

railways

THE DB SCHENKER RAIL CUSTOMER MAGAZINE

DB SCHENKER

NO. 04 | 15

EXPERTS IN ADDED VALUE

DB Schenker Rail staff are becoming logistics experts who manage international transport flows across all transport modes.

Page 08

PARTNERSHIPS

Customers help with the service portal

Page 22

SECTOR-SPECIFIC PRODUCT

DB SCHENKERsteelsolution boosts quality

Page 32

PREMIUM SEGMENT

Quartz sand is being delivered to BMW

Page 50



“Our rail operations will be running at full capacity.”

KARL-HEINZ GÜNST,
INTERMODAL BUSINESS UNIT,
DB SCHENKER RAIL



NEW DEPARTURES AND REORIENTATION

In the face of the current economic climate, customers are increasingly realising that new ways of collaboration and more openness and transparency are required.

DB Schenker Rail, Europe’s largest rail freight company, already has a number of solutions at the ready. The company is developing more and more supplementary services covering all aspects of transport management to lighten the workload of our customers. These services range from dispatching in comprehensive supply chains to commissioning services and packaging, allowing customers to concentrate on their core businesses. And DB Schenker Rail bundles the service elements in its Europe-wide rail transport network.

We hope you find this issue an interesting read!

The railways editorial team would like to wish all their readers across Europe a merry Christmas and a happy New Year!



POST FROM SANTA

The period leading up to Christmas is one of intense activity on Germany’s road and rail networks. Once again this year, DB Schenker Rail will be scheduling a large number of additional trains on behalf of Deutsche Post DHL to ensure that all the Christmas presents reach customers, retailers and recipients on time. Last year, DB Schenker Rail operated 62 additional trains with a slot capacity of around 2,900 containers – enough room for around three million parcels. This was a new Christmas record for the rail freight company.

Bearing in mind recent economic developments in Germany, it looks likely

that this record will be broken again this year. More and more customers are shopping online, although it remains to be seen exactly how much volume that will result in. “Utmost flexibility is required here,” explains Karl-Heinz Günst, Intermodal Business Unit at DB Schenker Rail. “We’ll be working at maximum capacity to ensure that no one is disappointed and every parcel arrives under the Christmas tree on time.”

Flexibility in the festive season is also a characteristic the British postal trains can boast. One of the reasons DB Schenker Rail UK’s contract was extended was that the rail freight company got Royal Mail’s

whole fleet of 15 postal trains into shape for the Christmas season last year. Capacity had to be increased by 16 per cent because parcel numbers are also on the rise in the UK. The DB Schenker Rail UK team adapted the wagons in four weeks, increasing capacity from 200 mail containers to 236 mail containers per wagon.

The period leading up to Christmas means extra shifts for the rail freight company. In Germany, the additional Christmas trains operate on weekends only, but to very tight schedules. The trains are loaded on Saturday evening and are unloaded when they arrive at their

destination on Sunday night. Transshipment stations in Leipzig, Kornwestheim, Hamburg, Berlin, Munich, Nuremberg, Frankfurt am Main and a number of terminals in the Ruhr region are used for these transport operations. The facilities open on weekends specially for these trains. The first additional train services begin at the end of November and trains will be speeding across Germany with very full loads on the weekend before Christmas. mb ■

Contact | Karl-Heinz Günst
Telephone: +49 (0)6131 15-61696
Karl-Heinz.Guenst@dbschenker.eu

Cover photo: Meiko Herrmann, photo: Action Press



Online – whether on a mobile or desktop device – or in traditional hard copy, we communicate with our customers through many channels. Use the *railways* folder to archive copies of the classic print version of our customer magazine. Order yours free of charge using the QR code or via email on: l-railways@dbschenker.eu

08 FOCUS: STRONG EXPERTISE FOR A STRONG RAIL NETWORK

DB Schenker Rail undertakes the management of complex logistics chains. As an LLP, the rail freight operator coordinates international supply chains – covering all transport modes.

FOCUS: VALUE-ADDED SERVICES

- 10 LEAD LOGISTICS PROVIDER FOR EXXONMOBIL**
DB Schenker Rail takes care of all of ExxonMobil's logistics needs.
- 12 RAIL IN THE 21ST CENTURY**
DB Schenker Rail offers a number of additional services covering all aspects of freight transport – especially for the automotive industry.
- 14 ANALYSIS FOR IMPROVED TRANSPORT OPERATIONS**
Value-added services in the chemicals sector.
- 16 LOGISTICS IS MORE ...**
Additional services at transshipment facilities complete the package.
- 17 QUALITY AND ADDED VALUE**
Services at railports: a selection.
- 18 COMPREHENSIVE OVERVIEW**
Value stream analysis for customers.
- 19 AT THE HEART OF GERMAN STEEL LOGISTICS**
Services at the Coal and Steel Logistics Centre in Hagen.

COMPANY & PEOPLE

- 20 TEAMWORK ABOVE ALL ELSE!**
The women of DB Schenker Rail in Romania work side by side with their male colleagues.
- 22 A DIGITAL PARTNERSHIP**
Customers in Duisburg are testing DB Schenker Rail's new online portal.
- 24 CONTINUOUS IMPROVEMENT**
The most recent customer survey and its three main findings.

MARKETS & INNOVATIONS

- 26 ● FOCUS ON CUSTOMER DIALOGUE**
- 35 CHAMPIONS OF THE RAILWAYS**
A new framework agreement between Covestro and DB Schenker Rail.
- 36 TWO WAYS TO REACH ONE GOAL**
In Zwickau, DB Schenker Rail is using new road/rail shuttles in plant shunting services for Volkswagen.
- 40 NEW PERSPECTIVES**
Innovative concept for Telford.
- 41 RELIABLE TECHNOLOGY**
DB Schenker Rail locomotives: quality from aircraft maintenance.

CUSTOMERS & PROJECTS

- 42 ● FOCUS ON LOADS**
- 46 THE EXCEPTIONAL BECOMES STANDARD**
A customer with exacting requirements: Salzgitter AG.
- 48 EGGER CHOOSES RAIL TRANSPORT**
The fruitful collaboration between DB Schenker Rail and the wood products manufacturer.
- 50 LOGISTICS FOR THE PREMIUM SEGMENT**
As of late, DB Schenker Rail is responsible for supplying BMW with quartz sand.
- 52 SERVICE, SERVICE, SERVICE**
Sidings in Bremen-Sebaldsbrück now open.
- 53 VEHICLE TRANSPORT TRAINS THROUGH THREE COUNTRIES**
Fiat transport operations from Poland to Italy.
- 54 FINAL CALL / SAVE THE DATE / IMPRINT**



railways is also available in German as an app or in print.

52

**SERVICE, SERVICE, SERVICE:
THE AUTO TERMINAL IN
BREMEN-SEBALDSBRÜCK**



46

**THE EXCEPTIONAL
BECOMES STANDARD:
THE RAIL FREIGHT OPERATOR
AND SALZGITTER AG**

**DONCASTER/UK
NEW RECORD WITH CEMEX**

A new record has been set in the cooperation between DB Schenker Rail UK and Cemex, a long-standing customer. In 2014, the rail freight company transported the highest ever volume of aggregates from the Dove Holes quarry in Derbyshire. The 20 per cent increase compared to the previous year was also a record. The occasion was marked with a christening: "Dove Holes" is now the official name of the DBSR UK Class 60 locomotive number 60039. The successful collaboration with Cemex continues. As part of a new two-year contract, two DB Schenker UK trains will be transporting sand and earth from London each week to refill the disused quarry in Barrington. *mh*



**FRANKFURT AM MAIN/GERMANY
OVERVIEW OF SERVICES**

DB Schenker Rail is proud to present its range of services – and all customers can now select a customised service package from the comprehensive range on offer. DB Schenker Rail has prepared a "service catalogue" in which this whole portfolio is presented in a clear way because it, as Europe's largest rail transport company, is keen to notch up points not only with its reliable transport service but also as a partner that can offer the largest range of logistics services. The service catalogue covers the whole logistics chain and presents the relevant services for each link in that chain. The aim of the catalogue is to represent all the available services in a clear and transparent way so that customers can select exactly what they need. *an*

You'll find the catalogue at:
dbschenker.com/servicecatalogue

**FRANKFURT AM MAIN/GERMANY
PRIZE-WINNER: FOX AWARDS FOR RAILWAYS**

DB Schenker Rail has long been forging new paths in customer communication with its *railways* magazine. The company was also quick to adapt to the digitalisation of the media sector. In addition to the availability of the app, DB Schenker Rail also sends out "railways News", a regular and topical newsletter. It's not just the large number of messages received from readers that show that this means of communication is reaching customers. In August, the *railways* magazine was awarded the prestigious Fox Awards for its effectiveness and layout. *railways* won the Silver Prize in the Transport and Logistics category, while the School of Design at the University of Applied Sciences in Münster, under Professor Rüdiger Quass von Deyen, awarded the Fox Visuals Silver Prize to *railways* for its design effectiveness. The Fox Awards have been presented annually since 2010 by a jury of experts for the best marketing communication solutions in print and digital media. *an*



**STOCKHOLM/SWEDEN
TWFOLD ADVANTAGE**

DB Schenker Rail is doing some unusual things to optimise wagon availability and utilisation rates. Indeed, why not combine coal and steel transportation to and wood transportation from Sweden? DB Schenker Rail implemented this idea at the request of the freight forwarder Nordisk Transport Rail in a steel transport operation for the sender BESTA Eisen- und Stahlhandelsgesellschaft GmbH from Lübbecke to Köping and Norrköping. Until recently, wire rods were transported on Type R flat wagons. Because of variations in the lengths of the flat wagons, utilisation varies from between three and four stacks of rods. The solution was to use Snps wagons belonging to DB Schenker Nieten in Freilassing, which are used to transport wood (see picture) and which can carry four stacks each. In Sweden the wagons are handed back to Nieten, who then use them to transport wood from Stockaryd to the Ruhr area in Germany. "With this solution we have improved the availability of long wagons for the customer in Lübbecke and have also improved the utilisation rate in journeys to Sweden," explains Claudia Geißler, Customer Advisor at Schenker Rail Services in Stockholm. "In addition, because of the reloading, we make rail a more competitive option in the marketplace." *mh*



Stockholm



**FRANKFURT AM MAIN/GERMANY
JÜRGEN WILDER NEW HEAD OF DB SCHENKER RAIL**

On 1 December 2015, Jürgen Wilder took over as the new CEO of DB Schenker Rail AG. "Jürgen Wilder is an internationally recognised rail expert and we are pleased that he will keep DB Schenker Rail and its European network on course for further success over the next few years," says Berthold Huber, Member of the Management Board for Traffic and Transport. Wilder was formerly at Siemens AG, where he last served as the CEO of the unit for high-speed, intercity and regional trains as well as locomotives. At DB Schenker Rail, Wilder will manage 31,000 employees in 15 European countries. He will replace Dr Alexander Hedderich, who left Deutsche Bahn at the end of August 2015. *an*

Frankfurt am Main



AWARD CEREMONY:
(f. l. t. r.) Dr Richard Lutz, Board Member for Finance at DB AG, award winner Dr Helena Preiß, Professor Alexander Pflaum, University of Bamberg, Professor Peter Klaus, University of Erlangen-Nuremberg

**FRANKFURT AM MAIN/GERMANY
TIME FOR SERVICES**

Service engineering – an opportunity for improving services. At the end of September, DB Schenker opened the doors of the second DB Schenker Science Day at the House of Logistics and Mobility (HOLM) in the Frankfurt district of Gateway Gardens. Under the motto "Service Engineering in Logistics", the participants enjoyed fascinating presentations and engaging discussions on topics such as "Logistics platforms – a redefinition of the logistics service world", "Industry as the motor of the digital revolution" and "The opportunities and challenges of a digitalised world of work". The focus of the workshops was the opportunities, framework conditions and effects of service engineering. "The DB Schenker Science Day is the perfect forum in which to look at future developments and to discuss our response to them," said Dr Richard Lutz, Board Member for Finance/Controlling at Deutsche Bahn AG. At the event, the DB Schenker Award was presented to Dr Helena Preiß from the University of Bamberg. DB AG awards the prize annually to junior scientists. (You can read a more comprehensive report on the DB Schenker Science Day in the next issue of *railways*.) *an*

Photos: Cemex, Fox, Bernd Roselieb, pgnig termika

Warsaw



**WARSAW/POLAND
NEW CONTRACT WITH POLISH ENERGY COMPANY PGNiG TERMIKA**

DB Schenker Rail Polska has won the contract to transport coal for the PGNiG Termika SA energy company. The new contract came into effect on 1 October 2015 and will run for 18 months. It covers the transportation of a total of 900,000 tonnes of hard coal from the Silesian mines to the Siekierki and Żerań power stations. "We're looking forward to continuing our collaboration," says Paweł Pucek, Board Member for Sales at DB Schenker Rail Polska. "The new contract shows that we meet the expectations of our customers and provide an excellent service. The trust and satisfaction of the customer is our greatest capital." PGNiG Termika, which belongs to the PGNiG Group, is Poland's largest producer of electricity and heating in cogeneration. *mh*

STRONG EXPERTISE FOR A STRONG RAIL NETWORK

DB Schenker Rail undertakes the management of complex logistics chains. As an LLP, the rail freight operator coordinates international supply chains – covering all transport modes.

Concentrating on the core business – we have been seeing a trend towards outsourcing logistics services for a number of years. The advantages for the shipper, i.e. the customer, are simply too substantial to ignore. Along with significant savings in cost, they see improvements in efficiency and can concentrate once more on their core business. In their most recent logistics study on the outsourcing of logistics services carried out in 2014, the Capgemini consulting company discovered that customers were able to reduce their logistics outgoings by an average of eleven per cent. Storage costs were reduced by an average of six per cent. In view of the increasing cost pressure experienced in many sectors, that is a weighty argument in favour of employing external service providers. As a result, companies in every industrial sector are looking for logistics service providers who can do more than just store, load, transport and tranship.

Conversely, this development also offers excellent opportunities for logistics service providers. This includes acquiring new business with long-term contracts. Any company that restructures its supply chain is bound to their service provider for a long time. This deeper partnership with the customer also offers the opportunity to implement more efficient processes. Where the service provider is free to manage complete logistics chains, they have very different organisational possibilities at their disposal that they can implement regardless of the transport mode.

For some time now, DB Schenker Rail has been developing and expanding its expertise as a logistics company that designs and manages complex international transport chains and that exploits the relative advantages of each respective transport mode. The reason for this is simple. By expanding the business in other areas, the rail freight company can strengthen its original rail business. “We don’t want to say goodbye to rail and end up solely as a logistics company at some point in the future,” says Axel Marschall, Member of the Manage-

ment Board at DB Schenker Rail. “We want to enhance our core business of traction – for the benefit of our customers. We want to exploit our strengths and bring together basic services so that we can offer the best solutions and reinforce our core rail business.”

A RANGE OF ADDITIONAL SERVICES

The rail freight company is able to offer its expert services as bundled packages. On the one hand, you have exceptional transport expertise that goes well beyond rail, and which is represented by subsidiaries in all the major European markets. On the other hand, you also have a range of additional services covering all aspects of freight transportation, through which the company already offers its customers additional value – from storage, transport, processing and commissioning services to the pre-assembly of component parts or preparation for sales and distribution. In logistics centres across Europe, DB Schenker Rail employees are today working on ways to generate added value for customers – and at the same time to ensure the uninterrupted transportation of cargo on Europe’s largest rail network.

One area in particular offers a number of opportunities for growth: intermodal transport. “With regard to combined transport, we want to further position ourselves as a CT specialist with a strong rail core,” says Marschall. “In concrete terms, this means further expanding DB Schenker Rail terminals, improving our performance as a traction provider and increasing our profile as a seaport-hinterland traffic operator.” With these three objectives, the rail company intends to strengthen its position with customers and to profit from the growth that is forecast in combined transport. Finally, the company believes it not only has obligations towards its customers and staff. As a logistics service provider, DB Schenker Rail takes the issue of sustainability very seriously and is committed to making an impact with the access it can offer to Europe’s most environmentally friendly mode of transport – rail.

an ■



VALUE-ADDED SERVICES

DB SCHENKER RAIL OFFERS A RANGE OF ADDITIONAL SERVICES COVERING ALL ASPECTS OF FREIGHT TRANSPORT.

LEAD LOGISTICS PROVIDER FOR EXXONMOBIL

DB Schenker Rail takes care of all of ExxonMobil's logistics needs.

SUPPLIES FOR CUSTOMERS IN EUROPE:

ExxonMobil Central Europe Holding has decided to outsource key logistics tasks.

