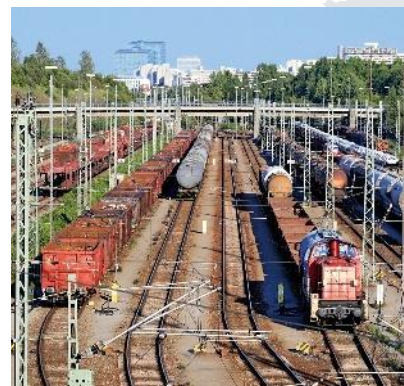
AALBORG / DENMARK
Better links to Jutland

DB Cargo is improving links between northern Denmark and the European rail networks. Two trains per week now link the Jutland port of Aalborg with Fredericia in the south of the country. From there, there are connections to the European single-wagon network, and the European intermodal network is linked via the Taulov Terminal. Each train has a capacity of 1,600 tonnes, and all kinds of freight can be transported on the single-wagon system. "We have developed a very attractive offer for a wide range of customers in the north of Denmark," explains Thomas Vestergaard, Head of Regional Sales at DB Cargo in Denmark. North Jutland is home to a large number of medium-sized businesses. *mb* ■



BERLIN / GERMANY
DB Schenker Award for Dr Christian Tummel

In late 2016, the Deutsche Bahn Foundation awarded Dr Christian Tummel the DB Schenker Award. The scientist, who works at RWTH Aachen, won the international logistics award, which comes with a €10,000 cash prize, for his dissertation titled "IT cooperation platform for direct, cross-forwarder, less-than-truckload transports". DB's Member of the Management Board for Finance, Dr Richard Lutz, described the research as "forward-looking". It outlines the structure and organisation of an IT cooperation platform that could be applied to a wide range of other fields. The DB Schenker Award is a junior researcher award set up by DB Schenker and the Deutsche Bahn Foundation. The international prize is awarded annually and is regarded within the logistics industry as one of the sector's most prestigious awards. *an* ■



MAINZ / GERMANY
DB Cargo's single-wagon network is getting more competitive

DB Cargo has a unique selling point in the competition against other European rail companies: its single-wagon network, within which customers' wagons and wagon groups can be reliably transported anywhere in Europe. In January 2017, responsibility for utilisation in the single-wagon network moved to DB Cargo's Sales division. By establishing a targeted utilisation management system, the rail company aims to sell free capacity more actively and effectively in future, to secure greater volumes and generate growth. DB Cargo is going to strengthen and expand the single-wagon network - to offer clear added value to customers. Plans are afoot to introduce fast, frequent connections between the most important economic centres in Germany and central Europe. DB Cargo recently succeeded in reducing transport times from Scandinavia to southern Europe for one customer, while increasing the volume of freight transported. All DB Cargo customers benefit from this new direct connection because they, too, can use this service for their transport operations. *an* ■

PHOTOS: F1 ONLINE, DEUTSCHE BAHN (3), AKG IMAGES, METROPOL IMAGES



ÖREBRO / SWEDEN
1.2 million tonnes of paper from Scandinavia

In mid-December 2016, DB Cargo and the Swedish company ScandFibre Logistics (SFL) signed contracts that expand the scope of the services provided. In future, DB Cargo will transport 1.2 million tonnes of paper to central and southern Europe each year on behalf of SFL. In the opposite direction, DB Cargo will transport around 12,000 wagonloads to Sweden for SFL, mainly for end customers from the consumer goods industry. The new contract runs until 2019. "DB Cargo has the necessary European network, the experience to operate high-quality single-wagon networks, and the resources required to develop them further," says Mats Erkén, CEO of SFL. SFL operates its own European transport network for the paper industry under the name "Rail 17". DB Cargo is one of the biggest service providers for SFL and "Rail 17". *an* ■



FRANKFURT AM MAIN / GERMANY
Raimund Stüer named new Board Member for Sales at DB Cargo

In mid-March 2017, Raimund Stüer took on his new position as DB Cargo's Member of the Management Board for Sales & Marketing, making him responsible for sales and marketing activities at Europe's biggest rail freight company. Stüer, who holds a business degree, has spent much of his career in the rail freight industry. A co-founder of the private freight operator TX Logistik AG, he successfully established the company as an international provider on the North-South corridor during his time there between 2000 and 2011. He has also worked as Senior Vice President at Kühne + Nagel Management AG, where he was responsible for rail and intermodal logistics services. "We're delighted that Raimund Stüer is joining us to share his sales and marketing expertise," says Jürgen Wilder, CEO of DB Cargo. "His extensive experience and his network in national and international rail freight transport will support DB Cargo on its growth trajectory." *an* ■



NOVATE MILANESE / ITALY
Italy's most punctual rail freight company

DB Cargo Italia was again the most punctual rail freight operator in Italy in 2016. With a rate of punctual arrivals standing at 82.3 per cent, DB Cargo exceeded the average for all rail companies, which stood at 69.5 per cent. For DB Cargo, this result was a further improvement on 2015, when four out of five trains arrived on time. The reasons for this outstanding result include a continuous dialogue between DB Cargo Italia and the network operator, RFI. Every two months, representatives of the two companies discuss planning and execution, in order to find joint solutions for improving the running of freight transport in Italy. The punctuality index takes account of standards set by the infrastructure operator, RFI. The description "punctual" applies to regular trains that reach their destination up to 30 minutes after their scheduled arrival time and to special trains that do so no later than 120 minutes after the planned time. *an* ■



THE GATEWAY TO EUROPE

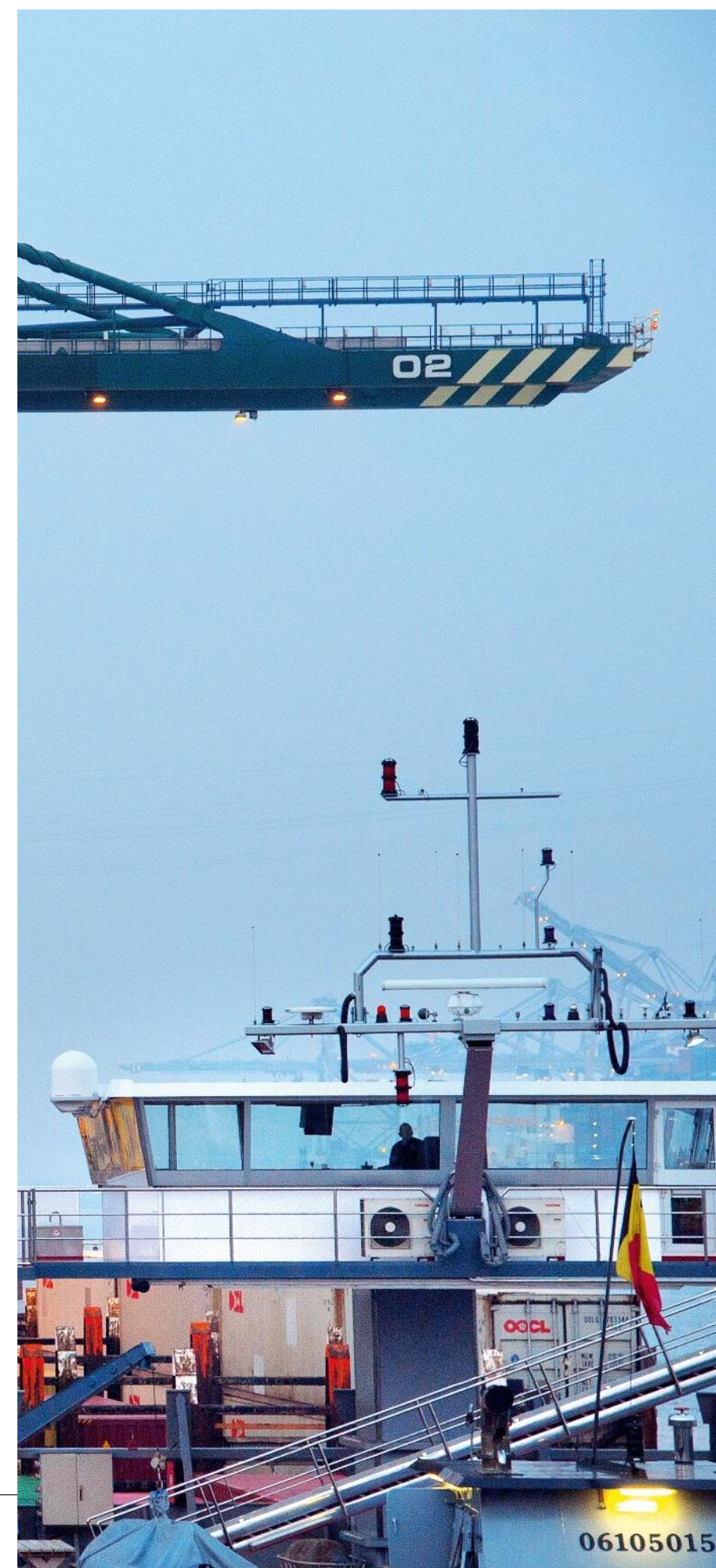


The Port of Antwerp is growing steadily and the port authorities are keen to improve rail hinterland connections to cope with the additional volumes of freight in a sustainable way. DB Cargo has been chosen as the cooperation partner for this project. With the *DBantwerp-rhine-shuttle*, Europe's largest rail freight company has now developed a corridor product that guarantees fast transport times and offers customers in all sectors an attractive transport planning option.

The view at the Port of Antwerp is breathtaking. A light mist hangs in the air as the eye roams over a surreal landscape. Rows of windowless towers soar into the sky everywhere you look: oil tanks. An armada of rail tank wagons is waiting to be loaded and, in the distance, container trains roll through the flat terrain. The hush that lies over the scene doesn't quite fit with the industrial backdrop. The shrieking gulls are trying to outdo each other, staking their claim to dominion over the skies, while in the distance the occasional low groan of a ship's horn can be heard.

We're 80 kilometres away from the sea here. The Port of Antwerp lies at the mouth of the Scheldt River, which splits here into the Western Scheldt and the Eastern Scheldt and which still has to flow through the Dutch province of Zeeland before it reaches the North Sea. The magnitude of the scene inspires awe – and the record books reflect this. The Port of Antwerp is home to the world's second-largest chemicals park, after Houston in the US state of Texas. Almost 70 million tonnes of oil and chemicals were transhipped at the Antwerp terminals in 2016. The Kiel-drecht Lock – the world's biggest lock – went into operation in summer 2016.

PHOTOS: DEUTSCHE BAHN





TANK WAGON MANOEUVRE: the Port of Antwerp is home to the world's second biggest chemicals industry park.

FOUR PER CENT GROWTH

Those who are only now becoming aware of the Belgian Port of Antwerp have been missing out. A minor economic miracle has been taking place on the banks of the Scheldt for quite a while now. At the end of 2016, the port reported a new transshipment record of 10 million TEU (i.e. the corresponding number of standard containers) following growth of more than four per cent. In terms of volume, more than 214 million tonnes of cargo were transhipped in Antwerp, 2.7 per cent more than in the previous year. With regard to freight volume, Antwerp is Europe's second-largest port after Rotterdam. It is the biggest port in the world in relation to geographical size, covering an area of more than 12,000 hectares - 20 per cent larger than that of Rotterdam.

One of Antwerp's biggest advantages is its location. 60 per cent of the European Union's purchasing power is condensed within a radius of 500 kilometres, including the Ruhr region down to Cologne, which is - with ten million residents - Germany's most densely populated area. The port, which employs a workforce of 1,650, not only has an exemplary network of ports, it is also expanding its links to the European continent. As it develops its port hinterland transport operations, Antwerp is focusing heavily on rail so that it is ready for future volume growth and is prepared for competition from other ports.

The European market leader DB Cargo is already managing a large number of trains to and from Antwerp, including direct connections (as part of the COBRA joint venture, for example) and network transport operations via its brand-new Dutch rail hub Kijfhoek.

FROM ANTWERP TO ALL OVER EUROPE

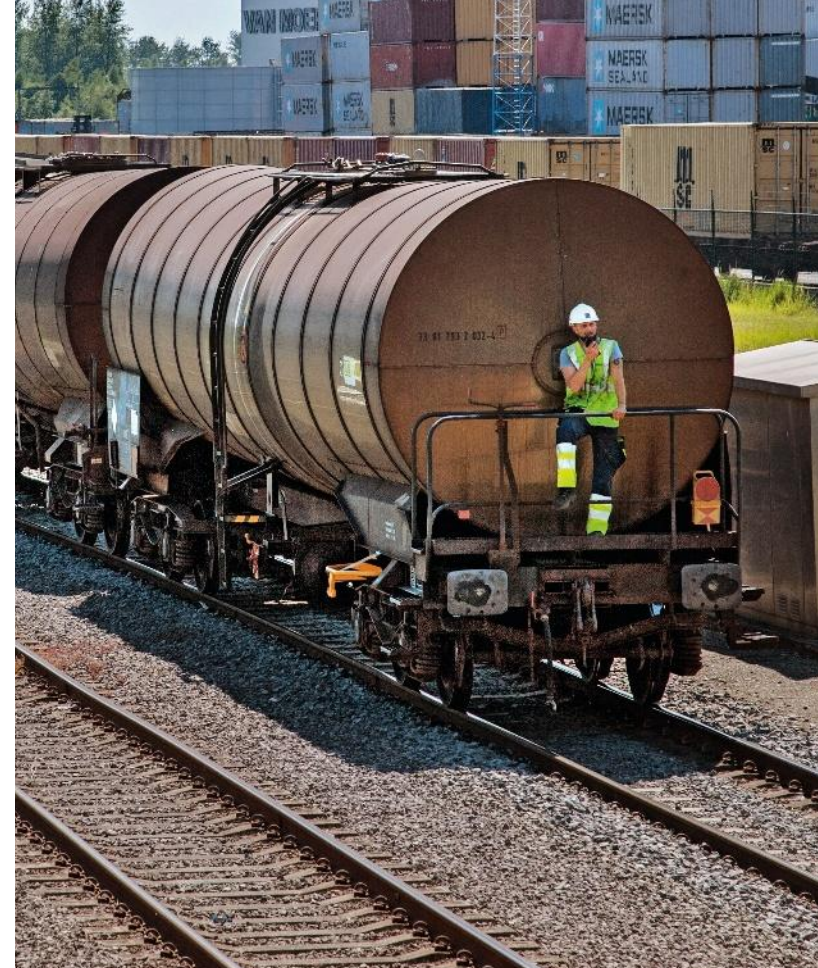
In February 2017, DB Cargo launched a corridor product with fast transport times to and from Antwerp. The weekday connection on the Antwerp - Ruhr region - Mannheim corridor is called *DB Antwerp-rhine-shuttle*. "This allows us to connect the major industrial centres of Antwerp and the Rhine/Ruhr and the Rhine/Neckar regions, and to link up quickly to DB Cargo's European network, especially to southern Germany, Italy, Austria, France, Spain and south-eastern Europe. We're listening to demand from our customers in various industries, for whom this kind of corridor product is essential," Dr Jürgen Wilder, CEO of DB Cargo, explains.

