



## Europe on a plate

How DB Schenker Rail links up the continent and goes the extra mile for its customers

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**NETZWERKBAHN**  
**The stage is set**  
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**AUTOMOTIVE**  
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**NEW - Introducing the railways app!**  
Selected articles available in French and Polish. The e-magazine and the game RAIL WAYS will be up on the app store in early June.  
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“As one of the biggest brewers of beer – one of the most natural products on Earth – we feel an obligation to operate sustainably. This is why we are happy to entrust the transportation of our products to DB Schenker Rail.”

STEEN DELEURAN, TRANSPORTATION AND FLEET MANAGER AT CARLSBERG



## Let's meet in Munich!

*The transport market is currently depressed, but there are new opportunities for rail. We will continue to push the pace of our efforts and our drive for optimisation in order to meet your expectations of us – to be a European rail freight operator that can provide high-quality services for you, our customers.*

*In times such as these, we feel it is particularly important to step up our dialogue, for example at the transport logistic 2013 exhibition in Munich. Come along and have a discussion with us. You will find some good subjects in this magazine – or else digitally via our app in the App Store. railways goes iPad! There you will find selected articles in English, German, French and Polish (see more on page 32).*

*I wish you an informative read and look forward to meeting you in person in Munich.*

*With best wishes,*

**Axel Marschall**

Member of the Management Board  
DB Schenker Rail



In the **railways** app: select another language here.



## Quenching thirst by train

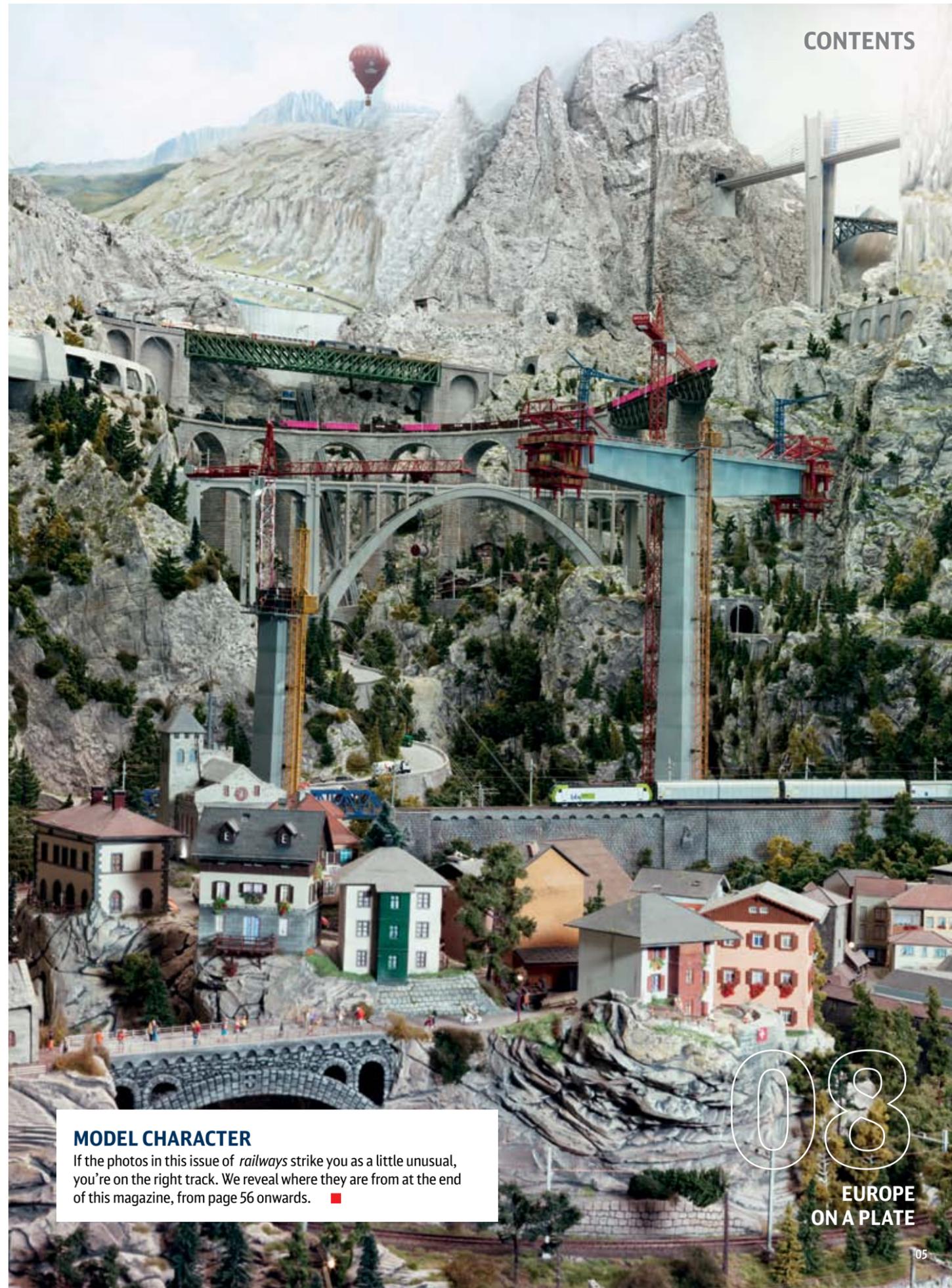
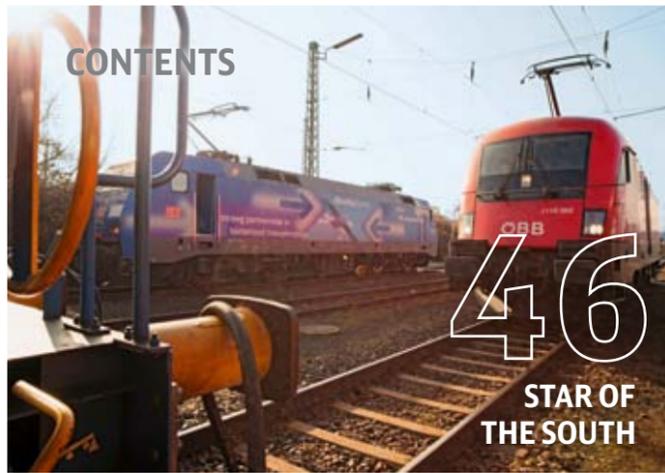
**D**ry days for Denmark? The Danes' thirst for beer has grown slightly in recent years, from 75 litres per head in 2009 to 78 litres in 2012, a large proportion of these thirst-quenchers still come from Carlsberg, one of the largest beverage companies in the world. With the Carlsberg, Tuborg and Coca-Cola brands, this company has a market share of 56 per cent for beer and 50 per cent for soft drinks. It has 2,000 staff producing and supplying beverages to more than 24,000 customers.