DB Schenker Rail is capable of a lot – it demonstrates this over and over again in its work with numerous customers. But planning transport operations beyond rail and managing projects on behalf of customers is only the start when it comes to being a Lead Logistics Provider. DB Schenker Rail is keen not only to strengthen its core rail freight business, it also wants to implement its logistics expertise for the benefit of customers. “If a company such as DB Schenker Rail wants to develop further then it has to look at the whole supply chain,” says Jan Elfenhorst, Vice President Sales & Logistics Chemicals. “Previously, we were only responsible for traction in a chain that included a number of other providers. Today, we can offer much more: complete solutions from a single source.”

ExxonMobil was quick to take advantage of this. The company came into being in 1999 after the merger of the two US companies Exxon Corporation and Mobil Corporation. ExxonMobil Central Europe Holding is active in three core sectors today: gas, mineral oil products such as fuels, heating oil and lubricants,

and chemical products. Two years ago the company decided to outsource key logistics tasks to a third party: DB Schenker Rail.

The reasons behind that decision included changes in the market conditions faced by the company. “We had to adjust our logistics approach,” explains Pieter Hoeijmans, Europe Supply Operations Manager at Exxon-Mobil. The company hoped that outsourcing would provide more flexibility in their logistics operations, both in terms of volume and the number of delivery points. ExxonMobil also wanted easier access to rail for their international transport operations and more flexibility regarding the availability of tank wagons.

DB Schenker Rail was able to offer solutions to ExxonMobil on all these points. Until recently, the rail freight company was only responsible for traction on ExxonMobil's behalf. Now DB Schenker Rail has been given a chance to show what else it can do. ExxonMobil awarded the contract to the chemicals logistics expert DB Schenker BTT GmbH on the basis of a com-

prehensive logistics management concept presented as part of the call for tenders. Today, BTT is responsible for everything to do with transport, dispatching and wagon management. “Our concept was selected despite the stiff competition – I'm exceptionally proud of this,” says Claus Keller, Key Account Manager at DB Schenker BTT for Exxon.

“We speak the same language – and that helps!” says Pieter Hoeijmans. The results speak for themselves: rail freight volumes in northern and western Europe have risen 15 per cent. So has the reliability of transport operations, with more than 90 per cent of trains now on time.

There are various reasons for this: “Detailed quarterly reports, clearly defined KPIs, a joint effort to continuously improve transport operations, a bonus/penalty system for improvements, and transparency on all levels of the organisation – those are the pillars of our business,” explains Keller. One additional reason is that DB Schenker Rail is involved at an early stage in any potential new business. A dedi-

cated Rail Competence Centre at DB Schenker Rail links all of the customer's interfaces so as to reduce the complexity of the overall supply chain. A Global Account Management system also helps to further deepen the business relationship with Exxon. “We've succeeded in founding a professional partnership,” says Keller. an ■

Contact | Claus Keller
Telephone: +49 (0)203 454-1746
Claus.Keller@dbschenker.eu

VALUE-ADDED SERVICES

TRANSPORT, DISPATCHING AND WAGON MANAGEMENT – DB SCHENKER BTT OFFERS A COMPREHENSIVE LOGISTICS CONCEPT.



VALUE-ADDED SERVICES KEEP RAIL COMPETITIVE IN THE 21ST CENTURY

With additional services covering all aspects of freight transport, DB Schenker Rail offers customers tailor-made concepts – especially for the automotive industry.

FINISHED VEHICLES: With services covering all transport modes, DB Schenker Rail is an important partner for car manufacturers.

The field of logistics continues to develop in the notoriously demanding automotive industry. Rail plays an important role in this because it is the only way to transport the huge quantities of manufactured products from the plants quickly, reliably and at high levels of quality, while also ensuring the steady supply of materials to the production processes. DB Schenker Rail offers value-added freight transport services that relieve customers of the burden of having to organise their own logistics operations while strengthening the rail transport expertise of the freight company at the same time. “This kind of value-added service keeps rail competitive in the 21st century,” says Kai Birnstein, Head of Distribution Components at DB Schenker Rail Automotive. “These additional services mean

that a lot of additional volume is transported by rail that would not have been otherwise.” And it also means that DB Schenker Rail can provide services that are tailor-made for customers and manage international transport flows across all transport modes.

MORE INTERMODAL SOLUTIONS

These tailor-made solutions are crucial in the industry – both for shippers and logistics companies. In a sector that is constantly changing and that is always looking for efficiency gains, only individual solutions can guarantee the required flexibility. The current trend is for more intermodal solutions.

Two developments in car manufacturing are affecting the work of logistics service providers. Firstly,

expansion in the production levels at plants is limiting the space available for on-site logistics work. Secondly, new plants in Europe are often built on greenfield sites far from rail links and close to motorway junctions. And the track infrastructure is no longer so extensive as to allow each hall to be accessed by rail. “That is the reason why we need to delve more deeply into intermodal concepts,” says Birnstein. “We’ve developed serious expertise in this area and customers are becoming ever more aware of that.” The extent of this expertise is illustrated by the example of a customer who sought advice on rail logistics from DB Schenker Rail when building a new plant. The recognition that sidings and corresponding infrastructure are also a vital part of a stable and reliable supply chain has not always been implemented in practice. Now DB Schenker Rail can highlight the opportunities that intermodal transport and rail transport offer. “We need to do more of this in future – not least to promote the rail concepts of tomorrow,” says Birnstein.

CONSULTING ON PLANT LOGISTICS

This consultancy and expertise approach accommodates the needs of those manufacturers who seek solutions that not only include one transport mode but that incorporate a holistic concept. “The demands of customers in this sector are very complex,” explains Christian Lang, Head of Sales Finished Vehicles at DB Schenker Rail Automotive. “Traditionally, large customers have procured individual logistics elements from different sources to profit from the competition between the logistics service providers.” That is now changing. Customers are increasingly taking advantage of synergies that present themselves when tenders include process-oriented, holistic solutions,” according to Lang.

For DB Schenker Rail, this means more work in the design phase and in the subsequent implementation. “Customers expect openness – and that is just as true when they choose the mode of transport. We build our offers around our core product rail and focus on the fact that we can combine rail and full flexibility – and do so more widely and more credibly than any competitor,” says Lang. In addition, there is more work involved with the management of day-to-day business: more dispatching, control towers, an integrated IT system and managing the many interfaces that result between the plant and the customer along the whole transport route.

INBOUND LOGISTICS

How important the role played by DB Schenker is in the logistics operations of the car manufacturing industry can be seen in very specific services, for instance at Daimler AG. “This is an excellent example of inbound logistics, that is, the supply of production and assembly sites,” says Birnstein. “The main competitor in this area is actually the HGK. Now we at DB

Schenker provide comprehensive management across all the various transport modes – the customer doesn’t need to be involved at all.”

DB Schenker has been building a transport network with good potential for expansion for its customers since 2011. Nine of Mercedes-Benz’s European plants are being linked via road and rail at the same time. DB Schenker Rail Automotive is managing the transport operations of the Daimler RailNet from a single source.

Plant supply by rail is run from a central hub in Kornwestheim, where the incoming wagons are sorted and bundled for the respective destinations to supply sites in Germany, France and Hungary. The whole network, which is made up of a number of different partners, is managed centrally by DB Schenker Rail Automotive in Kelsterbach. Trains and lorries are dispatched on a just-in-time basis across the whole supply chain, with the advantage that the customer has a central contact person if there are any problems.

CLOSE PARTNERSHIP

In outbound logistics – the distribution of finished vehicles – rail has traditionally been the preferred option. Be it at the Auto Terminal Bremen for Mercedes-Benz (see also article on page 52) or at the Porsche plant in Leipzig, DB Schenker Rail manages the transport of finished vehicles from the plants.

The rail freight company is an important partner for the auto industry, but it also works the other way around – car manufacturers are some of DB Schenker’s most important customers. DB Schenker transports around 2.5 million vehicles by rail each year. The company has a fleet of 10,000 wagons at its disposal to handle this volume – the largest fleet in Europe. Each day a total of 250 trains – laden with new vehicles and parts – are in transit on the Automotive RailNet sector network, which now covers more than 20 countries and extends as far as China. an ■

Contact | Kai Birnstein
Telephone: +49 (0)6107 509-880
Kai.Birnstein@dbschenker.eu

Contact | Christian Lang
Telephone: +49 (0)6107 509-720
Christian.Ch.Lang@dbschenker.eu

VALUE-ADDED SERVICES

DB SCHENKER RAIL SUPPORTS THE AUTOMOTIVE INDUSTRY WITH CUSTOMISED INTERMODAL SOLUTIONS.

COMPREHENSIVE ANALYSIS FOR IMPROVED TRANSPORT OPERATIONS

DB Schenker Rail offers its customers in the chemicals sector a number of additional services that go beyond just transporting freight.

SAFETY FIRST: The chemicals industry has very strict safety requirements.

Transport and more – DB Schenker Rail offers its customers in all sectors a whole range of additional services that provide clear added value. In the chemicals sector, for example, the rail freight company has developed a portfolio of services from which customers can choose what they need. Not only do these services complement the basic freight transport service, they are also a sign of DB Schenker Rail's efforts to improve its efforts for the future.

Additional services are available in the areas of transport, equipment, organisation and technical consulting. This covers a wide range of issues concerning all aspects of transport and the specific requirements of sensitive freight, be that depot work, maintenance tasks, technical assistance or uncomplicated processes (for an expert logistics company, at least) as part of transport processing.

What forms the foundation for the quality and reliability of these transport operations and additional services is the expertise of DB Schenker staff and the many years of experience the business unit has in highly complex, international supply chains in chemicals logistics. The business unit continues to further develop

ADDITIONAL SERVICES IN THE CHEMICALS INDUSTRY SECTOR

Transport: Transport Monitoring (T&T), Performance Management, KPI Reporting, Plant Shunting Services, Eco Solutions, Rail Safety Days, Customer Portal

Equipment: Fleet Management, Maintenance Management, Cleaning/Depot

Organisation: Rail Competence Centre, LLP Solutions

Consulting: Technical Consulting

its data analysis tools so that it can harness and bundle this experience more effectively for customers. "By collecting and analysing the Key Performance Indicators, we can make comprehensive analyses available to our customers and develop and improve transport operations and transport solutions in a measurable way for specific sectors," says Florian Sigl, who is the Head of Operational Excellence and Performance Management at DB Schenker BTT.

KPIs indicate the success, performance or utilisation of an organisational unit. They help to monitor and assess business processes, individual projects or departments. "We are currently working on new indicators in two areas: safety and customer satisfaction/complaints," explains Sigl. "We are also developing existing indicators, with punctuality being given high priority."

THE KEY TO IMPROVEMENTS IN SAFETY

Safety is one of the sector's highest priorities and KPIs are a part of the Safety Health Environment (SHE) project. This overall project brings together a range of measures to improve the safety and transparency of chemicals transport operations. The regular Rail Safety Days (see *railways* 03|2015) and the many safety meetings with customers also come under the SHE project. The analysis of KPI figures can reveal insights that have a significant influence on the strategic decisions made by companies. "Our customers are very different in this regard. With our customers in the Netherlands, for example, there is a strong focus on the topic of Safety Health Environment. As part of that, the data can provide a lot of added value," says Sigl.

DB Schenker Rail is also working hard on the issue of customer satisfaction/complaints: "We aim to achieve a customer satisfaction rating of 99.8 per cent every month. And we can do it! Customer complaints trigger

Photos: Michael Neuhaus

a process that leads to concrete suggestions within five working days," explains Sigl. The whole process is also recorded by DB Schenker Rail in a Complaint Management Database. "This means that we can show the customer that we are taking the issue seriously and that we'll be coming back to them with concrete suggestions." In some cases it leads to the customer being required to develop or improve their own structures.

WORKING TOGETHER TO IMPROVE PERFORMANCE INDICATORS

The rail freight company has worked with many customers to develop specific KPIs. This is not an easy task, according to Dr Carsten Suntrop. The scientist at the Europäische Fachhochschule Rhein Erft GmbH/CMC² GmbH has been researching the logistics structures and requirements of the chemicals sector for many years. "If you want to get better and more efficient you have to have performance indicators," he says. "But why doesn't everyone have them? Because those involved don't sit down together to prepare these figures on a regular basis."

In the past, service and performance expectations were agreed contractually. Today, the rail freight company can provide standard indicators on punctuality and availability because it, as an integrated company, offers a comprehensive service portfolio from a single source. It is now possible to work together to develop complex KPIs that affect the strategic decisions or the accounting of a company.

Based on these indicators, DB Schenker and the customer can analyse and improve the performance of their transport operations. Because these indicators are particularly sophisticated, they offer an excellent opportunity to carry out analysis and provide insights and results. "We are currently going through a learning phase with a number of customers," says Sigl. "We have discovered, for example, that the wagons of one of our major customers, have been standing stationary at the end client's sidings for 5,000 days more, when added up, than the contractually agreed number of days in just one year." The end customer had simply included the delivered wagons in its stock and rarely placed orders for this reason. The wagons that were left with that end customer were needed for other transport operations and that inevitably affected transit times and punctuality.

In addition to these kinds of improvements for customers, DB Schenker Rail also benefits. These indicators can be used to identify and solve problems in the company's own processes – including alternative traction or changes to transport days. KPIs thereby become part of the DB Schenker Rail story, generating improvements for the future from the experiences of the past. "Lessons learned" is a major topic – and not only in the chemicals sector.

Contact | Florian Sigl
Telephone: +49 (0)6131 15-73114
Florian.Sigl@btt-gmbh.de



VALUE-ADDED SERVICES

THROUGH COMPREHENSIVE ANALYSIS WE'RE HELPING OUR CUSTOMERS IN SPECIFIC SECTORS TO DEVELOP AND MEASURABLY IMPROVE THE QUALITY OF TRANSPORT OPERATIONS AND SOLUTIONS.

LOGISTICS IS MORE THAN JUST GOING FROM A TO B

DB Schenker Rail's intermodal transport network covers the whole of Europe. But it's the additional services that really complete the package.

VALUE-ADDED SERVICES

DEPOT MANAGEMENT AND OTHER SERVICES ARE PART OF THE PROVISION OFFERED BY DB SCHENKER RAIL'S INTERMODAL SECTOR.

The Intermodal Business Unit of DB Schenker Rail, together with its subsidiaries TFG Transfracht and DB Intermodal Services, offers a complete range of single-source services relating to maritime intermodal transport between seaports and forwarders in the seaport hinterlands. DB Schenker Rail's rail transport services are either sold directly to shipping and haulage companies or via the operator TFG Transfracht. DB Intermodal Services GmbH works mainly on the intersection between road and rail transport.

DB Intermodal Services offers its customers in the conurbations of the seaport hinterlands depot facilities and servicing for empty containers that have undergone long sea, rail and road journeys and that require maintenance before being sent off on another journey. Almost all shipping companies that operate globally profit from these services in locations with high export and import activity, without having to invest in any such sites themselves. Information about the condition of the containers is automatically communicated and stock and movement reports are issued by means of EDI.

"With ships getting bigger and bigger and with an associated increase in the linked container equipment used at sea, these service facilities are becoming an increasingly important part of the supply chain of maritime freight transport. That's why we're moving forward with the expansion of existing sites and with the targeted development of new locations," says Norbert Schuh, Head of Sales, Transport and Freight Forwarding.

To complement that, the company – in coordination with neighbouring container terminals – is making available buffer areas and transshipment facilities for freight containers, and is also operating two terminals itself, in Dresden and Kassel.

To round off the service package on the intersection between road and rail, DB Intermodal Services has around 250 traction engines and chassis that are used in the delivery of around 130,000 containers annually to the loading point. These services are provided in close collaboration with TFG Transfracht, the leading operator in seaport-hinterland traffic. In addition, the company carries out the "cross-positioning" of empty containers on behalf of customers to balance out any discrepancy in the import and export requirements between various depots. "This last point is a service in which our network of sites is a significant advantage," explains Norbert Schuh.

DB Intermodal Services is also active in managing intermodal transport equipment: 9,850 carrying wagons are operated and managed by the dispatch team on behalf of the Intermodal Business Unit. A certain percentage of those, along with 550 loading units, are available for rental. This is mainly targeted towards customers who are reluctant to invest because they may be in the early stages of setting up transport operations or are breaking into new markets and still do not wish to make a long-term commitment of capital. *an* ■

Contact | Norbert Schuh
Telephone: +49 (0)6131 15-3511
Norbert.Schuh@db-intermodal-services.de

QUALITY AND ADDED VALUE

DB Schenker Rail performs a range of logistics services at its railports. Here's a selection.