Some of the trains travel to the Ruhr region; there are frequent connections towards northern and eastern Germany and there are other trains to destinations in Scandinavia, Poland and the Czech Republic. Other trains travel via the Rhine corridor and Cologne to Mannheim. From there, the transport operations can be fed into DB Cargo's western and southern European network, with connections to Italy, Austria, France and Spain - and that up to ten times daily. In addition, freight can be transhipped onto inland waterway vessels or transported over the "last mile" to the customer by HGV. Be it traditional wagonload transport, the intermodal cargo of partners, or tank wagon transports: the shuttle is suitable for all kinds of freight and transport modes.

The new product offers links to a large number of terminals and is therefore aimed at various industries and sectors. "Customers and partners benefit from shorter transit times and the high flexibility of transport operations between Antwerp and the German industrial regions of Rhine/Ruhr and Rhine/Neckar," explains Felix Brückmann, Product Manager at DB Cargo, who is responsible for the *DB Antwerp-rhine-shuttle*.

FAST TRANSPORT TIMES - GREAT FLEXIBILITY

These improvements are being achieved largely thanks to timetable optimisations and operational adjustments that ensure a swift and smooth passage to the Rhine-Neckar/Rhine-Ruhr regions, as well as with the aid of the strong DB Cargo network, which allows a regular and very high-frequency train service. Within this network, destinations in Italy, Switzerland, Austria, France, Spain, south-eastern Europe and Poland can be reached. From DB Cargo's perspective, the high-frequency connection and the extensive coverage, which transcends defined destination regions, offer important advantages that



PHOTOS: DEUTSCHE BAHN(2), TILLMANN FRANZEN

make the product highly attractive considering the market's increasing flexibility requirements.

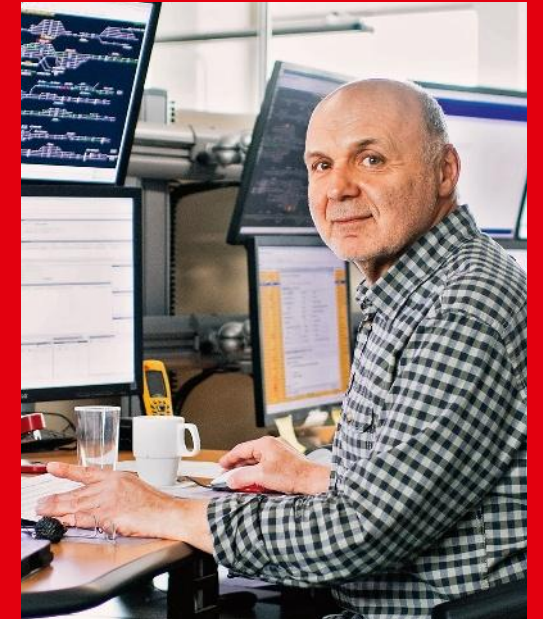
The shuttle - like all of DB Cargo's products - also has the advantage of reduced emissions compared with pure road transport operations and is therefore significantly more environmentally friendly. Sustainable supply chains are becoming an important aspect for a growing number of customers.

Optional services include wagon management, repairs and status reports on transports. Customer service is provided by a central customer management team.

DB Cargo intends to further develop the product over the coming months. "Adjustments over the course of the year will allow us to make our service to the Ruhr and Neckar regions more attractive," says Felix Brückmann. Links to further terminals will also be added.

Contact | Felix Brückmann
Telephone: +49 (0)6131 15-61635
felix.brueckmann@deutschebahn.com

DOERS



ALOYS VIETEN,
PRODUCTION COORDINATOR, DUISBURG

FINDING SOLUTIONS - ALWAYS AND EVERYWHERE

Aloys Vieten was there when the rail company's Duisburg Control Centre was established in 1993. Today, the experienced railwayman, as Production Coordinator at DB Cargo's Regional Provision division, is responsible during his shift for a team of train dispatchers. They manage all the freight transports in North Rhine-Westphalia, as well as the international transport operations to and from Belgium and the Netherlands. For example, all the Antwerp trains pass through his area - or to be more precise, that of his dispatchers, each of whom is responsible for certain routes: Venlo, Aachen, the Ruhr region, the Rhine corridor and Hamm/Westphalia. "I make the final decision," says Vieten. "When serious problems come up, such as delays, staff shortages, engine drivers stranded far from civilisation waiting to be relieved and so forth, I have to decide how to proceed." When that happens, Aloys Vieten gets on the phone, wakes up colleagues, discusses timetables with DB Netz - and makes sure the show goes on. In one case he succeeded in ensuring that a time-critical shipment of an oversized transformer reached Wilhelmshaven just in time to catch the ship despite everything appearing to conspire against the rail company on the previous day. Finding solutions when it seems that all is lost - that's his job. mh ■

D O E R S



LISA WOLTER,
DISPATCHER, DUISBURG

GUIDING AND DIVERTING

Train Dispatcher Lisa Wolter's workplace at DB Cargo's Regional Provision division in Duisburg is similar to that of an air traffic controller. Depending on her workstation, she has between six and eight screens to keep an eye on. On four of those screens a confusing network of lines is displayed, on which various numbers move. The lines represent rail routes and each number stands for a train. You can also see the names of train stations. This allows Lisa Wolter to know exactly where each train currently is. The other screens display dispatch programmes and shift schedules. "On the basis of all this, I decide when engine drivers can be relieved outside the normal schedule and where or when a train can be diverted via what route, for example when there are delays," explains Wolter. She does this in close coordination over the telephone with DB Netz, which gives clearance for rail lines and produces new timetables. Lisa Wolter is regularly tasked with the work of managing the international trains to Belgium and the Netherlands. When she is dispatching trains between Antwerp and the Ruhr region, frequent telephone contact with colleagues in Brussels is critically important. Lisa Wolter joined the team in 2013. She regularly switches between workstations - and is getting to know more and more routes. mh ■



PHOTOS: DEUTSCHE BAHN, TILL MANN FRANZEN



GREETINGS FROM THE DRIVER'S CAB: DB Cargo's engine drivers navigate trains across Europe – day and night.

OPERATOR H&S CONTAINER LINE CHOOSES DB CARGO

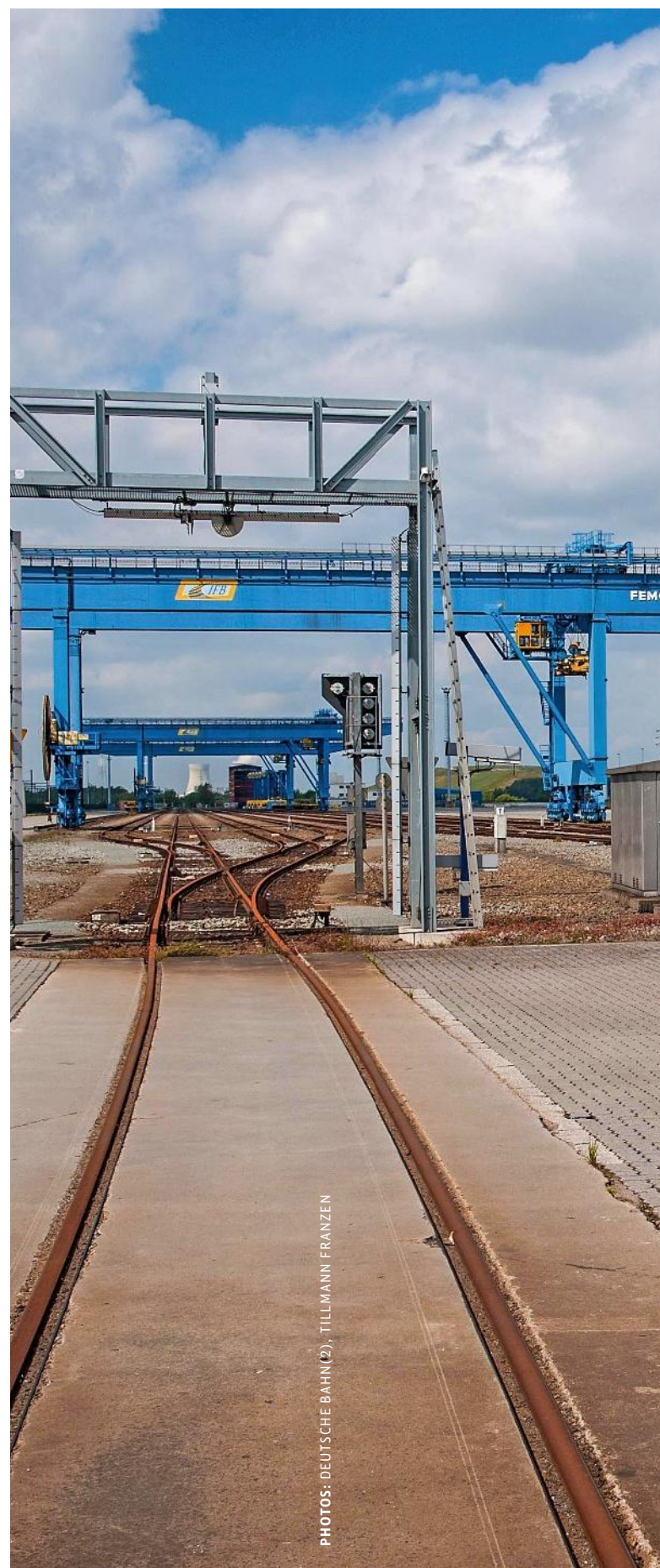
The intermodal service provider with a strong focus on inland waterways connects the Belgian seaport of Antwerp with a new block train product along the Rhine. DB Cargo was awarded the traction contract.

To coincide with the 2016/17 timetable change, DB Cargo has started an entirely new block train on behalf of the multimodal carrier H&S Container Line, which currently connects the seaport of Antwerp with the German hinterland once a week. The 540-metre long container train with 27 wagons requires around six to eight hours to cover the distance between Antwerp and Andernach on the Rhine. It travels during the night, enabling the goods to be transhipped first thing the following morning. "H&S enjoys an excellent reputation in the sector as a reliable logistics service provider, and we are proud of the trust our customers have in us," says Andrea Clasen-De Cunto, Accounts Manager West for the intermodal division of DB Cargo. "We look forward to a close, long-lasting partnership."

H&S Container Line GmbH started out in inland waterway transportation, but now provides multimodal logistics services from Antwerp and Rotterdam along the entire length of the Rhine by barge and train. A for-

THE PORT OF ANDERNACH ON THE RHINE

The significance of the port of Andernach has grown considerably in recent years. With a transshipment volume of between 2.7 and 3.2 million tonnes per year, it is now the biggest port on the Central Rhine between Ludwigshafen and Cologne. Its total area of roughly 370 hectares comprises various transshipment options for inland waterways, HGV and rail. The port has eleven crane systems with a load capacity of five to fifty tonnes, as well as various mobile units. *mb* ■



PHOTOS: DEUTSCHE BAHN (2), TILLMANN FRANZEN

DOERS



DIRK HEINSCH, TRAIN PREPARER, AACHEN

AN EAR FOR THE RAILWAYS

Dirk Heinsch's work starts once the trains to and from Belgium have arrived at the Aachen-West train station. "I check whether the freight documents are all in order and the wagon order is correct, and I make sure the train is properly coupled and the brakes are on the right setting and fully functional," explains Dirk Heinsch. If the train is simply being "re-harnessed", i.e. the locomotive is being swapped, or the train is changing direction, then a simplified brake test is sufficient. If the train is parked for longer than 24 hours, a full brake test has to be carried out. From his cabin, the engine driver activates the compressor, which supplies all the wagons with air pressure via the main brake pipe. The brakes are released when the control pressure in the main brake pipe reaches 5.0 bar. If Heinsch notices any irregularities during the brake test, he has to get to the source of the problem. If he's not able to deal with the issue himself, he removes the wagon from the block train and informs a wagon technician, who is normally easy to recognise by the long-handled hammer he carries with him as he carries out technical repairs to wagons. The technician repairs minor damage to the wagons himself, but if the damage is more significant and he cannot solve the problem, he informs the mobile workshop. Responsibility for the safety of the train ultimately lies with Dirk Heinsch, and the engine driver has to be able to trust him completely. *mh* ■

mer division of the shipping company Haeger & Schmidt, H&S Container Line has been an independent company based in Duisburg, Europe's largest inland port, for a decade. "With the new block train product, whose frequency can be increased according to demand, we are expanding our portfolio between Antwerp and the Central Rhineland region, and taking over the entire utilisation risk for the train as the block train operator," says Maik Bastian, General Manager at H&S Container Line.

The first train connection run by DB Cargo using its own traction stock between the port of Antwerp and the German section of the Rhine sets off on Tuesdays at the port of Antwerp and travels direct to the terminal at the port of Andernach. The trimodal terminal has 750 metres of track, 42,000 square metres of storage space and a warehouse capacity of 4,000 TEU. A gantry crane loads the containers direct onto the rails, HGV and barge.