REPACKING CHAMPAGNE

The sparkling drink is transported by HGV directly from the vineyards of Champagne to the Darmstadt railport. The curvy bottles are packed in boxes of six, which are in turn loaded onto pallets and wrapped with shrink-wrap film to protect them from damage. The champagne is repacked in boxes of twelve for distribution in Germany. This task is carried out in the Darmstadt railport. As soon as the champagne arrives at the railport, an assembly line is set up. Staff open the pallets and take the valuable freight carefully out of the boxes.

Next, they assemble new boxes designed for transporting bottles and tape them with parcel adhesive tape. The inlays are then folded and inserted to make sure the twelve bottles in the box are safe and are standing upright. In the last step of the process the boxes are sealed with tape and stored until they are ordered by the customer.

As soon as the customer submits an order for a shipment, staff prepare dispatch labels using an on-line tool and affix them to the boxes. The Darmstadt railport then commissions the parcel service provider DHL to collect and deliver the boxes to the recipient, who is undoubtedly already looking forward to enjoying a glass or two.

RE-PALLETISING TISSUE PAPER

Rolls of tissue paper are transported from Italy to Darmstadt by rail. A set system is used when loading the freight trains: the lowest layer is formed of pallets with rolls of tissue paper, above which a layer of non-palletised goods is placed so as to fully utilise the wagon's capacity. The goods stacked on top of the pallets are unloaded, checked and re-palletised at the Darmstadt railport. The packed rolls are piled onto pallets and wrapped with stretch film – this is done by the railport's winding machines. The re-palletised goods are then transported by lorry to the end customer, a well-known discount retailer.

QUALITY CONTROL

A quality control check is automatically carried out at the railport when any kind of freight is transhipped, be it champagne bottles, pallets, paper rolls, wood or steel. This involves both checking for possible transport damage and confirming that the goods accord with the transportation papers. Should there be a problem, the dispatchers are informed, who in turn immediately inform the customer. Last year, for example, five out of six lorry-loads for one customer had to be sent back because the goods had been damaged during transport as a result of inadequate securing of the cargo. *mb* ■

Contact | Martin Hörnig
Telephone: +49 (0)6151 802-1230
Martin.Hoernig@dbschenker.eu

DARMSTADT RAILPORT

The railport offers a direct link to the rail network and to the A5 and A67 motorways. The railport is particularly well suited to the following types of freight: steel, hot-rolled steel coils, containers, swap bodies, precast concrete parts, tiles, clinker bricks, granite/marble blocks, timber, glassware, roll, format and tissue paper, and palletised goods.

Infrastructure

- Four sidings, 250 metres of covered tracks
- Gantry crane, clamp and forklift trucks
- Two warehouse buildings and one open-air storage area
- Total storage space: 11,900 square metres including 5,600 square metres heated

Photo: Martin Kroll

VALUE-ADDED SERVICES

WE PERFORM QUALITY CONTROL CHECKS AND REPACKAGING SERVICES AT OUR RAILPORTS.



COMPREHENSIVE OVERVIEW OF THE SUPPLY CHAIN

DB Schenker Rail offers a very special service for interested customers. Weaknesses and efficiency losses along the whole supply chain are identified and addressed in value stream analysis workshops.

INTERFACE ANALYSIS: Value stream analysis provides all the participants in a supply chain with an overview of the whole chain - across all its interfaces.

The parties involved in complex supply chains usually know their parts inside out – but beyond that, they often grope in the dark,” says Claudia Dingethal, Head of Global Efficiency Management at DB Schenker. One of the areas she works in is the analysis of production and delivery processes and she is always surprised how little the parties involved in any given supply chain – suppliers, manufacturers, logistics experts and freight forwarders – know about what the others are doing. The parties are often not aware of the processes of and pressures on the other supply chain partners or the interfaces across which the products move. That makes the chain unnecessarily error-prone and expensive.

For this reason, DB Schenker Rail offers customers a comprehensive survey to gain transparency about contexts and interactions in the supply chain. The basis of this survey is a detailed value stream analysis, an area in which the company has gathered a lot of experience over the last few years. In workshops and follow-up events with their suppliers, service providers and with DB Schenker, a number of large international companies have gained an overview of how the material and information flows function – and where and why they stall or break down in some cases.

One important customer has been able to improve wagon turnaround times as a result of the value stream analysis. DB Schenker Rail and the customer, who has their own plant transport operations, analysed the existing interfaces and processes, and identified how the whole turnaround process could be optimised more quickly and with lower capital commitment costs. An

other customer is currently working on adjusting their existing production concept. Not only must the rail freight company make changes to their transport operations, the customer has to adapt the way they receive and dispatch goods accordingly. “If we succeed in doing that then we can speed up our existing transport operations,” explains Dingethal.

And of course DB Schenker is using the analysis to improve their own processes, for example at hubs, warehouses and plants. The Efficiency Management Team trains DB Schenker employees across the world so that they are able to carry out value stream analyses independently.

The whole supply chain is mapped out in detail with all those involved in it in a workshop lasting a number of days. The participants – both decision-makers and operational staff – also visit the warehouses and transshipment facilities to examine the interfaces. The on-site visits are called “gemba walks”. “The understanding that develops during these gemba walks is of enormous value in itself,” emphasises Dingethal. Over the course of the workshop, measures are put in place to solve the problems that have been identified. The results are evaluated later, after an implementation period of several months has passed.

Value stream analysis is an instrument of lean management. It delivers a complete picture of the supply chain from beginning to end and can help companies achieve three objectives: shorter running times and therefore lower capital commitment costs, improved quality with more stable and punctual transport operations, and fewer mistakes thanks to optimised interfaces. “Value stream analysis is certainly a very efficient instrument for improving supply chains,” says Dingethal. This method can be integrated into existing continual improvement processes or they can function as the initial impetus if customers are yet to implement such processes. “This kind of optimisation is extremely important if you want to further develop production and logistics processes. And everyone involved benefits from it!” says Dingethal. an ■

Contact | Claudia Dingethal
Telephone: +49 (0)69 265-33105
Claudia.Dingethal@deutschebahn.com

VALUE-ADDED SERVICES

VALUE STREAM ANALYSIS PROVIDES A COMPREHENSIVE OVERVIEW OF YOUR SUPPLY CHAIN.



AT THE HEART OF GERMAN STEEL LOGISTICS

DB Schenker Rail staff at the Coal and Steel Logistics Centre in Hagen check the production quality of steel coils.

The Coal and Steel Logistics Centre (LZM) in Hagen plays a crucial role in Germany’s logistics network. Located in one of Europe’s busiest transport hubs, it is an important transshipment facility for high-grade steel coils, the rolled lengths of thick sheet steel used as the raw material in the car industry. Expertise is required when handling these sensitive coils. Any dents or scratches on the metal can render the coils unusable.

That is why specially trained staff carry out quality inspections at the logistics centre on behalf of a major customer from the coal and steel industry who processes coils. The coils, which are transported to Hagen mainly by rail from Europe’s large steelwork plants, are taken to a designated storage area where each individual coil is subjected to a thorough, defined inspection process.

“To begin with, our staff put the coil in position, unpack it and get rid of the packaging material,” explains Heinz Wilhelm Weiß, Head of LZM. A crane then places the metal reel onto a rollbock. The staff remove the Signode band and measure the coil. A piece of steel is cut from the sample sheet and a special device is used to measure the strength and width of the steel at various points. The results are documented in an SAP-based system. “We can see instantly whether the IST values are within the

acceptable range. We inform the customer immediately if the test values exceed the established tolerance specification or if the coil exhibits any sign of damage.” Defective coils are stored in LZM Hagen until the customer has decided whether they should be returned to the manufacturer or used in some other way. Around half of all the coils passing through LZM will be subjected to such inspections in future. “By moving this quality control process to LZM Hagen, the customer can put the surface area freed up at their own plant to use more effectively,” explains Heinz Wilhelm Weiß.

Each year, 350,000 tonnes are transported by rail to LZM Hagen, which has a warehouse space of 8,500 square metres. 240,000 tonnes are dispatched to recipients on reloaded rail wagons, with the rest leaving LZM by road. In August, the centre switched from a two-shift to a three-shift operation (24/7), with the number of staff at LZM Hagen doubled to cope with the change. These changes mean that customers receive an improved service and faster turnaround times for freight wagons, even at weekends. mb ■

Contact | Heinz Wilhelm Weiß
Telephone: +49 (0)203 3017-2532
Heinz.W.Weiss@dbschenker.eu

COIL STORAGE: The Coal and Steel Logistics Centre in Hagen is a transshipment facility for high-quality steel coils.

WOMEN AT WORK

A STRONG TEAM:
Sergiu Stanoiev,
Cerasela Aiftincai,
Dan Toma, Raluca Bloc,
Bogdan Barbu (from
left) are DB Schenker
Rail Romania's Sales
Representatives in
Bucharest.

TEAMWORK ABOVE ALL ELSE!

Rail used to be a man's world and colleagues at DB Schenker Rail Romania are all too familiar with this cliché. But they are doing everything they can to change it. The results are clear for all to see: the company, which was founded 15 years ago in Timișoara, now employs 27 women, most of whom are under 40 years of age.

Along with the aim of creating favourable conditions for equal opportunity for men and women, staff at DB Schenker Rail Romania have always valued teamwork above all else. That is why they are proud of the fact that the women at DB Schenker Rail Romania enjoy excellent working relationships with their male colleagues. The Bucharest Sales Department (see picture) is a perfect example. The mixed team of three men and two women develops new contracts with customers, prepares tailored transport proposals and provides customer information. They are true professionals who maintain a complex network across the continent and culti-

vate close relationships with their DB Schenker Rail colleagues across the whole of Europe. Logistics is an interesting industry with excellent prospects – and this is just as true for women as it is for men. DB Schenker Rail is the first choice in Europe and in Romania. The company recognises the importance of family-friendly policies and equal opportunities for all employees. “Respect and teamwork are our most important core values,” explains Andreea Ciulacu, HR Manager at DB Schenker Rail Romania. “And what’s even more important is that staff have the feeling that they are part of a community, that their needs and wishes are important to us and that we’re there to listen and to help. We are a well-coordinated team and our staff are the most important factor in our success.”

mb ■

Contact | Georgiana Maliovski
Telephone: +40 (0)755 129-923
Georgiana.Maliovski@dbschenker.eu

A DIGITAL PARTNERSHIP

Customers in Duisburg are testing DB Schenker Rail's new online portal and helping the rail freight company to develop it further. Commissioning, tracking, reporting – in future all that will be Internet-based and possible from a single source.

Digitalisation is making its way into rail freight transport. DB Schenker Rail has developed a new customer portal because more and more customers are planning and implementing Europe-wide transport operations. With this portal, customers can follow their shipment as it makes its way through the whole supply chain, from the initial and main legs through to the final delivery stage. The new customer portal has a huge potential to solve problems in sales and customer service. The digitalisation of business processes will make it possible to react immediately in real time.

"The portal is still not ready," says Dr Eric Pfaffmann, Head of IT Sales and Project Leader of the Customer Portal at DB Schenker Rail. "However, what we are offering today is more than a glimpse into the engine room." That's because it is hoped that customers will help to develop the portal in cooperation with the rail freight company. Of course, the "engine room" also has a lounge area and coffee is provided. DB Schenker Rail wants to make those customers who come to try out the new portal feel at ease when they enter the room. There are a number of large screens on the wall and the lounge area in the corner radiates a sense of calm. Everything is in its rightful place and the whole room has an uncluttered, stress-free appearance.

This room is located in DB Schenker Rail's European Customer Service Centre in Duisburg – it's a real workshop. "Everyone is welcome to come here to test the new portal," says Dr Pfaffmann. "We're thinking of joint workshops using modern media and communication technology." An expert project team is on hand to answer any questions and to ensure that no one feels anxious when faced with the new technology. "This is IT you can touch," says Dr Pfaffmann. The working name given to the new customer portal is "myRailportal".

Today, DB Schenker Rail customers already have a number of channels that support tasks such as placing orders, ordering empty wagons, transport supervision and billing – for example the "Railservice online" (RSO) portal. However, the new customer portal goes

further than all the existing applications and will be much more intuitive to use. Equipped with more convenient features, the Internet-based customer interface provides all the basic functions of customer service.

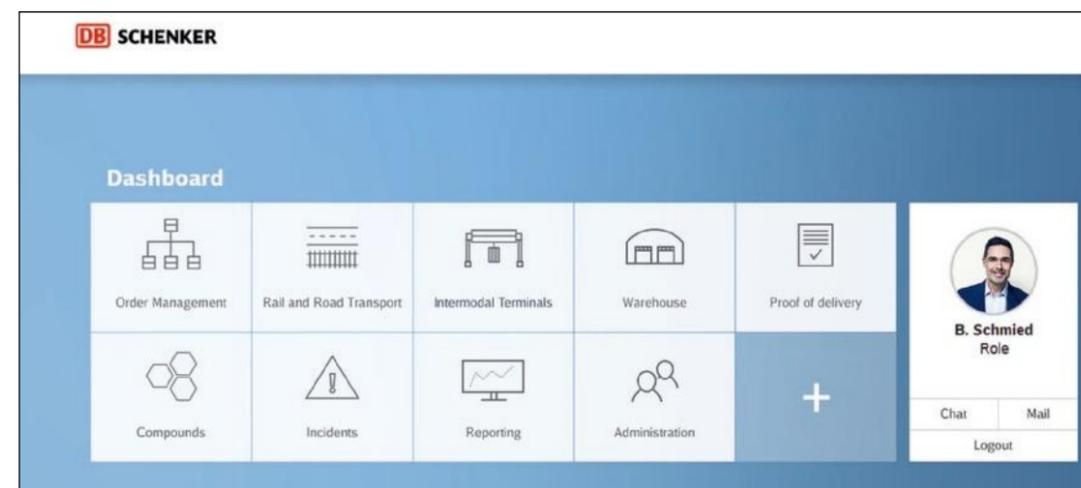
The aim of the "myRailportal" project is to support collaboration along the transport and logistics chain by offering customer- and sector-specific portal solutions. One prerequisite for this is an IT toolkit that makes it possible to develop innovative solutions quickly and flexibly. "That means that we can collaborate with our customers and build specific apps for them quickly," explains Dr Pfaffmann. "That not only increases the acceptance of IT in customer service, it also leads to better solutions in practice." In future, customers, partners and employees will log in to the portal and manage their transport operations online – much more easily than is possible today by phone or email.

INTEGRATED NETZWERKBahn PRINCIPLE

As with the current RSO, the basic functions of the customer portal are order placement for freight and empty transport operations, shipment tracking and invoicing/complaints.

Empty wagon orders are easy to place and cancel directly via the portal and order templates for future assignments can be saved. Customers can also quickly and easily register and finalise bookings in the portal, in line with the two-stage booking process of the Netzeisenbahn principle. "It's all very clear for customers, which offers them significant added value compared to the current interface," says Pfaffmann.

Shipment tracking is another of the customer portal's core functions. Customers can see the status of their transport operations, have an estimated time of arrival calculated and set individual alerts. They also have the option of uploading data about the transported goods into the portal and combine that with the consignment data. That tells you exactly where those eight blue car bonnets expected in the Pamplona factory currently are. Bearing in mind the considerable



EXPERT TEAM: The DB Schenker Rail project team looks after customers and answers all their questions about myRailportal.

volume of material flows that DB Schenker Rail Automotive transports in Europe, this simple example of inter-plant logistics in the car industry demonstrates how the new portal solution brings with it significant simplification and increased transparency for the partners involved in the transport and logistics chain – including the operations management by DB Schenker Rail.

It will be possible to download invoices, reports and important documents with just a few clicks of a button. The option of adding, changing or combining processes within a "Process folder" makes the portal easier to use. Furthermore, special apps that offer solutions for specific sectors can be supplemented, for transport programme planning, for example. The "DB Schenker Rail Scrap Solution" product, for instance, involves scrap dealers and steelworks coordinating their weekly planning via DB Schenker Rail.

"With this customer portal, we are really pioneers when it comes to digitalisation in logistics," says

Pfaffmann. "And we are also pioneers in terms of the partnerships we have with our customers. By involving them in the conception and development of the portal from the very beginning, we can resolve any issues that arise as a team." After all, both the rail company and its customers have an interest in maintaining the reliability of the material flows for the future. mb ■

Contact | Dr Eric Pfaffmann
Telephone: +49 (0)6131 156-3160
Eric.Pfaffmann@dbschenker.eu

VALUE-ADDED SERVICES

WE DEVELOP IT SOLUTIONS WITH YOU TO OPTIMISE YOUR OPERATIVE BUSINESS.