The new railway connection strengthens H&S's move to environmentally friendly modes of transport. With its concept of "container barging for a greener planet", H&S precisely calculates the CO₂ emissions for each journey in direct comparison to HGV transportation. "A sustainable supply chain is playing an important role for an ever increasing number of industrial customers," says Maik Bastian. "The railway can help with this because it emits significantly less carbon dioxide than HGV." *mb* ■

Contact | Andrea Clasen-De Cunto
Telephone: +31 30 235 8965
andrea.clasen-de-cunto@deutschebahn.com

» OUR ASPIRATION IS TO MAKE THE CUSTOMER THE BEST OFFER ON THE MARKET

The logisticians at DB Cargo BTT do not have to prove their expertise to anyone. The specialists for customised rail-based logistics concepts for the chemical industry demonstrate their skills on a daily basis as a competent, independent rail carrier. Interview with Carsten Hinne, CEO of DB Cargo BTT.

INTERVIEW **_____** Mirko Heinemann

DB CARGO BTT

As a leading European service provider for integrated chemical and dangerous goods logistics, BTT impresses with its intelligent, industry-specific logistics concepts for sensitive freight from the chemical and mineral oil industries. More than 130 employees, including tank container and tank wagon specialists and technical and IT professionals, guarantee reliable and efficient transport solutions between chemical industry clusters throughout Europe. BTT uses combined transport and wagonload transport to organise the main leg on the rails, the handling at the terminal and the initial and final leg on the road for all European routes. *mb* ■

Carsten Hinne, how is chemical logistics changing at the moment?

H_____ The chemical industry is experiencing increasing competitive and cost pressures. Many companies are currently relocating their production sites to cheaper countries, and, as a result of globalisation, basic chemicals are increasingly being produced close to the raw materials. This is resulting in a growth in the mass flows from overseas. At the same time, the mineral oil industry is experiencing extreme pricing pressures, and Europe's refineries are suffering from surplus structural capacities. The global displacement of goods flows, increasing containerisation and the heavy competitive pressure are enormous challenges for us logisticians. At the same time, more regulatory requirements are being placed on hazardous goods transport and environmental standards are becoming more stringent.

How is BTT responding to such developments?

H_____ We are contemplating how we can relieve our customers of the burden of increasingly complex logistics. We are listening closely to them, whether in our numerous workshops and conventions, or in bilateral discussions, and are working together to develop solutions. With our intermodal solutions along the entire supply chain, we are demonstrating to them that, as a Lead Logistics Provider (LLP), we are capable of managing complex transport chains and taking on additional services. This allows us to relieve our customers of tasks that aren't related to the sector, and help them to concentrate more on their core business again. This is already happening in many places and is being continuously refined.

Could you give us some examples? Which customers are already using such solutions?

H_____ We will be managing the entire logistics of Exxon Mobil, for example. Instead of working to a timetable prescribed by the customer, we are taking on the entire materials planning of the transports including wagon management. This includes negotiating contracts with sub-contractors, hiring tank wagons, managing damaged wagons, producing documents – and planning journeys and flows. We monitor our performance according to tightly defined KPIs. In order to reduce the complexity of the supply chain, our own DB Cargo BTT competence centre bundles all of the customer's interfaces.

What does that look like, exactly?

H_____ Imagine that a customer in China wants to transport specific goods from the chemical industry, but isn't very familiar with the logistics industry. We, DB Cargo BTT, will offer this customer a full service. This means that we will professionally undertake all services for the transport in question.

What makes your range of services different?

H_____ The customer is given logistics advice in four key areas from a single source: supply chain management, transport management, fleet management and performance management. With the help of the customer's annual sales and production plans, we work together to develop a logistics concept that is intermodal. Very much in keeping with our role as an LLP, we work together to identify the best mode of transport: wagonload transport or combined transport. Should DB Cargo be the selected traction partner, or must it be a third-party railway transport company? It is essential for us that we always provide our customers with the best offer on the market – with a concept that is tailor-made to their individual requirements. Our aim is for one call to BTT to be sufficient for receiving a full service. The standard we set ourselves is to offer our customers all the possible transport solutions that the market provides.

Which additional services are BTT able to undertake?

H_____ We offer fleet management, be that tank wagons or tank containers, the coordination of the entire order processing and the materials planning. We also work together to decide whether to use our own tank wagons or those of the customer. We

PHOTO: CLEMENS HESS



RAIL CARRIER 2.0

Scope: **90,000** transports per year
Assets: management of **3,000** tank wagons and **500** tank containers, plus roughly **1,100** hired tanks

coordinate reviews and repairs, integrate our fleet and maintenance management and select the equipment on a needs-specific basis. In many processes, such as the transportation of packaged goods, we work closely with our colleagues at Schenker. The aim is to provide the customer with maximum security of supply.

A complete package ...

H_____ ... but that's not all. As part of our performance management, we carry out a systematic, multi-dimensional reporting process. This involves us measuring the individual performance, carrying out risk analyses and identifying optimisation potential. This helps us reduce costs and increase safety.

How do you guarantee consistent quality in the face of complex processes?

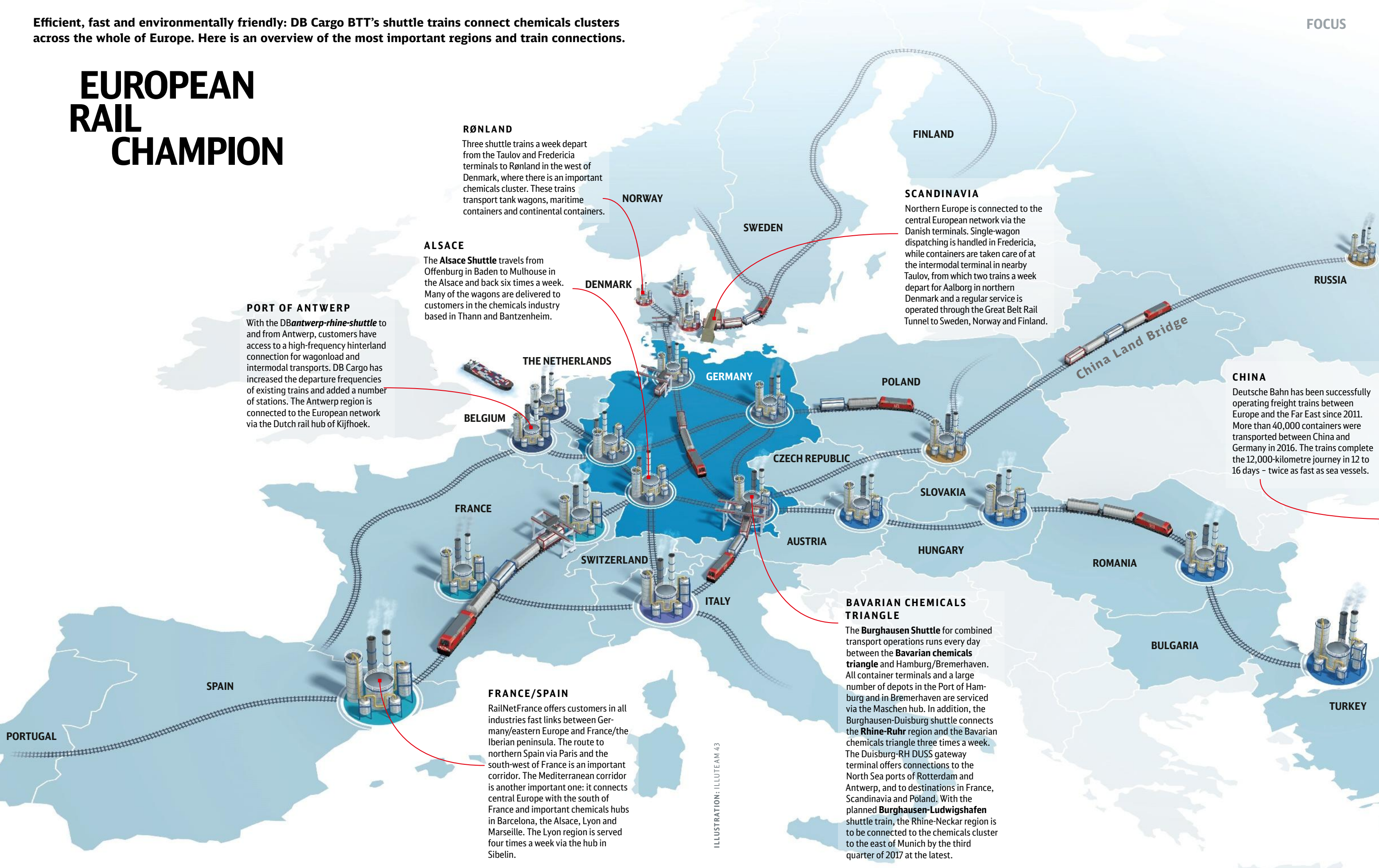
H_____ BTT relies on IT-supported systems throughout the entire process. They are flexible, scalable and can be customised for individual clients. They also reduce costs. As part of our chemical logistics project, Chemielogistik 4.0, we are addressing issues such as optimisation of the vehicle fleet and tapping into synergies. This is a Big Data project, whereby historical chemical logistics data is consolidated to identify patterns that can be used to better plan transport operations in future. It involves us reviewing, analysing and improving all processes.

What will be the end result for the customer?

H_____ The customer receives a full service solution from a single source. We increase the efficiency of their supply chain by reducing the complexity of their supplier relationships. This saves the customer from dealing with complex contracts when organising their transports. With us, the customer has one contact person, they conclude the contract and receive a single invoice at the end. On the rails that is anything but a given. And it doesn't get much simpler than this. *mb* ■

Contact | Dr Carsten Hinne
Telephone: +49 (0)6131 15-61300
carsten.hinne@deutschebahn.com

EUROPEAN RAIL CHAMPION



RØNLAND
Three shuttle trains a week depart from the Taulov and Fredericia terminals to Rønland in the west of Denmark, where there is an important chemicals cluster. These trains transport tank wagons, maritime containers and continental containers.

ALSACE
The **Alsace Shuttle** travels from Offenburg in Baden to Mulhouse in the Alsace and back six times a week. Many of the wagons are delivered to customers in the chemicals industry based in Thann and Bantzenheim.

PORT OF ANTWERP
With the **DBantwerp-rhine-shuttle** to and from Antwerp, customers have access to a high-frequency hinterland connection for wagonload and intermodal transports. DB Cargo has increased the departure frequencies of existing trains and added a number of stations. The Antwerp region is connected to the European network via the Dutch rail hub of Kijfhoek.

SCANDINAVIA
Northern Europe is connected to the central European network via the Danish terminals. Single-wagon dispatching is handled in Fredericia, while containers are taken care of at the intermodal terminal in nearby Taulov, from which two trains a week depart for Aalborg in northern Denmark and a regular service is operated through the Great Belt Rail Tunnel to Sweden, Norway and Finland.

CHINA
Deutsche Bahn has been successfully operating freight trains between Europe and the Far East since 2011. More than 40,000 containers were transported between China and Germany in 2016. The trains complete the 12,000-kilometre journey in 12 to 16 days - twice as fast as sea vessels.

BAVARIAN CHEMICALS TRIANGLE
The **Burghausen Shuttle** for combined transport operations runs every day between the **Bavarian chemicals triangle** and Hamburg/Bremerhaven. All container terminals and a large number of depots in the Port of Hamburg and in Bremerhaven are serviced via the Maschen hub. In addition, the Burghausen-Duisburg shuttle connects the **Rhine-Ruhr** region and the Bavarian chemicals triangle three times a week. The Duisburg-RH DUSS gateway terminal offers connections to the North Sea ports of Rotterdam and Antwerp, and to destinations in France, Scandinavia and Poland. With the planned **Burghausen-Ludwigshafen** shuttle train, the Rhine-Neckar region is to be connected to the chemicals cluster to the east of Munich by the third quarter of 2017 at the latest.

FRANCE/SPAIN
RailNetFrance offers customers in all industries fast links between Germany/eastern Europe and France/the Iberian peninsula. The route to northern Spain via Paris and the south-west of France is an important corridor. The Mediterranean corridor is another important one: it connects central Europe with the south of France and important chemicals hubs in Barcelona, the Alsace, Lyon and Marseille. The Lyon region is served four times a week via the hub in Sibelin.

ILLUSTRATION: ILLUTEAM 43

PREMIUM SERVICES IN HUNGARY

Highly qualified and extremely dedicated specialists – these are the trump cards that are helping DB Cargo Hungária to grow. “If we were a football team, we’d thrash every other logistics company,” jokes Mészárosné Zsidi Annamária, the woman at the front in the picture.

Together with her colleagues, Annamária organises the transshipment and storage of valuable specialist tools for the premium car manufacturer Audi. The car company no longer had enough space in its production hall to store the pressing machines, which can weigh up to 48 tonnes, so it put out a tender for their storage and maintenance. DB Cargo Hungária won that tender and built a 1,800 square metre hall in Győr in spring 2016. “We now make sure that the presses are available immediately when the customer asks for them,” says Mészárosné Zsidi Annamária. “Any time, day or night.”

DB Cargo and Audi have enjoyed a long partnership in Hungary. The rail company took over shunting services for the premium car manufacturer at the Győr plant in 2002. By now, DB Cargo is also responsible for transporting car body parts, engines and complete cars by rail. In 2016, a ceremony was held to celebrate the 25,000th train between Győr and the main Audi plant in Ingolstadt. And demand seems to be growing by the day. According to the Hungarian railway portal “Navigator”, DB Cargo Hungária is among the top ten Hungarian rail companies. DB Cargo Hungária has significantly expanded the range of services it offers over the last few years. *mb* ■

Contact | Andrea Modrián
Telephone: +36 96 542-176
andrea.modrian@deutschebahn.com

PHOTO: OLIVER TJADEN



WOMEN AT WORK

FROM THE MARKET SQUARE TO TEAM VISITS

DB Cargo invites customers to Duisburg for Dispatchers' Day.

Transparency and communication are a great foundation for good customer relations. That is why DB Cargo is seeking to establish a regular and active exchange between the company and its customers. One of the ways it is doing so is with the "Dispatchers' Day" formerly of the Coal and Steel division, now of Industrial Sales. Birgitt Berndt, Head of Coal and Steel Customer Services, invited customers to Duisburg to attend this two-day event, which was being held for the fourth time. Under the motto "Dispatchers for Dispatchers", around 120 customers and employees gathered at the end of October for in-depth talks and lively discussions. The event was held at DB Cargo's Customer Services division in Duisburg. Participants were given the opportunity at various stalls on the "market square" to learn about different systems and projects currently under development at DB Cargo. The aim of this undertaking is to employ digitalisation to deliver better efficiency and quality at Eur-

ope's biggest rail freight company. There were three qualified contacts at hand to explain the principles and advantages of the new "ScrapPortal", "Tracking & Tracing" and "SteelPortal" systems: Ralph List, Project Head Industrial Digitalisation, Daniel Ermisch, myRailport, and Manuel Fischer, Project Management/Logistics Services Coal and Steel.

With "SteelPortal", the former Coal and Steel division, now Industrial Sales division has, for the first time, developed a modern, transparent inflow management system for coil transport operations for the steel industry. This is the first step towards a new, digital management system for DB Cargo Customer Service. In addition to providing a transparent transport and route overview, the online tool also supports the planning process. "Our congestion forecasts, which are exact to the day, have aroused the interest of forwarders and recipients," reports Manuel Fischer. "SteelPortal" will only be available after the test phase has come to an end. "To begin with, we're testing the system internally as a dispatchaid. But we're already providing additional information for customer discussions - fast, efficient and high quality," explains Rainer Frie. "The 'SteelPortal' approach is certainly very attractive - with our coil transports, the system could make inflows even more transparent for us," says Claudia van den Boom, Production Planning/Manufacturing Control at ThyssenKrupp Bilstein.

Participants were then given the chance to take part in team visits during normal day-to-day operations. This programme item was particularly popular because it allowed customers to observe daily operations from the "other side", giving them an inside look into the way the DB Cargo team work together internally.

Following that, customers and DB Cargo staff had time to discuss current practices and to explore synergies - an ideal basis upon which to continuously improve collaborations. "For me, it is always exciting to get to know the systems from a different perspective. I think it's important not to lose sight of the human aspect. The Dispatchers' Day represents the perfect framework for this," says Bilstein manager Claudia van den Boom.

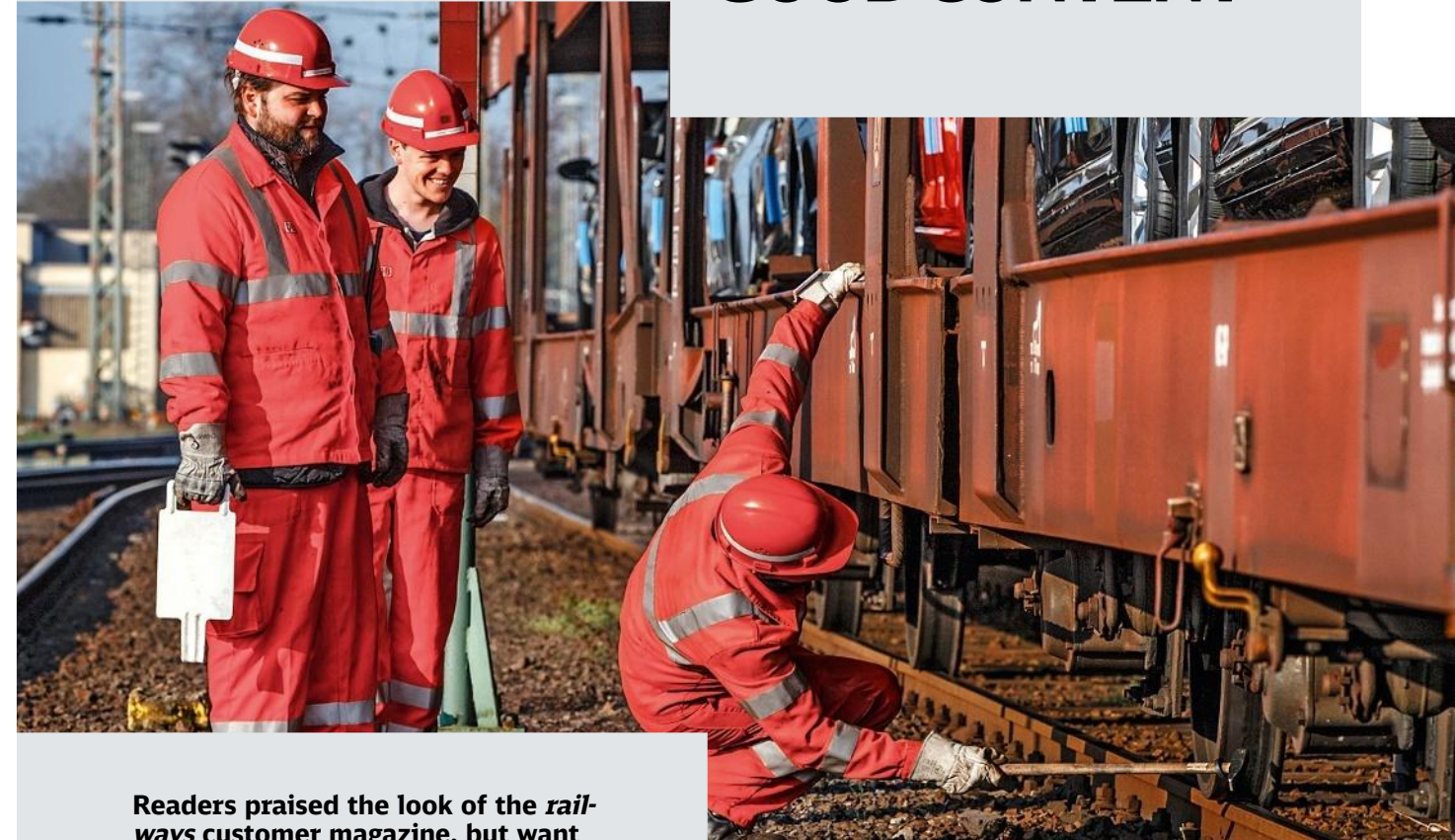
"This event has been so popular we will certainly be looking to repeat it next year," says Birgitt Berndt. "In the end, we can only maintain the high quality of our services if we work with our customers!" **an** ■

Contact | Kerstin Knepper
Telephone: +49 (0)203 454-1476
kerstin.knepper@deutschebahn.com

EXCHANGE: customers talked with staff from Customer Services Industrial.



» GOOD LOOK, GOOD CONTENT



Readers praised the look of the *railways* customer magazine, but want more information on current trends and innovations.

"We want to make the *railways* customer magazine better" - with this clear goal, the *railways* editorial team launched a reader survey last year. And what a success it was! We have received a wealth of ideas and suggestions over the last few months, both online and in written interviews.

One result was particularly gratifying: readers - mainly customers and other parties interested in DB Cargo - are engaging more intensively with the customer magazine than they did a few years ago. More than 74 per cent of respondents read each one of the four issues published annually, and a third of all respondents read every article.

Overall, respondents rate the magazine as "good", and they find the appearance of the magazine and its quality design particularly appealing. "Readable and informative" is how many readers describe the publication, which they also regard as having high journalistic credibility. In terms of content, readers benefit from articles on logistics solutions and DB Cargo products and services. Customers value the practical relevance of articles: 70 per cent of the customers surveyed have received valuable impetus for their own logistics solutions from the information provided.

The readers surveyed were very clear about the kind of content they would like to see in future. They want more articles on DB Cargo's products, services, developments and logistics solutions.

In terms of publication formats, *railways* readers are going against the tide of technology. A clear majority of survey respondents wanted the traditional print magazine, which can be complemented by digital formats, such as the popular newsletter. **an** ■

NEW ERA IN TRANS-ALPINE- TRANSPORT

Regular operations have begun in the Gotthard Base Tunnel. The world's longest tunnel became a part of DB Cargo's European network in December 2016, representing a new era for the European rail freight company. Recently, DB Cargo invited customers to see the revolutionary structure for themselves.

It is the undisputed king of all tunnels: the new Gotthard Base Tunnel, which is 57 kilometres long, traverses one of the Alps' biggest mountain ranges, connecting central Switzerland with Biasca in the south of the country. The Swiss' tremendous achievement has been acknowledged around the whole of Europe. For the first few months after the opening ceremony on 1 June 2016 (see *railways* 02/16) the tunnel was open exclusively for test journeys. Now, with the introduction of the new timetables on 11 December 2016, regular operations have begun.

The Swiss subsidiary of DB Cargo was keen to offer its customers something unique, so it organised a special event to show them the new tunnel. In October 2016, invitations were sent out for a "very different kind of train journey". The delegation of twenty would travel into the tunnel on the "Gottardino", a special train belonging to Swiss Federal Railways (SBB), on the test operation and complete a tour of the Sedrun multifunction station.

SPECIAL EXPERIENCE

The new Gotthard is a tunnel like no other. In some places the rock towers more than two kilometres above the tunnel tubes. Engine drivers who have travelled through the newly opened tunnel are talking of a new driving experience when navigating their trains through one of the biggest mountain ranges in the Alps. Even when travelling at the maximum permissible speed of 120 km/h, a freight train is still underground for half an hour.

A very special experience awaited DB Cargo's customers on their test journey in the tunnel. "We became aware of the massive scale of the structure when we reached the underground station in Sedrun," says Kathrin Brunswicker of DB Cargo Schweiz. The delegation was shown the evacuation tunnel. In case of an emergency, people will be able to head here and be taken out of the tunnel on buses. The walls are sprayed with insulation material to prevent excessive echoing.

DB Cargo's guests had the opportunity to learn about the history of the tunnel's construction from large information boards, and a film was playing in the entrance to one of the ancillary tunnels. "On the whole, the emergency tunnel makes quite a bleak impression," says Brunswicker. "A small number of seats for frail or disabled persons are the only concessions to comfort in this area." The reason for this is that the facility's main purpose is to get people out of danger as quickly as possible.

It was soon time to move on to the northern side of the mountain range. The imposing Gotthard is a meteorological divide,

MAIDEN VOYAGE: Kathrin Brunswicker, DB Cargo Schweiz, and Maarten de Ridder, Head of International Sales, DB Cargo.

5,000

Around 5,000 passenger and freight trains travelled through the tunnel during the test phase between June 2016 and the start of regular operations in December 2016.

with very different weather conditions when you leave the tunnel compared to when you entered. The DB Cargo delegation is overwhelmed by the breathtaking panorama in Flüelen on the shores of Lake Lucerne. One of the group members describes the journey through the mountain: "It's only now, with this open view of the lake, that I feel the darkness and narrowness of the tunnel. And what this open view, this light and the sun mean for us as humans." After a brief stop, the group returns to Lucerne, changing in Arth-Goldau, and passing the Rigi, the "Queen of the Mountains". By early evening it's time for the DB Cargo team to say goodbye to its guests.

UP TO 260 FREIGHT TRAINS A DAY

"Visiting the tunnel gave us an idea of what awaits us and our staff when regular operations start," explains Daniel Knaus, Head of Rail Services Switzerland at DB Cargo Schweiz. DB Cargo is one of the biggest traction providers in north-south trans-Alpine transport. The rail freight company manages one hundred trains through the new Base Tunnel in the single-wagon system alone. In addition to this, there are several intermodal trains and two mineral oil transports per week.

Test operations in the second half of last year showed that the tunnel can meet its capacity targets and that up to 260 freight trains can pass through it each day. The safety concept has also proven its worth. The safety measures, with which all engine drivers could familiarise themselves in advance, are among the best in the world. Train operations will stop immediately in case of an emergency and there are connecting tunnels to the other tunnels every 325 metres. There are also two emergency stations, one in Sedrun and one in Faido, where trains can stop at a platform as usual.

DB Cargo expects rail freight volumes on the new Alpine transversal to grow by five per cent annually from 2021 onwards, with the opening of the Ceneri Tunnel and the introduction of the four-metre corridor, which will make the transportation of larger containers and semitrailers possible. More than a billion tonnes of freight is currently transported each year on the rail corridor from Rotterdam on the North Sea coast to Genoa in the Mediterranean. This is expected to double by 2030. *mb* ■

Contact | Daniel Knaus
Telephone: +41 (0)61 6901-261
daniel.knaus@deutschebahn.com

21.5 billion

The total cost of the new Alpine transversal is estimated at SFR 23 billion, or approximately €21.5 billion. This includes the Lötschberg and Ceneri tunnels, as well as the track and rail technology.

260

Up to 260 freight trains can travel through the Gotthard Base Tunnel every day.

THE SCHWEINFURT RAILPORT MAKES IT POSSIBLE

GATEWAY TO THE WORLD

DB Cargo and its partner Translog offer a wide range of services covering all aspects of combined transport via the railport in the Schweinfurt rail freight station. Translog specialises in the transshipment and storage of rail-suited freight. The railport has the equipment required to tranship all kinds of freight, from overseas shipping containers to steel coils.

Container logistics: transshipment and regional just-in-time deliveries for imports and exports. Overseas shipping container depot, including service centre for maintenance, cleaning and minor repairs.

Warehouse logistics: transshipment, warehousing and just-in-time deliveries of rail-suited freight for industrial customers in the region.

Special transport operations: equipment for special freight, from 30 to 66 cubic metre silo trailers (for example for KAT2 and KAT3 food transport operations) and hazardous freight to aluminium dump trucks and standard tarpaulin semitrailers.