CONTINUOUS IMPROVEMENT THROUGH SYSTEMATIC PROCESS MEASURES

This year's customer survey revealed three main findings: slightly improved overall satisfaction, a need for systematic improvement measures and a considerable amount of interest in the survey itself.

BETTER QUALITY: DB Schenker Rail has responded to the recent customer survey with a whole host of measures, including the establishment of the European Operations Centre...

More than 1,200 people took part in the 18th customer survey in Germany and the fourth on a European level. Services were awarded an overall score of 4.8 (Europe; scale from 1 "entirely dissatisfied", to 7 "entirely satisfied"). The good news is that customers are just as happy with DB Schenker Rail as they were in the two previous surveys. However, much remains to be done before the targets set out as part of the DB2020 strategy are achieved.

The analysis of the European results reveal once more that DB Schenker achieves different scores in different countries. There was an improvement in the overall assessment in the United Kingdom, Poland and Germany. Customers in the United Kingdom gave the national subsidiary a rating of 4.9 – up from 4.2 – confirming the positive effect of the measures introduced two years ago. Customised support concepts and an organisational structure with a strong focus on customers were the keys that made such a swift turnaround possible. Involving colleagues from production, customer service and sales in important customer discussions also proved to be a very successful move.

Results were down in France, where the national subsidiary ECR faced difficult operating conditions. Competition has become more intense and a number of construction sites and shortfalls in resources had a negative effect, including a lack of qualified workers. ECR is now implementing a range of countermeasures. It is optimising operational processes and customer services and is receiving assistance from colleagues from other DB Schenker Rail companies, so that it can continue on its journey of transforma-

tion from a small national rail freight company to an integrated European network. In terms of individual service offers, sales advice and transport information were both given slightly higher scores, while the key area of transport performance remained unchanged. Customers are less satisfied about wagons/wagon provision.

GRADUAL IMPROVEMENTS

"A lot has happened at DB Schenker Rail over the last few years," says Hendric Fiege, Head of Marketing at DB Schenker Rail. "The launch of our European Operations Centre, with the resulting improvements in communication, has had a particularly positive effect. However, a number of the measures we have undertaken are still not reflected in the customer satisfaction figures. Our research also shows that transport quality, fault communication and wagon provision are the most important aspects of satisfaction for our customers. So we will focus on these areas."

The rail company is also making a targeted investment in critical resources, engine drivers, wagons, locomotives and IT systems. And DB Schenker Rail is relying on the Netzebahn to satisfy customers. After the introduction of electronic booking, the customer transition to two-stage commissioning is now under way. Some customers are still unsure about this new commissioning process, so DB Schenker Rail is ready to provide more support and assistance. Fiege emphasises: "The Netzebahn is not a Big Bang, but rather a gradual migration, during which both parties will be optimising, learning and constantly developing the business model together." an ■

Photos: Arne Dedert, Ramon Haindl



IN COMPETITION: Hendric Fiege, Head of Marketing at DB Schenker Rail: "We have to become more focused on customers and their needs in all industry sectors."

to continue to work on these and we will be implementing further measures to this end. For example with the Netzebahn: this new business model increases our performance capacity and the quality of our transport operations. Our capacity-checked wagons are now achieving better transport quality than the non-checked wagons. So we are aiming to move all customers over to capacity-checked transport operations over the coming year.

DB SCHENKER RAIL'S RESPONSE

Hendric Fiege, you have received a lot of feedback from customers, with more than 1,200 responses to the survey. What does this mean for DB Schenker Rail? That in itself already represents an immense success for us. The result shows that we still have a close connection with our customers and I'd like to thank everyone who took part in the survey for doing so. We want to continue this dialogue because there are still a few areas in which we have to improve.

In your opinion, what's the most important result?

Our results were higher in the areas in which we had implemented new, performance-improving measures since the last survey, for example in the United Kingdom. In that case, we achieved a significant improvement in customer satisfaction through targeted measures such as recruiting additional engine drivers, conducting an intensive dialogue with customers about quantity and capacity prospects, as well as optimisations in planning and implementation. In the last survey, customers across the board were dissatisfied primarily with transport information. We have been able to make improvements in that area, for example by establishing the European Operations Centre (EOC). The survey also showed that the most important levers for satisfied customers are our transport performance and wagon availability. We need

What other conclusions have you drawn from the survey? We have to focus more on customers and their needs and this is true in all industry sectors. This consistent focus on the customer is a lever that is also very important to the culture of our company. We can learn from colleagues from the countries where we achieved high scores: Poland, Romania, the United Kingdom – we have very close customer relationships in these countries. All the staff there have a thorough understanding both of the needs of the customers and of operational capabilities.

The overall customer satisfaction figure is rising. Where do you go from here?

With an overall score of 4.8, we are still not where we want to be. We have achieved a lot: order acceptance, contract management, invoicing and sales advice – that is all of high standard. We now want to achieve significant improvements in transport quality and optimised wagon provision. The measures we have already implemented – such as pilot projects aimed at specific intermodal operations – are already yielding results. We have also been active in the area of digitalisation and are investing millions in IT systems for our comprehensive European network. When our processes get even better, the quality of our services improves. But we shouldn't forget that we have launched many improvement measures at DB Schenker Rail over the last few years. Our customers will gradually feel the effects of these changes!

Interview: Axel Novak

REFLECTING ON CORE BUSINESS

DB Schenker Rail opens the doors to the 2015 industry conference – a chance for around 120 logistics managers from the chemicals sector to discuss current trends.

Even the leaden clouds hanging low above Egelsbach near Frankfurt am Main couldn't dampen the mood of the participants who had travelled from all over Germany and neighbouring countries for the 2015 industry conference. Customers and DB Schenker salespeople spent the whole day discussing the chemicals sector and its requirements. "Our conference is not intended as a promotional event. What we want is an opportunity to talk to our customers," explained Dr Carsten Hinne, Senior Vice President European Industry Sector Chemicals, Mineral Oil and Fertilizers. "Today, we don't just want to talk, we also want to exchange ideas and, above all, listen!"

By way of an introduction, Axel Marschall, Member of the Management Board, gave an overview of the market situation at present. The market is currently in a state of stagnation and rail has lost out slightly in the modal split to HGV. The rail freight company is taking action: transport operations are being managed and prioritised even more intensively and more resources are being allocated to regions with high demand. The collaboration with DB Netz is being intensified and flexible production concepts in intermodal transport operations are being expanded.

The Netzwerkbahn remains the determining element for reliable and predictable transport operations, according to Marschall. The Industry Sector Chemicals wants to build on its position as Europe's leading provider of integrated logistics solutions in rail freight transport. This involves expanding the DB SCHENKERchem-solution to include Eastern Europe.

HUGE UPHEAVAL IN THE INDUSTRY

The whole chemicals industry is standing on the threshold of huge structural changes to its logistics, according to a presentation by Professor Carsten Suntrup (Europäische Fachhochschule Rhein Erft GmbH/CMC² GmbH). The conclusion he draws from his research: "Chemicals logistics is an important aspect of the supply chain – but it is still an issue that is hardly discussed on the executive board level – despite logistics costs making up five to ten per cent of total costs. The industry is very slow in moving to efficient logistics solutions."

Marcus Ringeisen, Head of SOC Rail Solution at DB Schenker BTT GmbH, explained how DB Schenker is responding to the changing requirements of the industry. "Our customers want to focus on their core business and we can see the need for LLP

solutions from a single source that include all transport modes." DB Schenker's answer: "Entrust us with all your transport volumes and we'll reduce your interfaces, thereby simplifying your supply chain," says Ringeisen.

BECOMING A LEAD LOGISTICS PROVIDER

Customers respond enthusiastically to this idea. They expect their logistics provider to help them deal with issues they don't regard as being part of their core business. ExxonMobil, for example, was quick to realise what advantages could be gained from sourcing complete solutions from one service provider. DB Schenker BTT was recently tasked with taking care



"Events such as this industry conference are very important – a great opportunity to learn about what's happening in the sector!"

**PETER HOIJEMANS,
EUROPE SUPPLY OPERATIONS MANAGER
AT EXXONMOBIL**

of everything to do with transport, dispatching and wagon management for ExxonMobil (see Lead Logistics Provider for ExxonMobil on page 10).

Over the course of two workshops, participants were then given a chance to formulate their expectations and give them some conceptual depth. In the "Intermodal Transport Operations" workshop Jan Elfenhorst, Vice President Sales & Logistics Chemicals, and Patrick Hore, Vice President International Business Development at DB Schenker BTT, focused on the future of intermodal transport operations. The market is undergoing rapid change. It's becoming necessary to transport smaller volumes more regularly. Containerisation is on the up and regulations on sustainability and safety are being tightened. Workshop participants were mainly interested in discovering how the huge growth being predicted for rail can be managed – and where exactly the challenges really lie. The group discussed and defined the corridors, solution methods, overall approach and first



pilot projects so that in the next stage following the workshop it would be possible to work on concrete implementation.

The subject of the second workshop was the Netzwerkbahn. Franziska Klimas, Customer Development at DB Schenker Rail, described the current situation: pilot projects with selected customers in single-wagon transport are currently delivering important insights for further roll-outs. Participants were given the opportunity to formulate their expectations of the launch of the capacity-checked network due on 1 January 2016. They also listed the opportunities they have to ensure the network becomes a success. The main customer expectations were that processes should be optimised as agreed and carried out more smoothly. They also want flexible solutions for short-notice transport operations. At the top of the list of wishes came minimising delays and observing the wagon-sequencing specifications when preparing trains for transport. At the same time, customers are keen to implement IT changes so that they can play their part in the successful implementation of the capacity-checked network through earlier planning and adhering to the deployment time of their shipment.

SAFETY FIRST - WITH EMPLOYEES, FOR EMPLOYEES

Another topic discussed at the conference was the new safety culture at DB Schenker Rail. "The development of a new culture of safety is a task for every single one of our staff," says Jörg Machert, Head of Rail Operations at DB Schenker Rail.

Erik Koning, International Business Development at DB Schenker BTT, and Henk Bril, Safety Officer at

SABIC, then presented important additional information, e.g. on the Rail Safety Days (see also *railways* 03|2015). Bril put great emphasis on the issue of safety responsibility along the whole supply chain: "The chain is only ever as strong as its weakest link!"

Once again this year, the end of the conference was an interactive affair. Participants voted on the topic of the final panel discussions. Carsten Hinne, Jan Elfenhorst and Pieter Hazejager, Head of Transport Control and Monitoring Single Wagons at DB Schenker Rail, answered questions on the topic "Future developments in single-wagon transport". In second place, the participants voted on the topic "Product innovations: the shuttle concepts of the Industry Sector Chemicals".

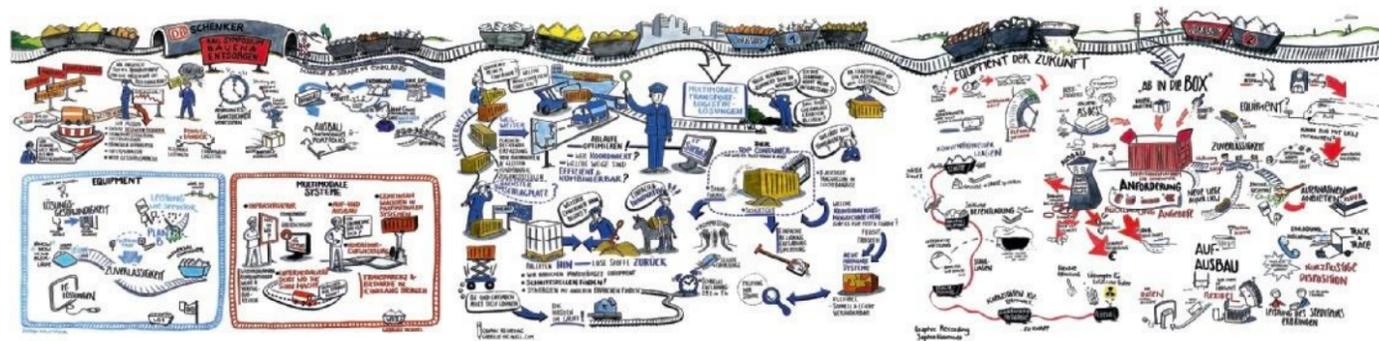
The standard requirements of the future are complex and will only be achievable through a close, transparent and sustainable cooperation with customers. "We will continue to depend on open and honest communication," said Carsten Hinne at the end of the day, "so that we can achieve more together." an ■

Contact | Dr Carsten Hinne
Telephone: +49 (0)6131 15-61300
Carsten.C.Hinne@dbschenker.eu

DISCUSSIONS:
A lively exchange took place between the audience and the speakers.

VALUE-ADDED SERVICES

DB SCHENKER RAIL OFFERS THE CHEMICALS SECTOR EFFICIENT LOGISTICS SOLUTIONS.



“AN EXCITING MEETING WITH CONCRETE RESULTS”

The BIC Industry Sector hosts the first DB Schenker Rail construction and disposal symposium.

During the first DB Schenker Rail construction and disposal symposium in July 2015, participants and representatives of the division discussed market trends and industry-specific requirements from customers of their logistics service provider. “We aim to use this symposium, first, to create a platform for dialogue with our customers and, second, to gather our customers’ requirements in a targeted manner, so as to gear our strategy even more closely to industry-specific needs,” says Stephan Strauss, Head of Industry Sector BIC. Around 35 customers from the building materials, disposal and industrial minerals sectors accepted the invitation to the symposium.

Freight transport is currently going through difficult times, so the customers were interested in hearing how DB Schenker Rail is responding to this situation and how it will position itself strategically in the future. In a complex environment, rail is having to deal with many factors: the business is being hit by strikes, weather conditions and the rebuilding of infrastructure, Head of Sales Axel Marschall noted. The low price of diesel, the increasing burden of energy taxes and political demands are also presenting immense challenges to the railways’ cost model. The rail operator’s conversion to the *Netzwerkbahn* business model has enabled it to offer its customers significant benefits: improved quality in transport times and reliability of transport operations and better competitiveness, because additional quantities can be integrated very well into the network. DB Schenker Rail is planning a series of measures to achieve greater impact and effectiveness in the coming months. “Reliability and quality are the preconditions for our growth,” Marschall stressed. One key lies in alternative production concepts

and greater use of subsidiaries or associates, such as RBH or MEG. DB Schenker Rail now intends to take the experience gained from completed pilot projects and use it in its Europe-wide production. “These examples of success demonstrate that we are a service provider with whom our customers can successfully implement innovative concepts,” Marschall said.

HIGH COMPETITIVE PRESSURE

Dirk Jonas, Head of Sales for Building Materials, presented the division, with its variety of sectors ranging from gravel, sand and clay to individual project business, such as soil decontamination at commercial sites. He outlined the range of services offered in construction and disposal logistics, which already includes conventional and multimodal solutions for both mass flows and small consignments. “A major strategic focus is on the expansion of our multimodal range of services, as well as on the provision of competitive services in the role of a general contractor,” Jonas explained, adding that greater integration of transport solutions into customer processes would enable high efficiency increases to be achieved. “Closely connected with this are the availability and flexibility of the rolling stock used,” Jonas said, noting that a contribution to this was being made by collaboration with DB Schenker Logistics, because the intermodal business was a particular sector where they could pull together the strengths of the network for tailored solutions by working jointly. In the workshops, the participants first discussed the topic of “Multimodal transport logistics solutions: possibilities and requirements from the perspective of our key customers”. At the beginning, the moderators presented best-practice cases for multimodal

GRAPHIC RECORDING: is the name of the process by which ideas and topics aired at a meeting are captured graphically – as they were here at the construction and disposal symposium.

transport operations, in which specific customer requirements are already being addressed. In an open discussion, the customers then indicated at which points in the value chain multimodal solutions might be of interest, and formulated concrete requirements ranging all the way from reliability to suitable materials and ideal interfaces for transport planning.

In the workshop, “Into the box it goes? How will the rolling stock of the future look?”, the current range of rolling stock was presented and compared against customers’ needs. These are wide-ranging, as can be seen by one look at the rolling stock in use today, ranging from sliding-wall to tank wagons. In small groups, the participants collected the respective requirements of the different sectors. The starting point was the question of how the rolling stock of the future would look for customers and at what points conventional or modular solutions were more likely to be needed. From the customer perspective, the top priority is fast and flexible availability of rolling stock, followed closely by the desire for greater modularity and optimum utilisation.