Project management: suitable loading station for major projects. Flexibility and project experience as well as a qualified point of contact for transshipment and initial and final legs by HGV.

Contact | Hein Vedder
 Telephone: +49 (0)9721 94909-15
 hein.vedder@translog-gmbh.com



The Schweinfurt railport offers companies in the boom region of Lower Franconia not only access to the rail network but also services with real added value.

Lower Franconia plays an important role in the global supply chains of the automotive industry. The area is home to world-renowned suppliers such as ZF Sachs, Schaeffler Technologie and SKF, which together employ more than 12,000 people in the region. However, they are not the only ones looking forward to bright futures at the moment. Other regional companies are also profiting from rising global demand. Against this backdrop, sustainable logistics is of even greater importance for the region.

“The railport is the perfect way for companies based in the region who do not have their own sidings to access the rail network,” says Wolfgang Rebhan. The Head of Regional Sales at DB Cargo supports the railport operator Translog as a customer adviser. “With the Schweinfurt railport, we offer companies access to the European rail network, and thereby to one of the most efficient transport modes available.”

The railport, which employs 38 people, is an important transshipment site for the products of suppliers to the automotive industry. 130,000 tonnes of freight is transhipped annually here, with steel products making up the bulk of that. The railport has assumed important functions in the supply chains of industry – including just-in-time outsourcing. “Anyone can offer contract logistics beyond the rail network but we want to integrate rail

into the core of our service,” says Kai Vedder, Managing Director of Translog, which has been operating and continually expanding the railport for 30 years. Translog has built sheds at the railport specially for specific customers – some of which are even accessible by train – to store, tranship and deliver goods to the assembly plants at exactly the moment they are required.

The railport also makes it possible to cater to other customers with great flexibility – for example the construction industry. The hub recently won the contract to handle 58 precast concrete parts for the construction of a recycling facility in Switzerland. This freight was transhipped to rail at the railport and transported to Switzerland on twelve rail wagons. The oversized dimensions of the precast concrete parts, which weighed up to twelve tonnes each, presented a particular challenge. “This project was a chance for us to demonstrate what is possible in bi-modal road/rail transport. It was a great opportunity for us to draw attention to the railport’s capabilities when it comes to handling other kinds of freight,” says Vedder. He notes how vital the close coordination between the railport, the DB Cargo Regional Sales team in Nuremberg and the DB Cargo Customized Rail Projects team was for the success of the complex transport project.

The Schweinfurt railport is equipped for multimodal transport operations and can accommodate a wide range of customer requirements. “We tranship everything – and we offer a huge spectrum of services,” says Vedder. With daily rail connections to the major seaports of Hamburg and Bremerhaven, the railport can function as a reliable link in national and international supply chains. One other advantage should not be forgotten: rail, as the most environmentally friendly transport mode, makes the supply chains of customers greener and more sustainable. **an ■**

Contact | Wolfgang Rebhan
 Telephone: +49 (0)911 219-1960
 wolfgang.rebhan@deutschebahn.com

THE LOCATION

15,000 m² open space in the container terminal with **700 m** platform length

17,500 m² outdoor storage area with approx. **450 m** track and three **12-16-tonne** gantry crane facilities

3,700 m² temperature-controlled indoor storage area with **150 m** sidings

4,000 m² new-build temperature-controlled indoor storage area, with **250 m** indoor sidings, HGV access and two **16-tonne** bridge cranes

EQUIPMENT:

30 semitrailer tractors

50 container chassis of various sizes

2 dump container chassis

4 silo trailers **33-66 m³**

4 aluminium dump trucks

3 standard tarpaulin semitrailers

Forklift trucks from **1.7 t to 25 t**

2 reach stackers up to **44 t**

PHOTO: HEIN VEDDER



transport logistic is Europe's leading trade fair for logistics, mobility, IT and supply chain management. Our Board Member for Sales, Raimund Stürer, would be delighted to meet you personally at the DB Cargo stand. As in previous years, DB Cargo would like to invite customers and other interested parties to come and find out more about its services, products and innovations. This year is a little different in that we will be presenting our technical advancements and IT innovations in addition to our products.

EXPERT REPRESENTATIVES

DB Cargo is represented at the trade fair by its Sales divisions and other specialists.

The Industrial Sales division is made up largely of the former Coal and Steel division and the Rail Construction/Building Materials, Fertilisers, Agriculture and Military divisions. This Sales division is geared towards the traditional bulk goods business and it is also responsible for utilisation on the single-wagon network. The Europe-wide single-wagon system sets DB Cargo apart from the other rail companies, none of which offers an interlinked production system on this scale.

The Logistics Sales division bundles all logistics-related sectors whose requirements go beyond rail transport. The Logistics Sales division includes the Automotive, Consumer Goods, Wood, Pulp & Paper, and Chemicals and Mineral Oil industries. Special logistics requirements are catered to with DB Cargo's *DBchem-solution* and *DBpaper-solution* products, which are implemented in cooperation with the customer. The division also offers customised logistics services and value-added services. The former Nieten and DB Schenker Rail Automotive sales companies have been incorporated into the new DB Cargo Logistics company, as has DB Cargo BTT.

The Intermodal Sales division includes Carrier Sales and Operator Sales. Carrier Sales refers to services for resellers, i.e. freight forwarders and operators. Via the Operator Sales branch, this Sales division offers capacity in DB Cargo's product network under its own utilisation responsibility. This mainly involves maritime freight

bundled via the operator subsidiary TFG Transfracht. In European operations, the Intermodal Sales division works with operators such as Kombiverkehr and TEL.

Customers can also learn more about topics such as the "European Network", "Eco Solutions", "myRailportal", "Asset & Maintenance Digitisation" and "Wagon Intelligence". DB Cargo will also be presenting the new Shimmms – the next generation coil transport wagon – in the outdoor area of the trade fair.

The Regional Sales division offers international and cross-sector support to customers in Germany and across Europe at more than 30 locations. Our Regional Sales staff are local specialists and will be happy to help. The division has extensive knowledge of local logistics sites and is in close communication with regional partners. Regional Sales is also your first point of contact if you are interested in DB Cargo's services; they also specialise in the development of customer sidings.

XRAIL: managed centrally – working regionally

With around 4,200 customer sidings in Europe and access to one of the world's biggest rail networks, DB Cargo is the number 1 in European rail freight transport. To ensure the quality of single-wagon transports for its customers across Europe, DB Cargo has joined forces with six other European rail freight companies to establish Xrail. The Xrail network currently encompasses economic regions in Scandinavia, Germany, Austria, Switzerland, Benelux, Hungary and northern Italy. If you'd like to know more about Xrail, please visit our stand! *an* ■

TRANSPORT LOGISTIC 2017 – Trade Fair Supporting Programme

	Time	Place	Organiser	Name
10.05.2017	10:00	Forum III Hall B2 (East)	CHEManager	The chemicals industry: transport infrastructure – vision and reality
	10:00	Conference Room B12	Federal Ministry of Transport and Digital Infrastructure	Workshop: telematics/hazardous goods transports with electronic transport documents
	12:00	Forum I Hall A6	BVL	The logistics market in Iran: opportunities and rules of the game
	12:00	Forum III Hall B2 (East)	DVWG Südbayern e.V., LKZ Prien	The European intermodal transport of the future
11.05.2017	14:00	A618 Hall B6	DB Cargo	Discover Czechia: make the best out of Czechia's strong railway network in the heart of Europe
	14:00	Forum III Hall B2 (East)	Schiffahrt Hafen Bahn und Technik, Logistik + Transport Intermodal	Structural changes in container transport at European seaports

INDUSTRY MEETING POINT

Moving Logistics



9-12 MAY
MUNICH TRADE FAIR

COLLAGE: DEUTSCHE BAHN, MUNICH TRADE FAIR

EUROPE'S BIGGEST NETWORK

Service and quality for customers: with 15 strong national subsidiaries in key markets and other reliable partners, DB Cargo has woven a close rail freight transport network so as to offer customers transport operations from a single source and at a consistent level of quality. With around 4,200 rail freight sites in Europe, DB provides its customers with access to one of the world's biggest rail networks. The rail freight company is therefore in a position to manage Europe-wide transport operations, offering high quality and reliability. DB Cargo is focused on the needs of its customers. Direct connections on selected European corridors – such as the one that links the North Sea ports and the Ruhr region – meet the high expectations of customers. Shuttle transports such as the **DBantwerp-rhine-shuttle** link important economic centres quickly and smoothly. Stable, well-utilised routes mean high-frequency services, offering customers maximum flexibility. By means of special products, the rail company offers tailored transport solutions to customers and sectors with particularly high requirements – fast, reliable and with cutting-edge rolling stock. This superior quality represents a clear competitive advantage. Find out more about what DB Cargo can do for you at our stand!

ECO SOLUTIONS BY DB CARGO

Transport places a strain on the climate and our environment. By using the environmentally friendly railways, our customers play their part in ecological protection. At the same time, they are also helping the transport and logistics industry to become greener. With its Eco Solutions, DB Cargo is going further to reduce its customers' CO₂ footprints. At our trade fair stand we provide information about the environmental advantages of rail, give advice on CO₂-free transport operations, and calculate your potential emissions reduction. If you would like to do your bit for sustainable freight transport, visit our stand.

THE PLATFORM OF THE FUTURE

myRailportal offers integrated digital communication between DB Cargo and its customers.

Imagine a customer portal in which it's possible to process everything from one source, from placing the order to monitoring transport operations and reporting: that's myRailportal. The new platform includes all the standard functions of the current Rail Service Online customer service platform – but clearly goes beyond that. myRailportal is "responsive": users can access it from any computer, as well as from a smartphone or tablet.

For customers, partners and employees, myRailportal provides transparency along the entire transport and logistics chain. One particular strength is its simple user interface. "You don't need any special knowledge to be able to use myRailportal," explains Jürgen Bosse, myRailportal and Customer Integration Manager at DB Cargo. "Users are guided intuitively through the menu." It can also be tailored to meet the requirements of the customer. "This allows us to connect with the customer right from the beginning and actively develop the solution together." Quick results that can be tested and developed further are more important than strict project plans and milestones. "Of course we work with a target in mind," says Bosse. "But it is fun to try out the possibilities hidden within the portal. And it makes you want to do more."

The standard functions are capable of displaying all of the processes that occur between the customers and DB Cargo. On their own dashboard, users can track the status of their orders at a glance. This applies from placing an order for transporting freight or commissioning empty runs to tracking and tracing transport operations. When placing an order, customers can enter and cancel empty wagon orders directly via the portal with little effort, and save order templates for future orders. It is also possible for customers to record and complete booking orders in their portal quickly and easily so that the two-stage booking process is secured in the Netzbahn log.

The portal has a public and a customer-specific area with customised solutions. In the public area, the user has access to a revised freight wagon catalogue. There, with the help of a search tool, customers can quickly and easily select the right wagon for their cargo. It also incorporates the DIUM distance indicator and optimised multimodal rail access. Another new and user-friendly function is the ability to determine the nearest rail access point. The user simply has to enter the location or exact address and the nearest rail access point appears on the interactive map.

myRailportal will continue to be developed and expanded in the coming years. "In order to provide our customers with further added value, we are liaising with agile Bahn projects such as Mindbox or AmpulseLab and are cultivating close relationships with start-up companies," explains Jürgen Bosse. It goes without saying that close collaboration with customers is the order of the day. DB Cargo has opened its own CustomerLab in Duisburg for this very purpose. In the conference room equipped with state-of-the-art technology, the Deutsche Bahn invites its customers to help develop the portal further. "The additional functions of today are the standard functions of the future," says Bosse. At the fair, customers have the opportunity to get to know the portal, to test its functionalities and be consulted on the solution that would work best for them. **mb ■**

Contact | Jürgen Bosse
Telephone: +49 (0)6131 15-67426
juergen.bosse@deutschebahn.com



THE NEXT GENERATION OF COIL TRANSPORTERS

DB Cargo introduces the second prototype of a further developed Shimmns-ttu with a unique configuration.

This wagon has not one design engineer, but many: in numerous workshops, DB Cargo employees have been working together with their customers on the continuous optimisation of the wagon fleet. The majority of these workshops take place on customer premises, but sometimes also in DB Cargo's own maintenance centres. And this is how the Shimmns coil transporter was successfully upgraded, too. The latest prototype will be on show at the transport logistic trade fair in Munich. It has four opening mechanisms in the front walls of the tarpaulin cover that make it easy to open up the wagon from the loading ramps. The mechanisms move independently of one another, which significantly increases the level of operational safety. Another innovation also promises gain: "The two arms used to secure the coil from the left and the right on the cradle are now connected by a drive unit," explains Markus Turowski from the DB Cargo Industrial Sales division. This enables the coil to be secured entirely from one side of the

PHOTO: DEUTSCHE BAHN

wagon. There is no need to work inside the wagon or go around it. "Being able to work entirely on one side of a wagon gives us a significant advantage in terms of occupational safety and user friendliness," says Turowski. "So far, a wagon with a configuration like this simply does not exist on the market."

The new prototype illustrates how successive improvements have been made to the Shimmns coil transporter. Around 400 out of a total of 1,200 older steel hood wagons have already been comprehensively modernised since the beginning of 2016. They are now deployed under the Shimmns-ttu type designation. The construction of the wagons allows the highest quality loading and transportation. They have an innovative roof, improved and additional seals, rubber mats in the coil cradles and ttu securing devices. The automotive industry in particular relies on the high-quality transportation of its often very expensive and sensitive goods. The modernised Shimmns-ttu are wagons that have been developed specifically with such customers in mind. Automotive suppliers benefit from the fact that the wagons are particularly well-sealed against condensation and drifting snow, allowing the transportation of coils to the production facilities without them sustaining any physical damage.

DB Cargo will also be using the trade fair as an opportunity to introduce the wagon's innovative solutions to problems that can occur during transportation, loading or unloading. Such solutions include tarpaulin patches. While repairs to rips in tarpaulin covers have previously been very expensive, the tarpaulin patches are now easy to affix. It is no longer necessary to send many wagons to the workshops. This means more wagons are constantly available. The patches even seal up dirty tarpaulin covers immediately and can be applied in practically any type of weather. This provides optimal protection for moisture-sensitive loads.

The wagons will also have the latest generation of sensor technology (see column on the right). With this wagon intelligence – i.e. the use of smart components within the vehicle – DB Cargo wants to offer its customers the highest quality. Those interested can find out about and test for themselves the range of modern wagon intelligence options on the wagon in the outdoor area and at the DB Cargo stand. **mb ■**

Contact | Markus Turowski
Telephone: +49 (0)6131 15-61134
markus.m.turowski@deutschebahn.com

WAGON INTELLIGENCE

DB Cargo is rolling out the latest generation of sensor technology to its wagons. This involves installing cabinets the size of a shoebox on the wagons, which are connected to the mobile Internet. The sensors not only record the exact location of the wagon, but also the temperature and humidity of the load. They also record any impacts. The data is transmitted directly to DB Cargo. This allows material planners to make decisions regarding the prioritisation of transports and pass on information about the status of routes. Customers can access all information in real time via a configured dashboard in myRailportal (see the adjacent article). **mh ■**



INSIGHT:
Scan the QR code and learn more about the Shimmns-ttu.





RELIABLE PARTNER

Plant supplies: in Germany, DB Cargo is involved in supplying materials to around 250 suppliers to the BMW plants in Regensburg, Wackersdorf, Dingolfing, Landshut and Munich.

The China train: each week, DB Cargo transports up to 80 containers full of car parts destined for the Chinese market from Regensburg and Leipzig to the Shenyang plant. The China train contract was extended for a further three years in August 2016.

Engine manufacturing: DB Cargo manages the supply of quartz sand to the Landshut foundry and is thereby directly integrated into BMW's engine production processes.

Finished cars: DB Cargo trains transport finished cars to Bremerhaven and Cuxhaven.

Shunting activities: DB Cargo provides shunting services in the Regensburg and Dingolfing plants.

DB CARGO LOGISTICS

The company is one of the biggest service providers for the automotive industry. Up to 250 trains supply up to 30 car manufacturing plants across the whole of Europe each day.

The sales teams at DB Cargo Logistics are geared towards the customers and their production processes.

Kai Birnstein manages the Components division, which has five sales and operations teams – among them Martin Fildebrandt and Robert Nestler's team. The Finished Cars division is managed by Christian Lang.



PHOTO: KATHRIN BINNER

PLANNING THE FUTURE

The automotive industry is one of the most fascinating of all. Mobility, digitisation, individualisation – car manufacturers have to engage with all these developments in a global market. It is for this reason that they rely on efficient suppliers and service providers such as DB Cargo – and their international supply chains shape the whole logistics industry.

With his customer BMW, Robert Nestler is no longer discussing the what is, but the what's next.

When a company such as BMW becomes one of the world's leading manufacturers of premium cars, it means they have a firm handle on their sales, production and, of course, their service providers. This applies in reverse, too: DB Cargo can pride itself with good reason that BMW has become a major global player. With services such as the China transport operations and the contract to supply the Landshut foundry with quartz sand, DB Cargo has taken over important tasks at BMW.

"For BMW it is very important that its logistics service providers also take on overall logistics responsibility," says Robert Nestler, Head of Sales and Operations at DB Cargo Logistics. "By now we have gained a pretty good reputation and can take on this responsibility." The 36-year-old is, as part of a three-strong team, responsible for supporting BMW with materials and parts, all the way from the conception stage to quotes, contracts and operations. 23 trains transport freight for the Munich-based car manufacturer every week, as well as several shipments sent via DB Cargo's single-wag-

on network.

In addition to daily business, Robert Nestler – like his colleagues at DB Cargo Logistics – has to deal with the major challenges his customers face: sustainability, digitisation and evolving production processes.

"BMW is a prime example of a car manufacturer that has positioned itself as a pioneer in matters of sustainability; that is one of the reasons it relies on rail," explains Nestler. "Alongside price and transit times, sustainability is playing an increasingly important role. Rail is coming to the fore as an environmentally friendly transport mode." BMW has long been using DB Cargo's environmental product and a large percentage of its transport operations are carried out completely CO₂-free with DBeco plus.

As you might expect, this trend is also changing the nature of the work at DB Cargo Logistics, formerly known as DB Schenker Rail Automotive. Nestler has experienced this first-hand: "Over the last five years we have transformed ourselves from a pure rail transporter to become a true partner for BMW. These days we're discussing logistics concepts across all modes of transport and are functioning as a lead logistics provider – with good references from the automotive industry," says Nestler.

In terms of digitisation, BMW is keen to drive innovation and relies on networking and automation in its manufacturing processes. Suppliers and logistics services providers are following suit. "We are already planning and designing Supply Chain 2020, and are considering how data and transparency could be improved within the supply chain and implemented when problems arise," says Nestler. For this purpose, DB Cargo is setting up a dedicated business intelligence unit that is responsible for developing the concepts of tomorrow today.

In day-to-day operations, the LINC software platform for BMW is already providing both partners with a high level of data transparency. In the transports between Germany and China, all the partners along the transport chain are connected to the IT platform. BMW's partners in China will be the next to be integrated.

There are some landmark decisions to be made over the next year: "BMW is putting the management of the European production networks out for tender – which is clearly of immense interest to us," says Nestler. Even though he has been working for DB Cargo in the automotive industry since 2003, the sector still has a firm hold on him. "No doubt about it – there are a lot of exciting aspects to the sector," says Nestler. **an** ■

Contact | Robert Nestler
Telephone: +49 (0)6107 509-840
robert.nestler@deutschebahn.com

PERSISTENCE IS KEY

CLOSE TO CUSTOMERS

STRONG PARTNER

Network: DB Cargo established Daimler RailNet in 2010 as an exclusive transport network for Daimler. Nine European Mercedes-Benz plants are now linked by road and rail and are managed centrally from a single source.

Plant supply: locations in Germany and Hungary are supplied by rail via a central hub in Kornwestheim, where incoming wagons are bundled for the respective destinations.



PHOTO: KATHRIN BINNER

When Martin Fildebrandt is convinced of the advantages of a service, he's always determined to win over his customers with it, too – even if it takes years to do so.

The car manufacturing industry has to respond to trends more quickly than almost any other sector. This is true not only for major car manufacturers such as Daimler, the world's biggest premium car company, but also for their suppliers, service providers and advisers. Martin Fildebrandt, Head of Sales & Operations Centre/Key Account Manager at DB Cargo Logistics (formerly DB Schenker Rail Automotive) in Kelsterbach, has been working with Daimler for many years and is responsible for components transports for the company, its subsidiaries and suppliers. 14 trains operate in the Daimler RailNet system every day, delivering components to the various production sites. "The customer's requirements are changing constantly," says Fildebrandt. "These days we have to respond to three main trends. The Asian market is becoming more and more important; the demand for digitisation is increasing; and customers are focusing on their core competencies and are demanding increasingly comprehensive, holistic and intermodal logistics and management concepts."

These are challenging issues for the 35-year-old and his team in Kelsterbach. They regularly meet with their customer to discuss potential solutions and ways of further developing Daimler RailNet in future. They can already point to some successes, for example the transport operations to Asia. More vehicles and components are being transported

to Asia than ever before, and more of this freight is being packed in containers. These are now not only transported by container vessels; time-sensitive freight is increasingly being transported by rail. This is an excellent opportunity for DB Cargo to expand the iron land bridge to China and to offer transport operations with short, reliable transport times.

PROCESS CHECKS WITH THE CUSTOMER

"We spent some time in the German town of Speyer recently, where there is a kind of consolidation centre for freight heading abroad," says Fildebrandt. Their task was to get to know and to develop an understanding of the processes on both sides, so that they could then guarantee that the implementation of the transport operations would go smoothly. In addition to the established locations in Bremen and Stuttgart, the Speyer site is an important starting point for supplying the Daimler plant in Beijing. After countless test transport operations over the previous years, DB Cargo Logistics has been managing up to 50 container transport operations per week over the 11,000-kilometre land bridge to Beijing since April 2016. "With a flexible network in Germany and highly developed management expertise, we have been consistently promoting the land bridge as an ideal product for short-notice requirements and volatile container numbers since 2012," says Fildebrandt. "The many years spent trying to persuade people are paying off!"

Daimler and DB Cargo Logistics are also working together closely on the issue of digitisation. "Our LINC Daimler IT software is a platform that offers excellent transparency and huge potential for future services," explains Fildebrandt. IT interfaces with partners and customers reduce the manual work involved in complex transport flows and increase processes stability. "The tracking and tracing function allows us to display the transported freight to Daimler with absolute transparency."

And, finally, the issue of expert advice: "Our customer really values detailed and expert advice on transport times, costs and concepts. We've been able to establish a solid basis of trust over the last few years as a result," says Fildebrandt. These days, the customer is no longer demanding road or rail service offerings. It's expecting solutions that complement the various transport modes in an economically feasible and reliable way. "Of course, our contact persons at Daimler know that the rail system is subject to external influences. But they do expect us to handle disruptions well and to manage the transport operations reliably," explains Fildebrandt.

STRONG NETWORK

It obviously helps that DB Cargo Logistics can make use of DB Cargo's strong, Europe-wide network, even for smaller transport operations. Fildebrandt, who has been working at Deutsche Bahn since 2001, and his team are in constant communication with the dispatching and production teams to ensure the quality of transport operations and improve them where possible. The international production corridors, which are managed under a clear division of responsibility, are another important aspect of this work. "The corridor to eastern and south-eastern Europe, especially, is becoming increasingly important," says Fildebrandt with an eye on the future. He is already in discussions with Daimler, planning the transport operations of the future. If he gets his way, even more trains will be travelling to China, Russia, Poland, Romania and Hungary for Daimler soon. **an** ■

Contact | Martin Fildebrandt
Telephone: +49 (0)6107 509-885
martin.fildebrandt@deutschebahn.com

EXPANDED SERVICES FOR CAR MANUFACTURER FORD

Transfesa takes on operation of a multimodal terminal for Ford in Spain.

The Spanish DB Cargo subsidiary Transfesa is expanding its existing services for the car manufacturer Ford. Transfesa is taking on the logistics management of transport operations, from the arrival of the train at the Valencia multimodal terminal to the delivery of the containers to the different plants. Ford has significantly expanded its operations in Valencia. The plant in Almusafes ranks as one of the world's most flexible production sites; up to five different car models are built here. Ford also manufactures engines at another of its plants in Valencia. "The car company has once again placed its trust in Transfesa, commissioning the company with the management of the 'last mile' in the supply chain. That covers the logistics management of containers between the arrival of the train to delivery to the various plants," says Pedro Ramos, Transfesa's Global Ford Key Account Manager. "In Valencia, Transfesa is responsible for inbound and outbound management, i.e. the delivery of parts and components to the plant and the transportation of finished vehicles from the plant." Transfesa processes around 2,000 containers at the terminal each month, of which around half go to the Ford plants. Around 2,300 Ford's finished vehicles are moved each month on Transfesa trains. To achieve this, Transfesa is closely integrated into Ford's production system at the multimodal terminal. "Transfesa is incorporated into Ford's assembly process and works at the terminal as an extension of the customer," says Pedro Ramos. "The basis for this strong focus on the customer is the syn-

ergies between the various departments – both within our company and the customer's."

The trains arrive in Valencia from the UK, Germany and the port of Santander. Transfesa is responsible for a wide range of tasks. In addition to receiving and shunting the wagons within the terminal, the logistics expert also manages the locomotives on site. Transfesa staff also take care of the transshipment of freight from the train onto waiting lorries that then take the containers to the plants. The logistics expert manages the delivery of the containers in close coordination with Ford's requirements on the production lines. Transfesa also takes on logistics tasks relating to finished vehicles. The company is responsible for shunting trains in the loading and unloading zones – in this case in close consultation with Production.

COMPREHENSIVE RANGE OF SERVICES

Transfesa has been actively working with Ford in three areas. The rail freight company transports finished vehicles and vehicle components from plants to seaports and other distribution centres. It also tranships containers for Ford and delivers swapbodies with vehicle components to various Ford plants.