FOUR ACTION FIELDS AS A RESULT

“We have identified four action fields on which we have to work,” Strauss explained after the event. “Essentially, these cover transparency about infrastructural possibilities, customer communication and our range of services and rolling stock.” A plan of measures was drafted, showing customers concrete improvement measures relating to each action area. The uniform pooling of information on usable logistics infrastructure, as well as improved advice to customers by taking a holistic view of their supply chain processes, will make a contribution here. Closely connected with this is the expansion of cooperation with logistics partners, in order to increase the range of services and to guarantee access to those services. Overall, the aim is to make communication between the customer and DB Schenker Rail faster and more digitised and to cut down on overlaps. As regards the range of rolling stock, as a first step, more far-reaching talks will take place with customers and providers on alternative solutions for the bulk-materials sector. Concrete potential is currently being investigated, and it is planned to have a cross-segment strategy available in time for the next symposium.

“We aim to invite our customers again next year in order to continue this valuable dialogue,” Stephan Strauss said in conclusion. *an* ■

Contact | Dirk Jonas
Telephone: +49 (0)6131 15-61220
Dirk.Jonas@dbschenker.eu



THREE QUESTIONS FOR DIRK JONAS

Dirk Jonas is the Head of Sales for Building Materials in Industry Sector BIC.

What conclusions do you draw from the first construction and disposal symposium?

I am taking away a very positive impression of the event. We thought long and hard about whether such an event would be productive, in view of the diverse range of sectors involved. Ultimately, though, the workshop formats that were chosen enabled all the participants to address their own requirements. The exchange among customers from various sectors in fact led to some new insights.

What did you find particularly surprising?

Even though it was something we had hoped for, we were still surprised by the exceptional response from our customers. More than 60 per cent of the customers who we invited took part in the event. This shows that the format is very well-received.

What’s next? What will happen with the results?

From what we learned during the event, we have derived concrete measures, which we will work on and put into effect in the coming months. In some areas, we will achieve improvements in the short term, whereas other issues – for instance, in the field of rolling stock – are planned for the longer term. At the next symposium in July 2016, we will have detailed discussions about what has been achieved by then, as well as picking up new topics.

Interview: Axel Novak

VALUE-ADDED SERVICES

OUR ADVANTAGE: ALTERNATIVE PRODUCTION CONCEPTS AND CLOSE COLLABORATION WITH PARTNERS AND ASSOCIATES.

TOGETHER ON THE GO

The Coal and Steel Division hosted the annual coal and steel congress in Mainz on 14 September. More than 60 customers, partners and experts took part in interactive discussions about challenges in the coal and steel industry and the digitisation of logistics.

With one click of a mouse, a Siemens locomotive appears in profile in the middle of the monitor screen, along with engine data, the locomotive's speed and statistics on maintenance intervals – plus a map on which the locomotive's precise location can be seen. "These form valuable real-time data, from which we can find out where the locomotive is and its current status," says Dr Miroslav Obrenovic, Head of Asset Strategy & Programs, DB Schenker Rail.

This example, demonstrated live at the DB Schenker Rail coal and steel congress, showed clearly how digitisation is, slowly but surely, penetrating all areas of logistics. The DB Schenker Rail programme known as "TechLok" is one of a wide range of ideas here, which all have one aim: "We want to talk about how we can optimise our business together," said Dr Jörg Hilker, Head of the Coal and Steel Division at DB Schenker Rail, in his welcome to the participants.

Digitisation is an important aspect here, and this is why it was the focal point of the congress. After Ingo Schill, Senior Manager at PriceWaterhouse-Coopers, had ventured a look at the future development of the sector, some 60 customers from the coal and steel industry came together with experts and staff at DB Schenker Rail to discuss current trends in the markets and ways of optimising their cooperation.

COOPERATION ARRANGEMENTS PAY

These are becoming increasingly important, especially in difficult markets. According to Ingo Schill's projection, annual growth rates of more than three per cent are expected in global steel markets between now and 2025. Europe, however, is lagging behind this trend, with growth of around one per cent. Nevertheless, there is still potential, such as the import of iron ore from overseas to Germany, the sixth-largest steel producer in the world. There is also the possibility of increased exports of scrap metal from Central Europe and rising imports from, for example, Turkey, another strong steel exporter.

Such changes put great pressure on a rail operator's flexibility, because, whereas the volume of crude steel is constant, there is strong growth in the demand for flat steel transport as a result of purchases from abroad. For this reason, Dr Hilker explained, DB Schenker Rail is planning to boost its stock of wagons for transporting flat steel by six per cent by 2020, while bulk freight wagons will be taken out of service in large numbers. There will also be investment in freight wagons, as prompted by customer suggestions. The Coal and Steel Division is holding regular innovation workshops on the modernisation of its freight wagons, where customers' proposals for improvement are taken on board and put into practice – for example, in protection from moisture and in the protection of steel coils and slabs during loading and transport. DB Schenker Rail is investing 70 million euros up to 2020 in re-equipping all 1,200 of its steel-covered wagons alone.

The modern wagons are gradually being fitted with GPS and sensors for moisture and shock measurement. It is intended to convey the data to the customer in real time. "We plan to provide maximum transparency for the customer," Dr Hilker said. In future, the aim is for customers to be able to see at any time where their freight is, and its condition.

DIGITISATION AS A MAJOR DRIVER

A major driver of the future development of the sector will be the digitisation of the value chain, argued Frauke Heistermann, who is developing solutions for DB Schenker Rail as a member of the management board of the IT service provider AXIT. Scepticism about digitisation is misplaced, she said. On the contrary, she added: the growing complexity of logistics that results from faster transport and global supply chains can no longer be managed without digital solutions.

In her view, "collaboration" is the key word of our time, meaning networked cooperation among all partners through digital channels. In this regard, IT solutions need to be designed in such a way that they "do not keep anybody on a tight digital rein", Ms Heistermann said. "Everybody must benefit: customers, suppliers, logistics partners, shippers and recipients." For this reason, she argued in favour of the "modularisation" of systems, rather than the production of elaborate, complex individual solutions. This would facilitate the development of adaptable, configurable solutions, which could dock onto existing IT infrastructures without a lot of effort. Instead of trying to achieve 100-per-cent solutions at the very beginning, Heistermann recommends approaching ideas for improvement by means of clear IT pilot projects, learning from them and then expanding them systematically.

The fact that the rail operator is putting this into practice was illustrated by Iris Hilb, Head of Wagon

DEBATES:

The participants used the congress to ask questions and put forward suggestions. Pictured: Bert Kloppert, ThyssenKrupp Steel Europa AG.



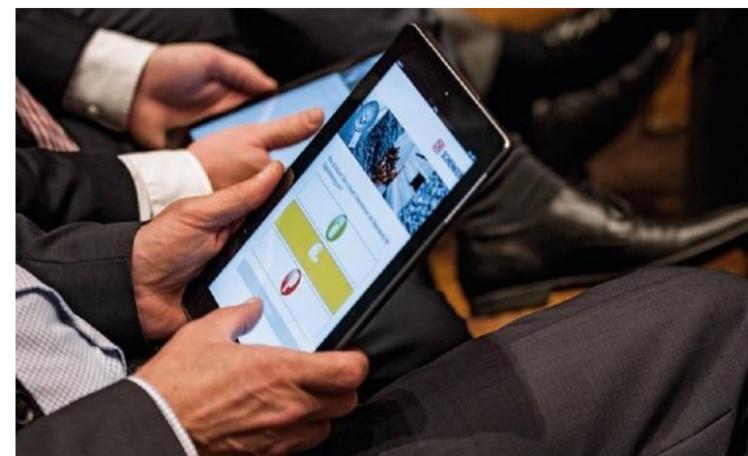
IDEAS:

Frauke Heistermann from the service provider AXIT called for the rapid, comprehensive digitisation of logistics.



COOPERATION:

A tablet computer for interactive communication supported the congress participants throughout the day.



Photos: Bernd Hartung

Management/Customer Processes/IT at DB Schenker Rail, on the basis of concrete examples. Under the working title, "MyRailportal", the rail freight operator is developing an integrated customer portal, which customers can already experience in a lab at the Customer Service Centre in Duisburg (see also page 22). Another example showed that the linking of large quantities of data, or "big data", is being trialled at DB Schenker Rail in order to improve wagon management and to use the portal to offer new services.

INTENSIVE DISCUSSIONS

"We have the instruments for implementing ideas in a practical and timely manner. Now we need you," Dr Hilker said, appealing to the audience. The panel discussion was opened by the Head of Division himself. One innovative highlight of the congress was the interactive use of iPads, which enabled participants to put questions to the panel during the discussion anonymously.

The topic of data protection really brought the discussion to life. If commissioning or tracking & tracing data are sent over the Internet, who can guarantee that they will not be intercepted by unauthorised parties? Frauke Heistermann's response was that, by comparison with an encrypted email or an Internet cloud, a fax – for example – was like an open book. She recommended that companies should control data protection in their own organisations and train their employees to understand when their computers were unprotected. This, she said, was important because the classic gateway for hackers was a lack of awareness inside a company, rather than adequately secured cloud servers.

"In digitisation, our technology means that things are harder for us than for road transport," Dr Hilker of DB Schenker Rail said in conclusion. "But we have to catch up!" It is important, he added, to have made a start, in order to be able to ensure greater efficiency and better integration in logistics in the future. One message that the customers at the coal and steel congress were able to take away was this: DB Schenker Rail is working intensively on the future of coal and steel transport. mb ■

Contact | Dr Jörg Hilker
Telephone: +49 (0)6131 15-61100
Joerg.Hilker@dbschenker.eu

VALUE-ADDED SERVICES

WE OFFER OUR COAL AND STEEL CUSTOMERS MAXIMUM TRANSPARENCY.



THE COAL AND STEEL AND THE AUTO SECTORS ARE MOVING CLOSER TOGETHER

The sector-specific product DB SCHENKER*steel-solution* was developed in close collaboration with the coal and steel unit and the automotive unit – with DB Schenker Rail’s customers involved from the outset. The result: DB Schenker Rail is, with this new sector solution, well on the way to achieving better quality, more transparency and higher availability of wagons.

The demands made of steel transport operations are rising. Customers in the automotive industry in particular require the same high quality standards for their logistics chain as they use to measure their own products. DB Schenker Rail communicates closely and regularly with its customers at industry events, in workshops and in one-to-one discussions so that it can improve the quality of steel transport operations. “Our new product DB SCHENKER*steel-solution* has been distilled from all of these conversations,” explains Carolina Lasse from the Coal and Steel Business Unit at DB Schenker Rail, which

developed the product in close collaboration with Production, Freight Wagon Technology and Sales. All the large steel customers are involved: Thyssen-Krupp, Salzgitter Flachstahl, ArcelorMittal and Tata Steel. “It’s the automotive customers who set the bar here but the improvements ultimately benefit all our customers,” says Jörg Hilker, Head of Coal and Steel at DB Schenker Rail.

The new premium product represents a boost to innovation in coal and steel logistics in a number of ways. The rail network Automotive RailNet, which is already geared towards the high quality requirements

NEW PERSPECTIVES: The automotive standard is extended to coal and steel transport operations.

of the car manufacturers, forms the infrastructural basis for this development. RailNet has proven itself both with regard to demanding and deadline-driven inter-plant transport operations and in terms of the distribution of complete vehicles. There is plenty of scope for growth in the coal and steel sector owing to the high pace and frequency of transport operations: “Our aim is to attract steel transport operations from HGV and ship to the railways,” says Jörg Hilker. The company is planning to make significant efficiency improvements to the supply of automotive customers in southern and eastern Europe in particular.

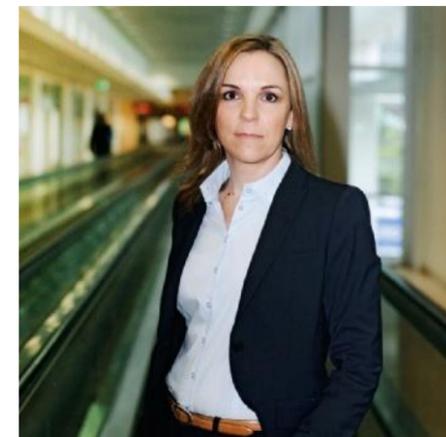
The first positive results can already be seen. The expansion of Automotive RailNet to the Czech Republic and Hungary means that coil transport operations have become quicker and more reliable than single-wagon transport operations. It is possible to reach Mladá Boleslav in the Czech Republic in two to



“Our aim is to attract steel transport operations from HGV and ship to the railways.”

DR JÖRG HILKER

In addition to the optimised European network, DB SCHENKER*steel-solution* offers two other components. When it comes to wagons, the Coal and Steel Business Unit is focusing on optimising and expanding the fleet of Shimmns-ttu freight wagons. Tarpaulin covers and a special anti-condensation material protect sensitive cargo from moisture. Cladding in the coil hollows and continuously adjustable fixing arms ensure that the steel coils – the raw material for car bodies – are transported securely.



“With DB SCHENKER*steel-solution* we are strengthening an intensive customer dialogue.”

CAROLINA LASSE

three days from all the steelworks involved, and Dorog in Hungary can be reached in four to six days on average. The biggest advantage is that transport operations are easier to plan because the direct trains mean that a number of changeovers in foreign countries, which often cause delays, can be avoided. Transport times are monitored and optimised to further improve the network and new relationships are established and built on in the automotive sector. Because of the various demands made by different customers, one prerequisite for success is an intensive collaboration in which both sides are prepared to compromise.



“It becomes particularly exciting when we are directly involved in the growth strategies of our customers.”

JENS NÖLDNER

Photos: Simon Key

The third component is the additional services on offer for better transparency. “The location of each and every wagon in the Automotive RailNet network is recorded by our Track & Trace System,” explains Jens Nöldner, Managing Director of DB Schenker Rail Automotive. “Monitoring is carried out both centrally at the European Operations Centre (EOC) in Duisburg and at the Customer Service Centres of the Coal and Steel and Automotive Business Units.”

In future, transparency will be improved further still: “We will be testing sensors on the freight wagons and will be fitting our fleet with this technology gradually,” says Carolina Lasse. This will make it possible to determine the exact location of the wagon and climatic conditions such as the temperature and humidity inside each coil wagon. Sensors also measure impact during shunting work and indicate the braking force. Customers will be given access to all data via an integrated online platform through a central gateway or in their own system.

DB Schenker Rail is well-prepared for any potential increases in volume. The freight wagon fleet is currently being modernised and expanded. All the old steel-covered wagons will be converted to tarpaulin wagons by 2020. Additional capacity is also available in Automotive RailNet, where up to 250 trains currently travel every day all over Europe. “We can increase the frequency and tractive output at any time, thereby cutting lead times,” says Dr Jan Daniel, Head of Product Management Automotive Rail at DB Schenker Rail Automotive. As an example: “In transport operations to Spain we are cutting the transport time in Automotive RailNet from ten to two days. Along with the potential increase in volume, the effective capacity is given a huge boost. That offers a significant opportunity for growth.”

For the steel industry, rail is not just a transportation means that has a long tradition, it is also flexible and capable of handling enormous volumes, as the demanding inter-plant transport operations of the large steel producers demonstrate. And rail really proves its superiority over long distances and for transporting particularly heavy goods and large volumes. DB Schenker Rail intends to exploit these advantages over HGV in the growing market for transport services to southern and eastern Europe in particular. In future, DB Schenker Rail will be collaborating even more closely with customers. “Of course, it becomes particularly exciting when we are directly involved in the growth strategies of our customers,” says Jens Nöldner. As is the case with the construction of the new Volkswagen plant in Września, Poland. The logistics element is being developed in close collaboration between DB Schenker Rail Automotive



“We can increase the frequency and tractive output at any time, thereby cutting lead times.”

DR JAN DANIEL

and Volkswagen. “Together with our customer we are designing the network of the future,” explains Dr Jörg Hilker. A statement his colleagues are only too happy to agree with. mb ■

Contact | Carolina Lasse
Telephone: +49 (0)6131 15-61304
Carolina.A.Lasse@dbschenker.eu

Contact | Dr Jan Daniel
Telephone: +49 (0)6107 509-850
Jan.Daniel@dbschenker.eu

ADDED-VALUE PRODUCT

DB SCHENKER *steel-solution* was developed in collaboration between the Coal and Steel and the Automotive Business Units, together with the customers of DB Schenker Rail. In cooperation with the Automotive Business Unit, the customised product for individual transport solutions for high-quality coils for the car industry uses fast and frequent transport connections, especially to southern and eastern Europe. The latest Shimmns-ttu freight wagons are used, which can transport sensitive cargo such as coils very securely. In future, new Internet-based applications will provide transparent transport status information. ■



CHAMPIONS OF THE RAILWAYS

A new framework agreement strengthens the close partnership between the Bayer subsidiary Covestro and DB Schenker Rail.