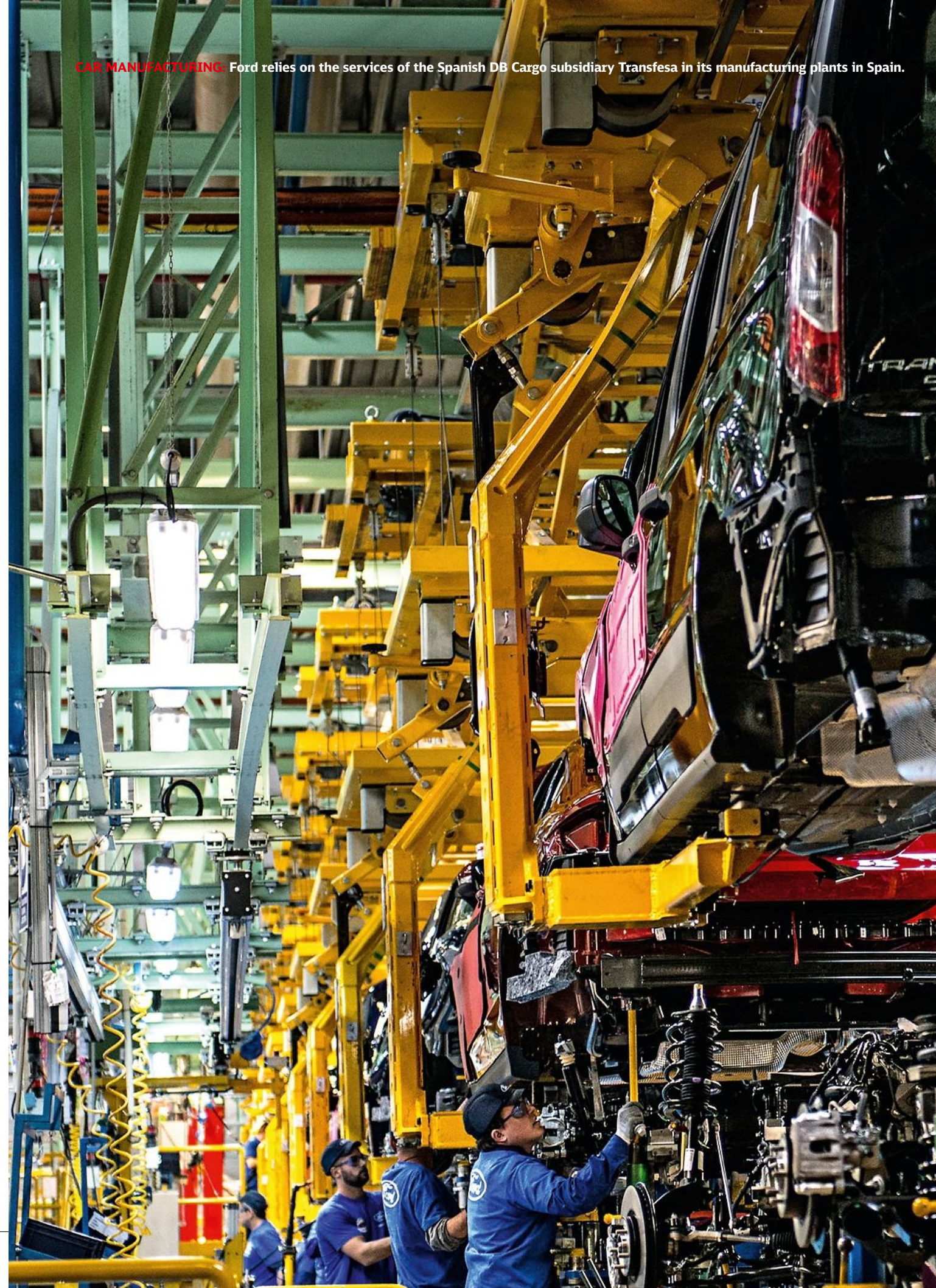
The Spanish logistics expert operates a total of four multimodal terminals. Five 400-metre-long platforms are available at the Constantí Terminal near Tarragona, where around 60,000 containers are transhipped each year. Around 35,000 units are transhipped each year on the three 450-metre-long platforms at the Granollers Terminal near Barcelona. At the Abroñigal Terminal near Madrid there are 13 platforms, each 430 metres long, and these are used to tranship around 100,000 units. Granollers and Constantí Terminals are managed in a special form of joint venture, in Spain referred to as "UTE" (Temporary Union of Companies), with SLISA, and Transfesa holding a majority share of it. Abroñigal is managed in a "UTE" with Renfe Mercancías and Transfesa holding an equal share of it. Finally, the Almusafes Terminal near Valencia allows 7,000 units to be transhipped on its 16 450-metre-long platforms. **an** ■

Contact | Pedro Ramos Vila
Telephone: +34 961797423
pramos@transfesa.com

Contact | Modesto Montuenga Sánchez
Telephone: +34 913879999
modesto.montuenga@transfesa.com

PHOTO: GETTY IMAGES

CAR MANUFACTURING Ford relies on the services of the Spanish DB Cargo subsidiary Transfesa in its manufacturing plants in Spain.





MOTOR CITY: Kaluga, to the south-west of Moscow, is Russia's car manufacturing capital. Volkswagen assembles cars here for the Russian market. As a general contractor, DB Cargo Logistics – working with its partners – manages the transportation of car parts from Germany and the Czech Republic to Russia.

RELIABLY LINC-ed

DB Cargo implements an intelligent IT system to manage deliveries for car plants in Russia.

It is an anniversary marked by difficult conditions. It is now ten years since car manufacturers began producing cars bound for the Russian market in Kaluga, 180 kilometres south-west of Moscow. The city has developed into a Russian automobile metropolis as more and more suppliers set up operations in the city. This is happening not only because the expertise of the major manufacturers is concentrated in one location but also because companies such as Volkswagen are ensuring the supply of vital components by establishing intelligent and well-designed logistics chains.

DB Cargo Logistics is playing an important part in these developments. As a general contractor, the rail freight company – together with OJSC TransContainer, a subsidiary of the Russian rail company RZD – is managing container transport operations for car parts by rail from Germany and the Czech Republic to Russia. The rail freight specialist coordinates the activities of five rail companies and several other operators and subcontractors. Around 700 containers travel the route between the European plants and Russia in both directions each week. The five-day journey takes the freight through several countries.

KEY IT SYSTEM

To make all this possible, DB Cargo uses an IT system that allows both the customer and the logistics expert to know exactly where each transport unit is located at any given time. "Today, we have in LINC.Rus a dynamic, multilingual and technically very sophisticated IT platform," says Mirco Becker, who is responsible for IT systems engineering at DB Cargo Logistics in Kelsterbach and who jointly developed the platform with Christian Brouwer from Product Management. As a central management unit, LINC.Rus (LINC stands for Logistics Information Concept, while Rus refers to Russia) covers the planning, booking, commissioning and billing processes of the whole supply chain between Wolfsburg and Kaluga.

The IT system makes it possible to track the location of each container at all times and it clearly and optimally displays the progression of each complex transport operation.

Initial legs by HGV are processed through the platform, as are container orders and status information updates on international borders. The shipper in Germany enters the order, which is then checked by DB Cargo's customer service department. The GVZ Wolfsburg Terminal, where the containers are reloaded onto rail, receives the information about which containers are to be dispatched via LINC.Rus, and the terminal commissions DB Intermodal Services with the HGV transport operations at the same

time. The order details relating to each container then flow into the system, and additional relevant transport data is added during the HGV leg between the shipper and GVZ Wolfsburg.

Craning operations onto rail are also recorded, complete with the corresponding wagon number and sequence. The consignment notes are prepared after a completeness check has been performed. The various operators relay container- and wagon-based status data during the transport operation, until the train finally arrives at Kaluga or Nizhny Novgorod. The system is then updated with confirmation that the transport operation has been successfully completed.

REGULAR DATA ENTRY

"Bringing together the transport and service data from the various systems previously used into a single system makes the key data from all the parties involved available in a clear and complete form," says Steffen Preußing from Sales at DB Cargo Logistics. "This is the only way to know exactly where the containers are at any given time." This transparency, in turn, makes it possible for trains to operate like clockwork in eastern Europe despite the various challenges. "With the new LINC.Rus tool, DB Cargo is offering us great transparency on these routes, which makes our transport operations even more efficient," confirms Sergej Gorbunov, Head of In- and Outbound at Volkswagen Group RUS in Kaluga.

PHOTOS: JEREMY NICHOLL

That said, the logistics specialists face huge challenges on the route. Different languages, customs arrangements, track gauges and related transshipment processes in the Belarusian city of Brest make each transport operation a complex process. "The Kaluga transport operation is one of the major ones at DB Cargo that is continuously subject to changes," says Preußing. "As a result, the current version of LINC.Rus will need to be developed continuously."

NEW DEVELOPMENT PROCESS

DB has developed a completely new IT system for this purpose; it can be adjusted to meet changing requirements thanks to its flexible architecture. DB introduced the predecessor system LINC-Kaluga for VW transport operations in 2008, purely as an order management system. However, because this system was limited in terms of its data entry and transfer features, DB Cargo Logistics began on redevelopment work in summer 2014. "We integrated all our partners and service providers into the process, designing the various interfaces in conjunction with them. In March 2015, we went live with 80 per cent of the system and we've been developing LINC.Rus further ever since," explains Becker. "Much of it is automated by now – and our billing processes are also based on it." The customer also has access to relevant data at all times and can thereby gain an overview of the complete supply chain.

DB Cargo Logistics used agile software development to programme the process: "We have avoided the time-consuming processes that go hand in hand with the preparation of requirements specifications before programming; we used a new process known as prototyping," says Brouwer. This method quickly leads to results and offers all users a solution approach that is acceptable for everyone thanks to the early feedback provided. This allowed the team and the external programmers not only to work more quickly and flexibly, but also at a lower cost. "We were able to present our users, whom we regard as our most important 'co-developers', with progress in terms of programming at a very early stage and we implemented the required changes very quickly," explains Brouwer. "This approach meant that the parties involved were highly motivated because they were able to follow developments in the system as they happened." Today, LINC.Rus has become a model for other IT projects, helping to improve the management of other car transport operations. **an** ■

Contact | Steffen Preußing
Telephone: +49 (0)511 286-2652
steffen.preussing@deutschebahn.com



Unilever

MORE RESPONSIBILITY FOR DB CARGO

DB Cargo is taking on new full-load transport operations for Unilever, thereby proving that it can manage complex just-in-time logistics projects from a single source.

» **FOR DB CARGO, THIS CONTRACT IS ANOTHER STEP TO BECOMING LEAD LOGISTICS PROVIDER, OFFERING A COMPLETE LOGISTICS CHAIN FROM A SINGLE SOURCE.**

take-over of goods from the Unilever location in Mannheim to the delivery to the customer, i.e. the retailer. "These transport operations for Unilever are time- and volume-sensitive full-load transports," says Karsten Rotter, Key Account Manager for Unilever at DB Cargo, adding: "That's a great responsibility and commitment for us, but also quite an honour."

MINIMUM SIZE: EIGHT PALLETS

With this new contract, DB Cargo is now responsible for the distribution of partial loads from the Unilever warehouse in Mannheim to customers in the German postcode areas 17 to 29. "So the recipient could be a supermarket in Kiel or in Bremen," explains Karsten Rotter. "Provided the order is at least eight pallets or more." Anything less than that is categorised as break bulk cargo and is distributed through a different supply chain. Once every day the respective employee at DB Schenker Nieten receives a list of end customers and their requirements. In Freilassing, the part loads are assembled together into complete loads and transported to the DB Cargo Logistics Centre in Maschen, where DB Schenker Hamburg takes care of the fine distribution over the last mile.

DB Cargo's transport concept is based on overnight connections. Retailers order the goods they need from Unilever's main German warehouse in Mannheim by midday. This is commissioned in the warehouse during the afternoon and loaded in Mannheim at 6 p.m. "Together with DB Schenker Nieten, we've developed a cargo space optimisation concept for the customer," says Karsten Rotter. "It involves using rail wagons with 44 pallet bays. This allows us to put four lorries with a total of 132 pallet bays onto three wagons – optimal utilisation. The load is transported to the north of Germany overnight and arrives in Maschen the next morning. The goods are put on lorries and transported onwards to the retailers; DB Schenker is responsible for fine distribution.

BECOMING AN LLP

Unilever is one of the world's biggest consumer goods companies and it employs around 168,000 people. Its key business areas include the production of cosmetics

and toiletries, food, household products and fabric care products. Unilever owns famous brands such as Knorr, Wall's, Lynx, Dove, Persil, Domestos and PG Tips. As part of the "Unilever Sustainable Living Plan", the company has set itself the goal of helping more than a billion people to improve their health and sense of wellbeing by the year 2020; to halve the environmental impact of its products by 2030; and to improve the living conditions of millions of people by 2020. Unilever took the top position in the Dow Jones Sustainability Index in the food sector in 2015.

For DB Cargo, this contract is another step to becoming lead logistics provider (LLP), offering a complete logistics chain from a single source. And it is doing so with just-in-time transports, where any shortfalls have to be immediately made up for using HGV back-ups. "Time is of the essence, especially when goods are being transported from the warehouse to the retailers," explains Karsten Rotter. Food and personal care is a high-end segment in logistics. You have to be fast to keep up. When retailers place re-orders, you only have a total of 48 hours until the goods have to be with the customer. *mb* ■

Contact | Karsten Rotter
Telephone: +49 (0) 6131 15-61661
karsten.rotter@deutschebahn.com

Logistics operations involving consumer goods for chain stores are a tricky business. It's vital that goods are delivered punctually to their destination, otherwise supermarket shelves will be left empty. The demands on the supply chain are high: everything must flow smoothly over a number of stages.

The British-Dutch consumer goods manufacturer Unilever makes particularly big demands of its supply chain. It is no coincidence that Gartner, a US market research institute, has named the company the European front-runner year after year. Gartner compiles a ranking of the companies with the best supply chains at its annual Supply Chain Executive Conference in London. The institute has singled out the sustainability aspect of Unilever's operations. The consumer goods manufacturer makes extensive use of rail to transport its products, which results in 80 per cent less CO₂ emissions per cargo tonne compared to HGV.

Unilever has now passed on even more responsibility to DB Cargo, and the rail freight company has been providing an additional service for the consumer goods giant since last summer. DB Cargo not only takes care of the transportation of goods from Terminal A to Terminal B, it is now also responsible for the initial and final legs – from the

PROUD WITH GOOD REASON: the workshop in Stoke-on-Trent has been awarded a coveted RISAS accreditation.



CERTIFIED RAIL EXPERTISE

DB Cargo UK has created world-class wheel lathe facilities, which external customers can now also make use of.

Production capabilities at DB Cargo UK have been further improved in recent months with the creation of new wheel lathe facilities at its Toton depot and accreditation from the Railway Industry Supplier Approval Scheme (RISAS) for its work at Stoke.

DB Cargo UK's Axiom Rail workshop in Stoke-on-Trent was awarded a highly coveted RISAS accreditation in autumn 2016. This qualifies the company to offer wheelset manufacture and overhaul to the external market.

The company already manufactures wheelsets for part of its fleet, including its Class 66 locomotives, along with regular wagon wheelsets.

Additionally, DB Cargo UK has improved the offerings at its maintenance workshop in

Toton. The key to this is the introduction of a new wheel lathe facility which enables maintenance to be carried out on wheelsets without them being removed. This makes the process faster and more efficient and means that services can now also be offered to external companies. "We've created world class facilities," says a proud Andrew Byrne, Head of Maintenance at DB Cargo UK.