DB Schenker BTT, which comes under DB Schenker Rail’s Chemicals Business Unit, has concluded a new framework agreement with Covestro GmbH. The contract covers a period of three years, with an option to extend for an additional two years. Covestro was operating under the name Bayer Material Science AG until 1 September 2015.

“Covestro and BTT want to further expand their logistics collaboration with regard to rail transport operations over the long-term and to do so within a trusting partnership,” explains Cenk Seringölge, Key Account Manager Sales & Logistics Chemicals at DB Schenker BTT GmbH. “With the new contract, we have a framework that allows us to further improve transport planning and quality in every way and to increase the efficiency of transport operations.”

DB Schenker BTT had already been working closely with the company’s predecessor, Bayer Material Science. The rail freight company transports around one million tonnes by rail each year in 33,000 tank wagons. The turnover totals 16 million euros. In addition to inter-plant transport operations between the Brunsbüttel, Leverkusen, Dormagen and Krefeld-Uerdingen sites, BTT also undertakes international transport operations for Covestro. “We operate block trains and integrate single wagons into our network,” explains Seringölge. The partnership already became a talking point three years ago when BTT switched the chemicals transport operations between Krefeld-Uer-

dingen and Brunsbüttel from inland waterway vessels to rail (EMEA train). The team responsible for the Uerdingen-Brunsbüttel logistics project was awarded the much-coveted internal “Champions Cup” accolade for the development of the efficient solution.

Covestro will be floated on the stock market in October so that Bayer can concentrate exclusively on its life sciences business. With 14,100 employees and a turnover of 11.6 billion euros, Covestro is one of the world’s leading manufacturers of polymers. These high-tech plastics are used in a huge number of products, from mattresses, shoe soles, sponges and floor coverings. The company operates on four continents, with around 30 large production sites and countless smaller locations, where various manufacturing processes are carried out. The reliability of supplies is paramount to ensure that manufacturing processes can continue uninterrupted.

“The inter-plant transport operations play a vital role,” emphasises Rudolph von der Heiden, Logistics Purchaser at Covestro. “They are key if our manufacturing processes are to function smoothly.” The new framework agreement with BTT stands to guarantee supply reliability. “A reliable partner with whom we are proud to work with and look ahead to the future,” praises von der Heiden. mb ■

Contact | Cenk Seringölge
Telephone: +49 (0)211 3680 2190
Cenk.Seringoelge@dbschenker.eu

SEALED PARTNERSHIP:
Frank Andreesen, Head of Logistics EMEA, Covestro, and Jan Elfenhorst, Vice President Sales & Logistics Chemicals/Managing Director DB Schenker BTT, sign the framework agreement.

Photos: Simon Koy, Theo Barth

TWO WAYS TO REACH ONE GOAL

In Zwickau, DB Schenker Rail is using new road/rail shunters in plant shunting services for Volkswagen, making transport operations more efficient.

OVERVIEW:
A DB Schenker Rail employee in the new road/rail shunter.

Photo: Meiko Herrmann

“We are working continuously on becoming better and more efficient.”

RALF PETERS

In mid-July 2015, at a large train station in the sidings of the car manufacturing plant of Volkswagen Sachsen GmbH in Zwickau, the logistics expertise of DB Schenker Rail and that of the car manufacturer were merged together, as represented by group logistics staff from Wolfsburg and by employees at the site.

The reason for the festive gathering was to celebrate the entry into service of innovative road/rail shunting technology at the plant. DB Schenker Rail staff presented the latest acquisition to its customer Volkswagen and the public: the Rotrac RR 24 vehicle.

The bright-yellow powerhouse can travel on road and on rail and will help to speed up shunting activity at the plant. Once it has completed its shunting journeys on rail, the Rotrac RR24 can drive directly by road to the next operation site – without having to take a circuitous route by rail. “The new vehicles are significantly more flexible and reliably deployable. They make it possible to carry out transport operations much more efficiently at the plant.”

“We benefit from it and Volkswagen benefits from it – and it’s a huge quality improvement for the staff who work with this vehicle,” explains Ralf Peters enthusiastically, who as the Road/Rail Technology Project Manager is responsible for VW Sachsen at DB Schenker Rail Automotive. Together with Sebastian Clauß, the Coordinator of Plant Railways and Head of Rail Operations at Volkswagen Sachsen GmbH, Ralf Peters initiated the acquisition and deployment of this road/rail shunting technology. Two Rotrac RR24 vehicles are in operation and they replace the traditional BR 36X diesel locomotives that had been used until now.

CONTINUOUS IMPROVEMENT

The reason behind the acquisition of this new technology is the exacting requirements of the customer. The car industry is one of the most demanding industries of all and it naturally expects its suppliers and service providers to meet the sector’s high quality standards, too. This also involves continuous development of existing processes and procedures.

In principle this is not a problem for DB Schenker Rail staff. “We are continuously working to become better and more efficient,” explains Ralf Peters.

However, in this particular case the devil was in the detail: first of all, the rail experts had to choose, purchase and integrate the right vehicle into the processes on site. Secondly, the employees had to be trained on how to use the new vehicle properly – and

during normal working hours. And on a site of 1.8 million square metres, that is no mean feat.

DB Schenker Rail is responsible for all shunting services at the Zwickau/Mosel plant. The 30 staff on site work around the clock in a three-shift system to ensure that rail transport operations run smoothly at the plant, handling an average of ten train arrivals and ten departures. In addition, they have to service the factory workshops – in sync with the precisely timed production schedule – and provide train services for third parties.

Here at Volkswagen Sachsen’s largest plant, around 7,800 staff assemble around 1,350 Golf and Passat models per day, build the bodywork for Phaeton and Bentley and deliver parts for the other companies in the group.

COST, EFFICIENCY AND ENVIRONMENTAL ADVANTAGES

For Volkswagen, the new road/rail shunting technology is paying off.

“We’re getting the same service at a lower price,” says Sebastian Clauß. “On top of that, we’re also seeing environmental advantages because of reduced CO₂ and noise emissions. Because of this new development with a reliable partner we are more flexible when it comes to servicing our various workshops.”

The Rotrac RR 24 vehicles are produced by Zwiethoff in Rosenheim. They are designed to pull loads of up to 4,000 tonnes and are approved for use in Germany by the Federal Railway Authority, which is also the basis for use in other European rail networks.

That is convenient for DB Schenker Rail because the company is now keen to use this technology in other VW plants and to introduce it to other customers. *an* ■

Contact | Ralf Peters
Telephone: +49 (0)511 286-5388
Ralf.Peters@pbschenker.eu

PLANT TRANSPORT OPERATIONS: With the new shunting vehicle, the plant’s rail transport operations have become more efficient.

A SUCCESSFUL TEAM: Sebastian Clauß, VW, and Ralf Peters, DB Schenker Rail (f. l.).

VALUE-ADDED SERVICES

OPTIMISING EXISTING TRANSPORT OPERATIONS - THAT IS ONE OF DB SCHENKER RAIL’S STRENGTHS.



Photos: Meiko Herrmann

NEW PERSPECTIVES

Cities and companies across the United Kingdom are looking for fresh economic stimulus. In Telford in the Midlands, for example, DB Schenker Rail UK is employing an unconventional idea to secure the future of a transport terminal.

Parts of the United Kingdom have still not fully recovered from the effects of the recession a few years ago. A number of jobs were lost in the Birmingham area and in the Midlands more generally – especially in the logistics sector. With a rather unconventional idea, DB Schenker Rail UK has succeeded in developing new prospects for the intermodal terminal in Telford, a town that boasts one of the highest growth rates in the UK. The facility was built

uses and to make the terminal suitable for the transshipment of high-cube containers failed. But everything changed when Paul Mould started to approach potential customers outside the rail sector. Together with QI Van Systems, a company based in Telford that equips delivery vans for large energy suppliers such as British Gas and Scottish Power, Mould came up with an ingenious solution. QI Van Systems now rents a part of the terminal, which it uses as a secure parking place for its new vehicles. A contract was signed in March for the storage of up to 500 new delivery vehicles on the site.

For Mould, this is not only about the profit the company will make from this contract. He is keen to emphasise that the new contract has led to the creation of one full-time job at the terminal. “Before this, the depot was usually unmanned because it wasn’t worth employing someone to be there all the time just for one train departure a week. Now we’ve created one full-time job and that number could rise in future.”

DB Schenker Rail UK hopes that, from the beginning of next year, new vehicles from the seaports will be arriving in the Midlands via the rail connection, before being transhipped and sent onward on their journey. The lease with the council could be extended by five years. As a result, an additional element could be added to the contract with QI Van Systems from next year: the transportation of delivery vehicles to the Midlands. “Our rail connection is a unique selling point for the customer,” says Paul Mould.

“This kind of concept is good for DB Schenker Rail UK and it’s good for the region and allows us now to maintain our presence in the area whilst we work on longer-term projects such as enquiries from aggregates companies. We are looking at various approaches now from very interested parties in the aggregates industry. The layout of the terminal lends itself well for an aggregates operation and could lead to trains arriving three or four times per week, possibly by spring next year.”

For the Telford International Railfreight Park, this unusual solution is the first step towards a new future. It’s not just Paul Mould who is happy at that prospect, but also the area as a whole, which can now look forward to a brighter economic outlook for the first time since the construction of the terminal. **mb** ■

Contact | Paul Mould
Telephone: +44 (0)7799 336-215
Paul.Mould@dbschenker.com



WELL-ORGANISED: Ryan Reid from DB Schenker Rail UK inspects the newly arrived vehicles at Telford International Railfreight Park.

in 2009 by Telford and Wrekin Council and DB Schenker Rail UK took over the site following a previous tenant who operated the site from its opening.

Terminal Manager Paul Mould firmly believes that the transshipment facility, which stands on a strategically favourable location to the north-west of Birmingham, has a bright future. “Rail infrastructure is well-suited for automotive solutions because of the long, straight sidings and level crossings,” says Mould. “But attracting new transport operations to the terminal has been very difficult over the last two years because the loading gauge there is not suitable for the transshipment of larger containers. So I started looking at other options: what we can offer here is space and security.”

Until now, the terminal has only been serviced by one train per week. Attempts to develop alternative



FAULT DIAGNOSIS: The legendary locomotives are now even more reliable thanks to new analysis methods.

RELIABLE TECHNOLOGY

Thanks to innovative methods taken from aircraft maintenance, the number of failures experienced by DB Schenker Rail UK locomotives is approaching zero.

DB Schenker Rail’s Class 67 locomotives are real workhorses. They have a diesel-electric drive and are renowned for their outstanding reliability. But every now and again some machine parts fail because of the heavy burden placed on them every day. That is a challenge the rail freight company and its maintenance engineers would rather not have to face. The aim of maintenance planning is the complete absence of mechanical failures – an aim that can in reality never be fully achieved.

However, the experts at DB Schenker Rail UK have already come very close to achieving this aim. In 2014, the fleet of Class 67 locomotives covered 1,376,000 miles (or 2,201,600 km). This distance is equivalent to 55 circumnavigations of the globe. Over that distance the engineers only recorded eleven failures or delays. Steve Wilkinson, Head of Locomotive Maintenance at DB Schenker Rail UK, explains: “The team has worked hard to identify what can lead to locomotive failure and how to eliminate these or mitigate their effects. The results produced by the team have been exceptional and have ensured that we can offer an even more reliable service for our customers.”

The reason behind this low failure rate is the adoption of processes from the aviation industry. In 2009, DB Schenker Rail UK established a “Reliability Team” of engineers, scientists and researchers to improve the reliability of rail technology. Data about the causes of locomotive failure was collected and subsequently analysed by experts. On the basis of this analysis, DB

Schenker staff were able to identify and remove the most common causes of failure.

The “Reliability Team” is supported by engineers in the maintenance depots who are trained in failure diagnosis and are equipped with the latest technologies. The interdisciplinary focus of the team ensures that new ideas are continuously flowing into the maintenance and repair work. The team has developed what they call the FMECA (Failure Mode, Effects and Criticality Analysis) methodology, which was adapted from a similar method used in the aviation industry. It ensures that possible failures are identified before their consequences affect the customer.

The whole maintenance department was equipped with cutting-edge multimedia communication technology. In the networked system, all employees work together quickly and flexibly to identify and remove possible causes of failures in the locomotive fleet at an early stage. Andrew Byrne, Head of Maintenance and Infrastructure, is proud of his crew: “The group has further improved the reliability of our Class 67 locomotives and each member of the team should be proud of their achievements. They have been supported by the dedication and enthusiasm of other internal teams at DB Schenker, who have all worked to make the reliability of our Class 67s better than ever.” **mb** ■

Contact | Andrew Byrne
Telephone: +44 (0)7801 905-412
Andrew.Byrne@dbschenker.eu

Photos: Schenker Rail UK

HIGH-TECH GIANT GOES TRAVELLING

When cutting-edge German technology goes travelling, DB Schenker Rail likes to be a part of the action. The rail freight company managed the complete transport operation for a 200-tonne hydraulic cylinder shipment to the Far East.

The middle of July in Lohr am Main: at Walter Hunger Hydraulik, an internationally active company in the fluid technology sector, staff and DB Schenker Rail loading specialists are marvelling at the heaviest hydraulic cylinder in the company's history. After being loaded onto a train, it will be transported to the port of Rotterdam before being shipped to the Far East.

The logistics partner of this extraordinary company is DB Schenker Rail. The regional sales team in Nuremberg is managing the whole logistics process, including the transshipment from rail to ship and the final leg from the destination port by barge. The European rail freight company was able to secure the contract against stiff competition on account of the quality of its bid. When selecting a transport service provider, Hunger emphasised the importance of environmental sustainability, in addition to price, reliability and quality. "We are convinced that we made the right choice when we selected DB Schenker Rail," explains Managing Director Ingrid Hunger.

Despite their many years of experience in managing heavy-goods transport operations, even the hearts of DB Schenker Rail staff start to beat faster when exceptional cargo like this is transported by rail. The hydraulic cylinder manufactured by Hunger is, when refracted, 25.6 metres long, has a 2.15-metre wide base flange, and weighs more than 200 tonnes. It has a tractive force of 1,500 tonnes and a stroke length of 20 metres, making it one of the largest hydraulic cylinders in the world today.

It will be used in the Far East on a dredger out on the open sea. Via steel cables it will move a dredging shovel that could accommodate two buses. Sourcing the material was a challenge in itself because no steelworks can produce a cylinder tube of that size in one piece. The solution was composed of four separate segments that were welded and processed into one perfect cylinder tube by Hunger. "It was an exciting and demanding project and a challenge for our engineers," summarises Ingrid Hunger.

Now the loading can start. Two 500-tonne truck cranes are required to lift the 200-tonne cylinder onto the special "Uaai" low-loader wagon, which has two carrying arms and a bridge in the middle. Twenty wheel sets can carry a weight of up to 317 tonnes. The hydraulic cylinder sinks down slowly and lies securely on two saddle structures. Then the loading engineers secure the giant cylinder so that it cannot shift during the journey.

There had been long discussions about how the transport operation for the special hydraulic cylinder could best be organised and executed. Transporting the equipment by inland waterways was ruled out because of the enormous size and weight. The quay walls in Lohr am Main would never have been able to withstand the load. In the end, DB Schenker Rail in Nuremberg opted for a rail-ship transport chain for the project. In addition to the on-site transshipment at the Hunger plant, the ambitious logistics project includes the special rail transport operation from Lohr to Rotterdam, shipping to Asia, and reloading onto a barge at the destination port.

"The design and execution of the transport operation show once again that rail is an excellent choice for the transportation of heavy goods and that a global logistics service encompassing all transport modes from a single source is the key for the successful implementation of such projects," says Annette Wilms-Langer, the Project Head at DB Schenker Rail in Nuremberg. This transport operation was only viable because of the close collaboration with the Hunger company and the precise planning and coordination of all the transport modes used in the project. For DB Schenker Rail this was another opportunity to show, by means of a spectacular example, that the rail freight company is able to undertake complex transport operations for heavy freight all from a single source. *mh* ■

Contact | Annette Wilms-Langer
Telephone: +49 (0)911 219-5562
Annette.Wilms-Langer@dbschenker.eu

ABSOLUTE PRECISION:
Two 500-tonne truck cranes lift the cylinder.



Photo: Hunger

HEAVY CARGO EXPERTISE

Transporting very heavy cargo always brings with it special challenges. At DB Schenker Rail, loading consultants with many years of experience see to it that heavy and sensitive goods are transhipped and transported safely.

Last year, more than 600 spun concrete parts were transported from southern Germany to Algeria, where they were used as pillars in the "Djamaa el Djazair", the third-largest mosque in the world.

The European rail freight company is currently transporting oversized steel tubes from Siegerland to Denmark for an offshore wind park in the Baltic Sea, where they are assembled together to form jacket foundations. The advantage for the customer is that DB Schenker Rail can manage the whole intermodal transport chain.

DB Schenker can help even when the customer does not have a rail connection of its own – as was the case in one transport operation of 33-tonne special rollers from Brest in northern France to Russia. DB Schenker Rail sent a low-loader to the plant to transport the rollers by road to the closest rail terminal. From there, they continued on their journey to Russia by rail – safely and with minimum impact on the environment. *mh* ■

HEAVY LOAD, SURE HAND

The MAN Diesel & Turbo SE company relies on the experience and expertise of DB Schenker Rail to transport an 89-tonne engine block to northern Europe.

It is a special moment for everyone involved when an 89-tonne engine block is loaded – as happened in Augsburg at the beginning of July 2015. This is where engine manufacturer MAN Diesel & Turbo SE makes large-bore diesel engines and turbomachinery used worldwide in ships and power stations. The eleven-metre long, three-metre wide and 2.60-metre high colossus hovers – tied securely with hoisting belts – from the hook of a special crane and lands gently on the flat wagon of the Samms 489. Wooden planks under the cargo provide additional cushioning as the engine block is set down. Custom-made wooden planks are then placed in front of and behind the block to stop the cargo from shifting, thereby preventing any damage during the journey. A plastic tarp protects the sensitive surfaces from the weather.

“This kind of super-heavy load places very particular demands on the logistics partner,” explains Heike Gosejohann, who takes care of customers at DB Schenker Rail. “Such an operation really gives us a chance to utilise our strengths as a rail company.” And those strengths are: energy-efficient transport operations with low CO₂ emissions, cost advantages over long distances, and no need for special measures such as road closures, additional vehicles or bridge detours as are sometimes necessary with heavy goods road transport operations. After being loaded onto the train in Augsburg the engine block sets off on the 800-kilometre rail journey to Cuxhaven, where the engine block is transhipped onto a sea-going vessel. It then sails via the Kiel Canal and over the Baltic Sea to the Finnish city of Turku. Finally, it is transhipped to a low loader to cover the last few kilometres by road.



What’s special about this operation is that DB Schenker Rail is responsible for the whole logistics chain. A comprehensive logistics service from a single source: transportation by rail from Augsburg to Cuxhaven, onward transportation by ship to Turku, as well as the transhipment and final leg by road. The individual elements were integrated by means of service contracting. Sea transport was organised by Mann Lines Multimodal Limited, a company with extensive experience in sea freight shipping.

“This contract was an opportunity for us to demonstrate our expertise as a Lead Logistics Provider,” explains Heike Gosejohann. Coupled with its experience in the transportation of sensitive heavy cargo, the European rail freight company can show how it is able to manage complex, heavy goods transport operations from a single source. DB Schenker Rail already had experience in transporting heavy engine blocks. A few years ago, the rail freight company transported engine blocks weighing a few hundred tonnes for the Finnish engineering group Wärtsilä from Turku to the Italian city of Trieste. **mb** ■

Contact | Heike Gosejohann
Telephone: +49 (0)203 454-6694
Heike.Gosejohann@dbschenker.eu

HEAVYWEIGHT:
The engine block is secured with wooden beams.

GOOD TO GO:
Well-protected against the weather, the engine block begins its journey north.

VALUE-ADDED SERVICES

WE MANAGE MULTIMODAL LOGISTICS CHAINS FROM A SINGLE SOURCE.



DOUBLE THE BENEFIT

DB Schenker Rail UK transports environmentally friendly building materials from Cornwall to London.

Recycling products is a big step towards using resources efficiently. The environmental benefit is multiplied further if those products are transported by rail. That is the case with DB Schenker Rail UK’s transport operations for the British construction supply company S. Walsh & Sons, London. From 2016, the rail freight company will be regularly transporting aggregates from Burngallow in Cornwall to London on behalf of the company. The aggregate is required for the production of concrete for building sites in Greater London. What’s special in this case is that it is a recycled product.

Imerys, a world leader in mineral-based speciality solutions for industry, produces china clay in Cornwall. Between five and nine tonnes of Cornish granite is produced for every tonne of china clay. Much of this waste can be used as aggregate and fulfils the requirements of sustainable construction in the United Kingdom. It can be used in the production of concrete, bricks and asphalt.

Until now the bulk of Cornish granite has stayed in Cornwall itself. But rising demand for environmentally friendly building materials across the rest of the country has also boosted demand for cost-effective and eco-friendly transportation concepts. Over the course of the last 18 months, DB Schenker Rail UK has, together with Imerys and S. Walsh &

Sons, been developing an efficient transport concept. Two test trains set off on their journeys in July. Regular transportation should begin in 2016. Each train will be carrying 1,200 tonnes of Cornish granite to London.

This will supply London and the south-east of England, which are experiencing a shortage of locally produced aggregate, with Cornish granite. Westley Pickup, Managing Director of S. Walsh & Sons: “We’re looking forward to working with Imerys Minerals and DB Schenker Rail UK. The partnership has raised awareness of the potential of this material for the construction industry. This will also help the Cornish economy in future.”

DB Schenker Rail UK is transporting the aggregate into the heart of the capital, to a terminal in Stratford, close to Queen Elizabeth Park. David Fletcher, Head of Construction Sales at DB Schenker Rail UK, explains: “This is the first time that S. Walsh & Sons is undertaking transport operations by rail. As the leading provider of rail transport services for the UK construction industry we’re very proud to be a part of this exciting and environmentally friendly project.” **mb** ■

Contact | David Fletcher
Telephone: +44 (0)7799 33-6100
David.Fletcher@dbschenker.com

SUSTAINABLE:
Cornish granite on its way to the capital.



Photos: MAN, Lucas Wahl

THE EXCEPTIONAL BECOMES STANDARD

For more than a century, Salzgitter AG has been using freight rail for their transportation needs. But today, Germany's second-biggest steel producer has particular requirements for its logistics partner, DB Schenker Rail.



STEEL TUBES: Tubes or oversized steel girders are perfectly suited to being transported by rail – because their transport needs push the boundaries in every way.

DB Schenker Rail and the steel and technology group Salzgitter AG are two actors in one success story – that of German industry. For more than a century, these two companies have partnered to direct the flow of materials. Raw materials to the factories and finished and semi-finished goods from the factories to finishers and customers.

The predecessor of today's Salzgitter AG – Aktiengesellschaft Ilseder Hütte, founded in 1858 – is long defunct. But Salzgitter AG has never stopped valuing its traditional roots. Today's holding structure was not developed until 2001. The corporate group comprises almost 200 national and international subsidiaries and associated companies, amongst them Salzgitter Flachstahl, Ilsenburger Grobblech, Peiner Träger GmbH and Mannesmannröhren. Since early 2014, the company has been divided into five business units: Strip Steel, Plate/Sections, Energy, Trading and Technology. With 25,529 employees, Salzgitter AG is Germany's second largest steel group.

SATISFYING THE TREMENDOUS DEMAND FOR ORE

Meeting the logistical challenges of Salzgitter AG's day-to-day operations is a considerable task. Coal, ore,

aggregates and scrap has to be transported to the steelworks. The demand for ore alone is huge: the furnaces require 6.25 million tonnes each year. In 2014, DB Schenker Rail carried 13.3 million tonnes for Salzgitter, or around 215,000 loaded railway wagons, most of them in national transport operations. "Salzgitter is an onshore site, so we deliver raw materials right into the factory and pick up steel products for further delivery," explains Stephan Lohse, Key Account Manager for Salzgitter in DB Schenker Rail's Metals & Coal market unit.

Heavy plates, sectional beams, coils, slabs and pipes – just sheet metal alone accounted for more than 1.5 million tonnes that were transported by freight rail. Sheet metal, tubes and sections are all products that are well-suited for rail transport, which is a clear competitive advantage for railway companies. What matters to the customer is that long, heavy, and voluminous transport operations can be carried out by flexible single-wagon transport all over Europe.

PERFECTLY SUITED TO THE RAIL

In this area, transport by rail has tremendous advantages. This is due in part to the existing network and

the specific expertise that has developed over decades. In addition, rolling stock is perfectly suited for the freight needs of the coal and steel industry. With a length of 25 metres, the longest standard wagon Rbns is almost twice as long as a truck. Six-axle wagons of the type Sa, which are frequently used, can carry up to 100 tonnes of freight, four times as much as a standard truck. These standard transport operations are an inherent advantage of railway transport, as there are no additional time or cost requirements, either from loading or unloading or along the transportation route.

But rail freight operators are not only involved in transport operations with single wagons or block trains. They also take care of onward carriage, give advice on loading procedures, and offer consignment tracking both nationally and internationally. For international transport operations, DB Schenker Rail cooperates closely with its subsidiaries in France, Poland, Scandinavia and the Netherlands.

EVOLVING CONCEPTS OF TRANSPORT

Even when the ties between service providers and customers are long-established, our concepts of transport change with the times. And we know that logistics, in particular, are a fundamental requirement of the steel industry. In the steel sector, delivering material on order and on time to one's customers is essential to corporate survival. For that reason, production cannot easily be delayed in order to maintain the logistic flow of goods. Production is centred on the blast furnace, which sets the schedule for everything else. Moreover, the market is changing, and customers want smaller sizes and greater variety. New needs of the industry, in turn, also change DB Schenker Rail's transport concepts. Today, customers are more interested in delivery dates and stocks, and they question the entire logistics chain. Customer expectations are greater than ever before, especially in the automotive industry. These higher quality requirements are passed on to the suppliers.

Given these circumstances, close collaboration between carriers and logistics experts is essential. When Salzgitter needed less transport operations due to a drop in production, DB Schenker Rail was able to adjust appropriately by pushing up the date of the next wagon overhaul. That was possible because the steel manufacturer had informed DB of the change in plans early on. As a result, enough wagons were available when demand for steel started to rise again.

Both companies conduct regular optimisation programmes to further develop joint solutions. "We work together so well that we always know what the other side can and wants to do," says Lohse. The next

CONCERNS FOR INDUSTRY

Steel production involves complex and extensive transportation processes, and the steel industry has emphatically chosen rail and inland shipping as their preferred transport modes. More than half of all transport operations are moved by rail with another 30 per cent on waterways. However, there are some factors that negatively impact transport concepts in the coal and steel industry. For one, transport infrastructure tends to be underdeveloped and insufficiently maintained. Single-wagon transport must be promoted more vigorously as well. DB Schenker Rail has been largely able to preserve the national network and is actively working together with other railway companies in central and northern Europe through the Xrail initiative. But in many neighbouring countries, such as France and Italy, single-wagon transport has been drastically reduced. Without a single-wagon system, however, all attempts to achieve a modal shift from road to rail are doomed from the start, according to the Stahl-Zentrum (Steel Centre) in Düsseldorf, which represents the German steel industry. *an* ■

years will see a number of great changes as well. The upcoming introduction of *Netzwerkbahn*, which will fundamentally change the current business model of DB Schenker Rail, will also have an impact on Salzgitter's transport operations. The question of sustainability is becoming more and more relevant to the rail industry. "Our vision is that by utilising multimodal logistics centres – our railports – we can help minimise transport operations on the road," says Lohse. It is wonderful that Salzgitter and DB Schenker Rail share a common cause when it comes to reducing the CO₂ emissions of their transport operations. *an* ■

Contact | Stephan Lohse
Telephone: +49 (0)511 286-7681
Stephan.Lohse@dbschenker.eu

VALUE-ADDED SERVICES

DB SCHENKER RAIL WORKS CLOSELY WITH ITS CUSTOMERS TO INCREASE QUALITY.

WOOD PRODUCTS MANUFACTURER EGGER CHOOSES RAIL TRANSPORT

DB Schenker Rail and the wood products manufacturer started their fruitful collaboration more than a quarter of a century ago.

Their success is due to the excellent cooperation of all parties involved.

Egger and freight rail – a partnership that is steeped in tradition. 25 years ago, Egger's Brilon plant in the Hochsauerlandkreis region went into production. Today, it is a fully integrated facility, featuring chipboard and MDF production lines and a sawmill. In its mission statement and in its management systems for the environment and energy, Egger is fully committed to transport by rail. The company is therefore continually increasing the quantities of both incoming and outgoing materials that are transported by freight rail. Last year, more than 630 wagons with over 32,000 tonnes of finished products were delivered by single-wagon transport, most of them to Sweden and Austria. The majority of recipients are not connected to railway sidings. "In these cases, we

organise transshipment and post-rail haulage with regional partners," explains Friedbert Mock, customer consultant at DB Schenker Nieten GmbH.

The Brilon plant was built on a greenfield site 25 years ago; today it employs 1,050 people and is the largest employer in the region. Like many of the family company's 17 other plants in Europe, Brilon has its own siding. The rail network within the facility is altogether 4.3 km long. Lumberyards and the shipping areas for timber and wood-based materials are accessible by rail. In 2007, Egger began to construct a sawmill in the immediate vicinity of the chipboard plant. A mere nine months later, in May 2008, the first logs were cut. Besides producing timber, the sawmill also supplies Egger's

WELL-CONNECTED: Unloading raw wood in Brilon. A track of 4.3 km length ensures that the facility can be perfectly served by rail.



Photos: Egger



wood-based materials production with sawdust and wood chips. A biomass power plant completes the resource cycle, providing both energy and process heat, which helps protect the environment.

Thomas Abrell, Plant Logistics Manager at Egger, highlights the importance of partners DB Schenker Rail and DB Schenker Nieten, especially when it comes to supplying the facility with raw wood. In 2014 alone, Egger's raw wood shipments filled about 2,200 of DB Schenker Nieten's wagons. Because of the topography of the access route to Brilon, trains are subject to special length and load restrictions. Therefore, close collaboration and frequent consultations are necessary between the wood products manufacturer, the Production Centre Duisburg/Hagen, Customer Service Duisburg and the DB Schenker Nieten GmbH. "All the partners have to consult daily about these transport operations. But the interconnectedness of our activities and the customer-oriented nature of all the parties have been instrumental for our success these past 25 years!" says Friedbert Mock. an ■

Contact | Friedbert Mock
Telephone: +49 (0)171 5617-928
Friedbert.Mock@dbschenker.com

THOMAS C. ABRELL: Our priority lies with railway transport.

THREE QUESTIONS FOR THOMAS C. ABRELL

Plant Logistics Manager at Egger in Brilon.

Mr Abrell, Egger has opted for railway transport. Why?

Rail freight transport is very important to Egger; it is an essential component of our transportation logistics. Both when it comes to supplying the fully integrated production site with raw materials and when it comes to delivering products to our customers, we have chosen rail as our preferred transport mode. This is based on two prerequisites: economic viability and the additional benefit through intelligent, dependable logistics solutions.

How important is climate protection for your company?

At Egger, protecting the environment and using raw materials sustainably are a top priority. In order to do so, we produce energy in our own biomass power plant, and we use modern processing technology that helps conserve natural resources. Furthermore, we also use environmentally friendly logistics systems.

What criteria is relevant to you when choosing a mode of transport, is it price, the environment, reliability, speed?

What we are looking for, primarily, is performance and reliability at a competitive price. These are precisely the criteria, which we see as having great potential of deepening our long-standing partnership and collaboration yet further in future.

VALUE-ADDED SERVICES

REGIONAL PARTNERS CONTRIBUTE TO THE VALUE OF DB SCHENKER RAIL'S SERVICES.

LOGISTICS FOR THE PREMIUM SEGMENT

As of late, DB Schenker Rail Automotive is responsible for supplying BMW's Landshut foundry with quartz sand and is thus directly involved in the production of BMW's motors.

For a sensitive area of its automobile production, premium-brand manufacturer BMW is now relying on the logistics experts of DB Schenker Rail Automotive. Since October 2015, the European rail logistics provider has been managing the entire quartz sand supply chain for the BMW Group plant at Landshut. Quartz sand is used in the production of moulds and cores at the light alloy foundry in Landshut.

The foundry, which is located in the market town of Ergolding, is the BMW Group's only production site worldwide for light metal casting. It produces cylinder heads and crank cases for all sorts of vehicles, ranging from motorcycles to various car series. The production has to meet the highest demands for quality – and the same is true for the logistics. With its quartz sand transport operations, DB Schenker Rail is directly involved with the production processes at the Landshut foundry. "We take pride in the fact that the BMW Group has entrusted us with this sensitive task," says Simon Sassenberg, the responsible project head at DB Schenker Rail Automotive.