A subsidiary of DB Cargo UK, Axiom Rail is an important service provider for the rail freight operator. Through its second line of business, Axiom Rail Components, it delivers innovative type LN25 freight suspension systems, which are around 50 per cent quieter than conventional bogies.

Since acquiring the workshop from the former rail company EWS in 2005, DB Cargo

UK has focused on modernising the facilities at Axiom Rail.

Now, with this latest modernisation, the workshops are well-equipped for the future.

"These developments build on DB Cargo UK's ability to service its own fleet and add to the services it can offer to external companies, too," explains Byrne. "This demonstrates DB Cargo UK's dedication to advancing technology and new innovations and developments." *mb* ■

Contact | Andrew Byrne
Telephone: +44 (0)1302 576290
andrew.byrne@deutschebahn.com

PHOTOS: DEUTSCHE BAHN, DEUTSCHE BAHN UK

London welcomed the first train from China with great fanfare on 18 January 2017. DB Cargo is connecting more and more European countries to Asia by rail – with the UK now among them.

DB CARGO DEVELOPS THE LAND BRIDGE TO CHINA

The BBC was particularly enthusiastic, sending a camera crew to film the arrival of the first freight train from China at London's Barking Terminal on 18 January 2017. There was just as much interest when the train departed Yiwu, 12,000 kilometres away, 18 days previously. The China Rail locomotive was decorated with a dragon, the Chinese symbol of protection. The BBC called it the "Silk Train", in reference to the famous Silk Road that linked China and Europe for centuries and which is now being revived by the railways.

"This now means that we, as a European rail freight company, can offer our customers in the UK and in China a direct train connection for the first time. That is truly unique," explains Hans-Georg Werner, CEO of DB Cargo UK. "The freight train closes a gap in the market between fast but expensive air freight transport and relatively slow sea vessel transports."

Traction was provided by various rail companies, with DB Cargo assuming responsibility for the section between Duisburg and London via the Eurotunnel. The Intermodal division, under the direction of Dirk Steffes, was responsible for organisation. He commented: "We're delighted that we have been able to implement the DB strategy of developing the China transport operations."

The operator of the container-carrying train is the InterRail Group, an international transport company headquartered in Switzerland, and the customer was a Chinese container company. The 34 containers were loaded mainly with clothes, as well as technical components and consumer goods. A lot of clothes and textiles destined for the European market are produced in Yiwu, which is located south of Shanghai in the Chinese province of Zhejiang.

The train passed through eight countries on its journey to the UK: China, Kazakhstan, Russia, Belarus, Poland, Germany, Belgium and France. The train had to be unloaded and reloaded twice on its way through Asia because of the wider gauge on the tracks in Russia. At the Duisburg container terminal the

34 x 40-foot containers unique to the UK are reloaded onto special DB container platforms, which are approved for the profile of the Eurotunnel.

DB Cargo already has extensive experience with transport operations on the world's longest rail route. The rail company and its partners have been operating weekly container trains to China and back since 2011. There are train links from Duisburg and Hamburg to Wuhan, Chongqing and Harbin, and a connection was established in summer 2016 between Hamburg and the Chinese province of Hefei. A record number of 40,000 containers was transported by rail on the "Iron Silk Road" in 2016. DB Cargo expects this to increase to 100,000 containers by 2020.

The 12,000-kilometre journey usually takes between 12 and 16 days. The service is used by customers with time-sensitive goods such as promotional clothing items and capital-intensive goods such as automotive parts and electronics. *mb* ■

Contact | Martin Ritterhaus
Telephone: +49 (0)6131 15-61660
martin.ritterhaus@deutschebahn.com



THE POLLMEIER SAWMILL IN MALCHOW HAS BEEN REOPENED

The Malchow sawmill was forced to close six years ago. It reopened this year – now with sidings.

EUROPEAN MARKET LEADER

Pollmeier operates Europe's biggest hardwood sawmills. The first Pollmeier sawmill, in Creuzburg/Thuringia, went into operation in 1996. The second sawmill, in Malchow/Mecklenburg-Western Pomerania, followed four years later, and a third sawmill, in Aschaffenburg/Bavaria, opened in 2007 – this is also supplied by DB Cargo. Pollmeier employs more than 700 people, with 70 jobs created in Malchow alone in 2016.

Pollmeier entered a new line of business in 2014 with the construction of the first laminated veneer lumber plant at the Creuzburg site. Using hardwood to manufacture laminated veneer lumber for timber construction was a pioneering move. Known as BauBuche, the product is a high-strength construction material that boasts qualities unmatched by any other wood construction product.

Flexibility means being able to respond quickly to trends and developments. For the beech timber company Pollmeier it means even more than that – namely reopening a sawmill that had previously shut down and connecting it to the rail network again – as happened recently in Malchow in Mecklenburg-Western Pomerania.

The reasons behind these developments are to be found in the global timber market. In 2010, Pollmeier was forced to close its sawmill in Malchow. The company is a leading producer of hardwood products in Europe and is a global leader in the sawn beech timber market. In 2010, there was no longer enough round beech timber available in Mecklenburg-Western Pomerania to keep the sawmill busy. Transporting timber from further afield was not economically viable due to the low prices paid for the end product internationally. To make matters worse, demand for beech timber collapsed, both in Germany and around the world.

Now, less than a decade later, the situation is a very different one. Customer demand for high-quality sawn timber is on the rise again, higher prices are paid for hardwood timber on the global market, and the availability of wood from Mecklenburg-Western Pomerania and other German states has improved. Plenty of reasons for Pollmeier to bring the Malchow location back into use.

The special feature of the Malchow site is that the sawmill – like another Pollmeier sawmill in Aschaffenburg – is now supplied to a great extent by rail, even though the unloading point in Malchow lies outside the plant itself. Based on the positive experiences Pollmeier has had working with DB Cargo Logistics (previously DB Schenker Nieten) in Aschaffenburg over the last few years, the company decided to commission DB Cargo Logistics with the work of supplying the enormous volumes of freight in an environmentally friendly way in Malchow too. “We need rail to ensure a continuous and balanced supply of round wood,” says Ralf Perske, Head of Production at the Malchow plant. “It’s the only viable way to get sufficient volumes of round wood to the plant.” Nine hundred wagons arrive at the Aschaffenburg mill alone each beech tree season. That’s all the more impressive considering that a beech tree season is only nine months long, lasting from September to May.

To ensure that the supply of round wood is reliable and aligned with Pollmeier’s production processes, DB Cargo Logistics and Pollmeier have agreed on a tailored and sustainable solution for supplying the plant by rail. The most important element of the contract is the integration of the wagon flows into interlocking round trip concepts, which means that the first wagons can be reloaded by other customers in Malchow. In addition, Pollmeier guarantees continuous transport volumes. Since last October, an average of more than 60 raw timber wagons from DB Cargo Logistics’ fleet have been delivering round wood to the plant each month. In the



PHOTOS: DEUTSCHE BAHN, GETTY IMAGES

plant itself, the freight has to be transported over the last 400 metres from the unloading point to the log yard using road vehicles. In the short term it is expected that freight volumes will remain at their current level, but both partners are planning to gradually increase transport volumes over the medium term.

“This contract requires detailed coordination between the sawmill, the Berlin production centre and DB Cargo Logistics GmbH’s operations team,” explains Friedbert Mock, Customer Advisor at DB Cargo Logistics. The timber freight must be delivered in appropriate volumes based on Pollmeier’s production programme plans, bearing in mind that the Malchow freight transport site is currently only serviced by DB Cargo twice a week. “That only works because everyone involved in the process is working with great reliability and flexibility,” says Mock. **an** ■

Contact | Friedbert Mock
Telephone: +49 (0)171 5617928
friedbert.f.mock@deutschebahn.com

WOOD – A VULNERABLE RESOURCE: idyllic conditions, at least visually. Plant building with wet storage yard.



IN DEMAND



FLASHES OF LIGHT AND CALLS OF DISTRESS

Wild animals and freight trains don't mix well. Ulrich Mölke is responsible for making sure wildlife stays away from the tracks in Saxony.

Mr Mölke, are you a hunter?

M__No, but I am the Project Lead on the expansion of the Knappenrode-Horka railway line, so I do have to deal with wild animals. You develop a certain affinity to wildlife when you work with it for many years like this!

Your job involves making sure animals are kept away from the tracks. Is it a big problem?

M__A lot of animals don't perceive freight trains travelling at 80 or 100 km/h acoustically, they perceive them visually or because of the vibration. They often fail to get out of the way. When we start operating

faster and more regular trains on the new line in the coming year, the risk of collision will increase. We're worried about species conservation. We can't allow protected species such as the kite, the white-tailed sea eagle, the eagle owl and the wolf to be affected by this increase in traffic. And then of course there's the fact that large animals can cause significant damage to a locomotive or railcar.

But aren't railway tracks a natural barrier?

M__Wild animals don't always perceive train tracks and the overhead lines as a danger or a barrier. However, a lot of species have to roam around, so collisions with wild animals do happen sometimes. In conservation areas especially we can't just fence off the line or build a tunnel, so we've had to look for alternative solutions.

What are your plans?

M__We've started a monitoring and risk management programme. We're hoping that the results don't point to an increase in collisions involving wild animals. However, if they do, we use game fence to close off the rail track and to guide wildlife to crossings at the same level. We have eight main crossing axes planned. At a later stage, we will erect signal posts at these points to scare off animals with sounds and flashes of light. It's important that the sounds are natural in origin, for example animal distress calls.

That doesn't work with birds ...

M__Collisions result in carrion, which attracts birds of prey and wolves. We're therefore setting up the system so that it is geared towards driving away hoofed game such as deer and wild boar when a train approaches the crossing. If no animals are killed, there's nothing to attract the wolves or the birds of prey. We're currently carrying out corresponding tests in the game enclosure in Moritzburg, in partnership with the Technical University in Dresden.

What are the next steps?

M__We're hoping this year to get the concept ready for implementation at the test site, so that we can then build a testing facility on the line next year. Everything should be up and running when the line is

Contact | Ulrich Mölke
Telephone: +49 (0)351 461-25140
ulrich.moelke@deutschebahn.com

GO FIGURE!

196

DB Cargo has sold 196 class 151 and 155 locomotives to a consortium, which is transferring them to a vehicle fleet for subsequent leasing. This will enable DB Cargo to lease locomotives more efficiently depending on demand. Consortium members include Munich-based locomotive leasing company Railpool and the Japanese technology company Toshiba. Responsibility for vehicle maintenance will remain with Deutsche Bahn. DB Cargo also plans to develop hybrid locomotives with Toshiba. With an average age of over 40 years, the shunting engine fleet of DB Cargo will soon reach its maximum service life. New hybrid locomotives would be able to replace the old vehicles. **an** ■

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To contact the editorial team, and for collector's files and subscriptions:
l-railways@dbschenker.eu

SIGN OF THE TIMES



GROWTH: the economy is growing, as are the population and resource consumption – so it's good to know that the forested area in Europe is actually expanding. One reason for this is sustainable forest management.

A TRACK RECORD OF SUSTAINABILITY

Sustainability is one of the buzzwords used by trade, industry and service providers to promote their products, both internally and externally. But where does the word come from? And why has it become so popular that there is hardly a company out there that does not boast about how sustainable its products and services are?

Hans Carl von Carlowitz is often called the father of sustainability. He worked in forestry in the 17th and 18th centuries and he put forward the simple idea that you should only harvest as many trees in a forest as could grow back naturally in the near term. This principle aspired to the forest surviving in the long term – and it can be transferred to other commodities and establishments. In 1987, the UN

World Commission on Environment and Development, chaired by the former Norwegian Prime Minister Gro Harlem Brundtland, defined long-term (sustainable) development as "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs."

Since then, sustainability has been a fashionable topic and one used as a label for all kinds of products. Today, companies and politicians talk of a three-pillar concept that includes the three areas of economics, culture and society on an ecological foundation.

DB Cargo is also committed to working on the issue of sustainability and prides itself on its excellent track record. Rail freight transport is one of the most environmentally friendly modes of transport available but DB Cargo has also implemented a number of internal measures to become even more efficient and sustainable. Furthermore, due to electrification and the fully developed network philosophy, DB Cargo can offer products and services that are even more sustainable. With its Eco Solutions product, for example, DB Cargo offers customers the option of making their operations more environmentally friendly. **an** ■

SAVE THE DATE

Upcoming trade fairs and sector events with DB Cargo – come and see us there!

05-08

MAY 2017

The sector gathers in **Munich** for transport logistic www.transportlogistic.de/

17-19

MAY 2017

Made in Steel in **Milan** is the leading trade fair for the Italian steel industry www.madeinsteel.it

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RESPONSIBLE FOR CONTENT
Sebastian Schilling (V.i.S.d.P.)
Senior Vice President Sales Development and Marketing
Kai Maaß Head of Commercial Model

PROJECT LEADER
Marcella Diestel
+49 (0)69 265 34464
marcella.diestel@deutschebahn.com

PUBLISHERS
TERRITORY
Content to Results GmbH
Bei den Mühren 1, 20457 Hamburg

EDITORS
Axel Novak (an, dir.),
Mirko Heinemann (mh)

PUBLISHING MANAGERS
Gregor Kupper
Felix Rosburg

DESIGN
Falk Heckelmann

PHOTO EDITING
Kay Wolters

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DB Cargo's website: www.dbcargo.com

INFORMATION FOR NEW CUSTOMERS:
DB Cargo AG
Masurenallee 33
47005 Duisburg
E-mail: neukundenservice@deutschebahn.com
Service number for new customers:
+49 (0)203 9851-9000



DB Cargo Marketing
Edmund-Rumpler-Straße 3
60549 Frankfurt/Main
Internet: www.dbcargo.com
E-mail: neukundenservice@deutschebahn.com
Service number/information for new customers:
+49 (0)203 9851-9000