Quartz sand of the highest purity is mined just north of Dortmund, in Haltern am See. Then it is dried with suction dredgers, sifted, and ground to the desired grain size. Next, it is directly loaded into DB Schenker Rail's covered bulk freight wagons. Quartz sand is hygroscopic – it attracts water, which leads to a deterioration of quality. Therefore, it has to be protected from moisture during transport. For that purpose, DB Schenker Rail has specifically refitted and sealed its bulk freight wagons and made them weatherproof.

"Monday nights, the quartz sand is loaded into our single-wagon network in Haltern am See, and Wednes-

day mornings, right on schedule, it reaches Landshut," says Sassenberg. In accordance with demand, logistics partner Dettendorfer loads the quartz sand into silo lorries that take their cargo 2.8 km to the plant in Ergolding. At the BMW Group plant, the quartz sand is unloaded into one of BMW's own silos with the help of external conveying air. Quartz sand is delivered to the facility six days a week. That amounts to a transport volume of tens of thousands of tonnes each year.

"In this project, we are managing the entire supply chain," explains Klaas Lange, Customer Projects at DB Schenker Rail Automotive, who is responsible for the operational implementation of these processes. "It starts with ordering the quartz sand at the facility in Haltern, goes on to cover both main carriage and onward carriage in cooperation with our logistics partner Dettendorfer, and ends with direct delivery to the silos at BMW." Central disposition at DB Schenker Rail's headquarters in Kelsterbach monitors the level of material in the silos, orders supplies, monitors all transport operations, and plans the timing for subsequent deliveries to the silos. The key performance target is that there must be sufficient reserves on-site at all times.

Once the quartz sand from Haltern arrives at Landshut, it has travelled a distance of 680 km – and in the process, Germany's roads have been relieved of about 3,000 lorry trips per year. In this way, the new solution benefits the environment as well. mb ■

Contact | Simon Sassenberg
Telephone: +49 (0)6107 509-843
Simon.Sassenberg@dbschenker.eu



DB SCHENKER RAIL AND BMW

DB Schenker in Germany has developed a combined transport solution comprised of rail and lorries for the BMW Group, which is used to coordinate around 250 suppliers. For that purpose, the entire supply of goods is bundled in Frankfurt and is then taken by train to Regensburg and on to Landshut. These two terminals organise further delivery by lorry to BMW's facilities in Regensburg, Wackersdorf, Dingolfing, Landshut and Munich.

At BMW's logistics centre in Leipzig, 80 containers filled with car parts leave the 125,000 square metres facility each day. At the facility's own siding, some of the containers destined for China are loaded onto carrying wagons, to be transported safely by rail to the factory in Shenyang – a journey of altogether 11,000 kilometres.

DB Schenker Rail Automotive transports finished cars for BMW by regular transport in covered wagons from Kalsdorf to Bremerhaven and Cuxhaven. Starting in October, some of the wagons from these transport operations have been reloaded in Bremerhaven. Moreover, DB Schenker Rail also provides shunting services at the facilities in Regensburg and Dingolfing. In addition, DB Schenker manages operations at automobile supplier parks, including goods replenishment and just-in-sequence supply strategies, where parts are delivered to the assembly line in exactly the order in which they are needed. DB Schenker's portfolio also includes pre-assembly of complex components and quality assurance. mh ■

QUARTZ SAND TRANSPORT OPERATIONS:

DB Schenker Rail is directly involved with the production processes at the BMW Group's light metal foundry at Landshut.

SERVICE, SERVICE, SERVICE

The auto terminal in Bremen-Sebaldsbrück is representative of the top-class services provided by DB Schenker Rail. The rail freight company has now put new sidings into operation there.



TRANSHIPMENT IN THE NIGHT: The vehicles are reloaded to an exact schedule and transported to the customer.

In Bremen-Sebaldsbrück, DB Schenker Rail is showing what it can do. The company started managing the transshipment of new vehicles from the plant onto rail at the terminal site last year. With the expanded sidings going into operation at the beginning of September, DB Schenker intends to further expand transport operations between export harbours, the Bremen plant and the production and distribution centres in southern Germany. “Here at the terminal in Bremen, we provide a logistics service, but we can, going beyond the simple hub function, integrate ourselves into complete logistics chains and offer further added value,” says Christian Lang, Head of Sales Finished Vehicles at DB Schenker Rail Automotive GmbH. “With the terminal’s connection to the railway, we are emphasising our aspiration of bundling transport operations on the main routes and carrying them out by rail.”

The Mercedes-Benz plant in Bremen is one of Daimler AG’s largest sites worldwide and is a major customer of DB Schenker Rail. The car manufacturer has been planning to supply Europe from Bremen for many years. In 2012, DB Schenker Rail invested an eight-figure sum and launched the “Autoterminal Bremen” ATB project. Mercedes-Benz can now raise its rail transport capacity here. This also has a positive impact on their climate assessment since a freight train uses only a third of the energy used in HGV transport and

emits only a quarter of the carbon dioxide – based on the transportation of auto accessories from Hamburg to Munich.

A TIGHT NETWORK OF SYSTEMS

Today, on the seven-hectare site next to the parking and transshipment facilities, there is a modern production hall in which final tasks are carried out on the vehicles. Sensitive parts of the vehicles are covered with film or stickers.

In traditional transshipment operations, staff at the terminal receive the vehicles directly at the Mercedes-Benz plant and record them electronically by scanning. “Daimler’s systems are interlinked with ours,” explains Bernd Rienits, Head of the Terminal.

The rail freight company has long been an important partner for the automotive industry when it comes to transporting vehicles to end-customers (see also article on page 12). Worldwide, DB Schenker administers around 1,700,000 square metres of storage space for the automotive industry alone. DB Schenker transports around 2.5 million vehicles by rail each year and, with more than 100,000 HGV journeys annually, offers road transport solutions for the car industry. an ■

Contact | Christian Lang
Telephone: +49 (0)6107 509-720
Christian.Ch.Lang@dbschenker.eu

Photos: Lucas Wahl

VEHICLE TRANSPORT TRAINS THROUGH THREE COUNTRIES

DB Schenker Rail Polska operates 20 trains carrying Fiat cars and vehicle parts to Italy each week for car manufacturer FCA Poland.

DB Schenker Rail is one of the world’s largest providers of logistics services for the automotive industry and the company transports around 2.5 million vehicles by rail each year. In Poland, DB Schenker Rail Polska is one of the leading providers of rail transport operations for the car industry, offering customised intermodal solutions for customers such as Fiat Chrysler Automobiles Group (FCA Group). The car manufacturer benefits from the high-quality service provided by the Polish rail freight company. Since January 2013, DB Schenker Rail Polska has been working in collaboration with the Italian and Czech rail providers to transport cars and car parts for FCA from Poland to Italy.

An average of 20 trains a week currently travel to Italy. DB Schenker Rail Polska transports cars and car parts from the Polish plant of Tychy to various destinations in Italy, including Verona, Bologna, Turin and Piedimonte. On that journey the trains pass Petrovice on the Czech border, Breclav on the border between the Czech Republic and Austria, and Tarvisio on the border between Austria and Italy. More than 1,000 trains with an average length of 550 metres have already completed the 1,200-kilometre journey to Italy.

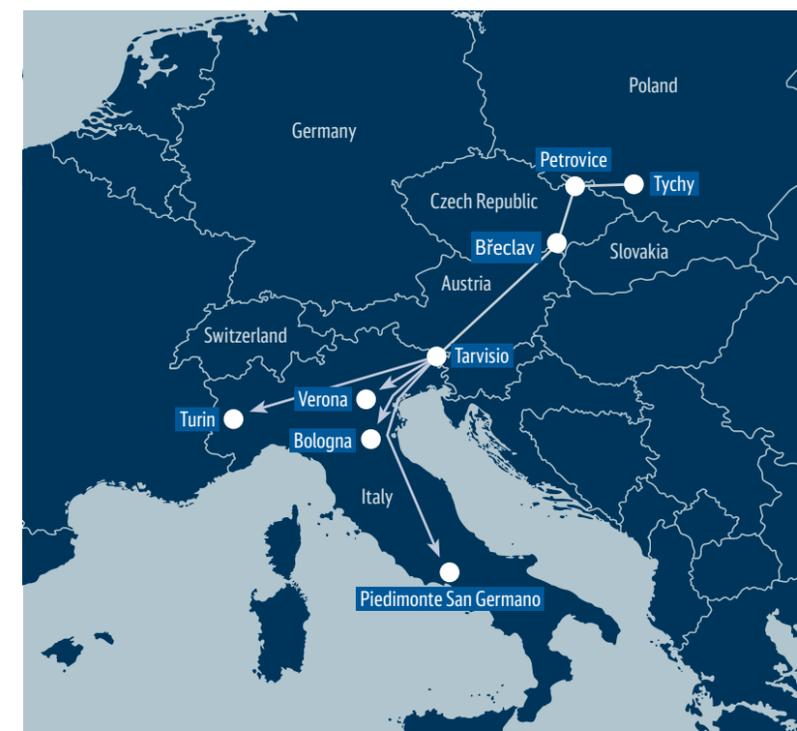
“Reliability, experience and a customised approach by DB Schenker Rail Polska – that is how we meet the expectations of FCA Poland,” says Paweł Pucek, Board Member for Sales. “Each transport operation has to fulfil very high quality criteria, both in terms of punctual delivery and in terms of the security of the cargo.”

POLAND’S BIGGEST CAR MANUFACTURER

Fiat Chrysler Automobiles Group is one of the leading foreign investors in Poland. The group’s 15 companies employ around 9,400 staff, mainly in the production of cars, engines and car parts. Tychy is one of the largest car manufacturing plants in Europe. In 2014, 313,933 cars were manufactured here, among them the Fiat 500, the Lancia Ypsilon and the Ford Ka. Around one third of production went to Italy. Other important markets include the UK, France and Germany and cars from Tychy are exported to a total of 63 countries.

DB Schenker Rail Polska has experienced substantial growth over the last few years. The rail freight company saw particularly strong increases in the intermodal area. DB Schenker Rail Polska delivers a

high-quality service and is becoming an important part of the European industry network Automotive RailNet. Each day around 250 trains set off carrying



new cars and car parts in this well-connected network, which now covers more than 20 countries, including China. an ■

Contact | Paweł Kornatowski
Telephone: +48 (0)22 6220-543
Paweł.Kornatowski@dbschenker.eu

INTERNATIONAL CAR TRAIN: Fiat Chrysler Automobiles Group is one of the leading foreign investors in Poland.

VALUE-ADDED SERVICES

BEST SERVICE FOR THE CUSTOMER’S BEST PRODUCTS.



IN DEMAND

“TEAMWORK ON THE MOUNTAIN”

DB Schenker Rail Polska employee Tomasz Bujna is a team player par excellence. In April this year, he led a group of climbers through the Himalayas, where his professional experience working in Rybnik proved useful.

Tomasz Bujna, where exactly did you go in April this year?

We – a group of Polish mountaineers – climbed two peaks: Kala Pathar, which is 5,643 metres above sea level, and Island Peak, at 6,189 metres. We also went to the Ama Dablam Base Camp at 4,576 metres and to the Everest Camp, at 5,360 metres. I'll never forget the view of Mount Everest and Lhotse.

How do you prepare for an expedition like that?

You have to work hard on your fitness levels. The adjustment to high altitudes requires a lot of physical training. If you want to climb the 6,000-metre mountains, you're going to have to push through a lot of limits – psychological ones, too. On top, of that, you need to have the right equipment, of course.

You often hear of climbers killed on Mount Everest. How did you cope with that danger?

Most accidents are caused by human error. You have to keep a cool head in extreme situations. You can then avoid

making the mistakes that put you at risk of injury or death.

Did you draw from your professional experience during your expedition?

Absolutely! One thing I've learned in various jobs at DB Schenker Rail is flexibility and versatility – those are very useful characteristics to have on the mountainside. I began as a mechanic repairing locomotives and freight wagons. I've worked in shunting services, train supervision, dispatching and as an engine driver. I also have experience in personnel management, which helped when I was planning the expedition. And then there's the most important thing of all ...

We're holding our breath!

... which is working as a team. Climbing mountains is also teamwork. You have to be able to trust each other absolutely. I'm lucky to be working in a good team and I'd say that the team spirit among my colleagues at DB Schenker Rail Polska is especially strong. If we were a rope team on the mountain, I'd set off with them for Mount Everest immediately. *mh* ■

GO FIGURE!

17.1 %

is the percentage of goods transported by rail in 2014, according to the Federal Statistics Office. The majority of goods – 71.2 per cent – was transported by road in 2014. The share of freight transported by road was 0.8 percentage points higher than the previous year. Both the inland waterways and rail lost ground to road transportation. One reason for this substantial change is the huge reduction in the price of diesel. Rail also experienced problems over the previous year with bad weather and strikes. On a European level, rail has experienced an even more dramatic slump. Rail freight's share of the modal split has sunk by eight per cent since 2008.

COOL HEAD: In his work as an HR manager, Tomasz Bujna was able to draw from his experience planning a Himalayan expedition.

Photo: private collection

SAVE THE DATE

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

26-27
JANUARY

9th Rail Freight Transport Forum of the BME/VDV in Bonn.
www.bme.de/schiengueterverkehr/

03-04
FEBRUARY

The **Forum Automobillogistik** organised by the Verband der Automobilindustrie e. V. (VDA) and the Bundesvereinigung Logistik e.V. (BVL) in Frankfurt am Main is the annual meeting of logistics experts in the industry.
www.bvl.de/fal

08-10
MARCH

LogiMAT in Stuttgart: one of the most important European meetings in the intralogistics sector
www.logimat-messe.de/



ONE COUNTRY, ONE MISSION:
The newly formed Deutsche Bahn AG united two national rail companies.

SIGN OF THE TIMES

OVERCOMING THE DIVISION

The anniversary year of German reunification is not the anniversary of a unified Deutsche Bahn. When the two Germanies were reunited in 1990, there were two rail companies: Deutsche Bundesbahn in the West and Deutsche Reichsbahn in the East. The unification treaty stated that “the Chairman of the Board of Deutsche Bundesbahn and the Chairman of the Board of Deutsche Reichsbahn [...] shall work towards the aim of merging the two railway systems, both in technical and organisational terms.” A daunting task! The two railway companies employed almost half a million people. The aim was to transform the two companies into one efficient service provider. And both companies were struggling with problems in freight transport. The Reichsbahn had had to transport cargo over distances of as little as 50 kilometres, and from 1981 from as little as ten. After reunification, the rail

share of the modal split collapsed. The Bundesbahn's share of transport volumes had reduced drastically over the years: from 56 per cent in 1950 to 21 per cent in 1990. At the same time, the network had to be refurbished and new east-west connections in the network had to be developed to complement the former north-south bias. It took four years before things became a little clearer. In 1994, Deutsche Bahn AG was formed as a listed company. 352,000 members of staff that came from the different cultural backgrounds of two economic systems were now working together under one roof. That this merger was a success is a testament to the people working for the company at the time. “The employees of the two companies were railway workers, people who identified with the railway and who were motivated accordingly,” said Heinz Dürr, who was Head of the Bundesbahn and Reichsbahn in 1991. *an* ■

Publication Details

Published by
DB Schenker Rail AG
Marketing
Edmund-Rumpler-Straße 3
60549 Frankfurt am Main

Responsible for content
Hendric Fiege
Head of Marketing (V. i. S. d. P.)
Annette Struth, Head of
Marketing Communications

Project Leader
Christian Schaalo
Telephone: +49 (0)69 265-34463
Email: christian.schaalo@dbschenker.eu

Publishers
G+J Corporate Editors GmbH
Stubbenhuk 10, 20459 Hamburg

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

Design
Jürgen Kaffer (dir.), Maret Tholen

Photo editing
Michael Pfister

Printers
Pfitzer GmbH & Co. KG, Renningen

ISSN 1867-9668

Helping the environment –
printed on ECF Paper

DB Schenker's website:
www.dbschenker.com

Information for new customers:
DB Schenker Rail AG
Masurenallee 33
47005 Duisburg
Email: neukundenservice@dbschenker.eu
Service number/information for new
customers: +49 (0)203 9851-9000

★ ★ ★ ★ ★ ★ ★ ★
The railways editorial
team wish you all a
Merry Christmas and
a Happy New Year!

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

Issue 01 | 2016 of railways
will be published
in March 2016.

RAILWAYS NEWS

The new newsletter from DB Schenker Rail

ALWAYS INFORMED

News at a glance.

FAST AND UP TO DATE

We now keep you informed from beyond *railways*.

BILINGUAL
railways NEWS is published in German and English.



Sign up to our new
newsletter and never miss
news from the rails.

SIGN UP AT
dbschenker.com/newsletter-en