Thirst is a seasonal business: Easter, late summer and Christmas are the main times when the Danes like to enjoy a drink – or several. Carlsberg's production fa-

cilities include one in Fredericia on Jutland. The freight is loaded there at the plant's own siding and taken by train to Høje Taastrup, a few kilometres outside Copenhagen, from where it is sent on as required to licensees and distribution partners. DB Schenker runs two trains with 60 trailers over the Great Belt every day, thus providing Carlsberg with an environmentally friendly logistics service. "Where sustainability is concerned, our rail connection is simply unbeatable," says Ronn Kostecki (picture left), Head of Regional Sales at DB Schenker Rail Denmark.

an ■

Cover photo: Dirk Weyer; Photos: Getty Images; private: DB AG



## Focus

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DB Schenker Rail is getting fit for the future. The continent's leading rail freight operator will boost quality and efficiency significantly by 2020.

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The Automotive MegaSwap swap body has a loading height of three metres and is 45 foot in length.

Photos: Sven Cichowicz; Luis Alvarez; Dirk Weyer

### MODEL CHARACTER

If the photos in this issue of *railways* strike you as a little unusual, you're on the right track. We reveal where they are from at the end of this magazine, from page 56 onwards. ■

08  
EUROPE  
ON A PLATE



**ZEEBRÜGGE / BELGIUM  
NEW RAIL LICENCE FOR ECR IN BELGIUM**

Even though ECR has only just been given a licence for rail freight transport services in Belgium, DB Schenker Rail's French subsidiary is already operating across international borders. Danone Waters with its exports to the British market is its first customer. "Thanks to our good links with Danone, we were able to offer a solution for transport operations from the Volvic and Evian plants in central France to Zeebrugge," says Jean-Philippe Delmont, Director Sales and Marketing. For this purpose, ECR had applied to the Belgian infrastructure operator Infrabel for routes. ECR does not yet have enough engine drivers who speak both French and Flemish, as required in Belgium. To make up for this, ECR is working with the Antwerp-based company Crossrail Benelux, which is providing the necessary staff. Since December 2012, four trains a week have been running to Zeebrugge - and ECR takes hold in Belgium as a reliable rail partner. *an*



**GOTTHARD / SWITZERLAND  
NEW PARTNER AT THE GOTTHARD PASS**

In Alpine transit through Switzerland, DB Schenker will in future be working more closely with SBB Cargo. The partnership with BLS Cargo will primarily focus on transport via the Lötschberg. DB Schenker Rail Schweiz will also continue to be used for Alpine transit via the Gotthard. The European DB Schenker Rail network will therefore be able to rely on several partners for whole-train transports in Switzerland. This means that the strengths of each company can be put to optimum use to offer DB Schenker Rail customers the best possible options and service. *ok*

**EDINBURGH / UNITED KINGDOM  
DB SCHENKER RAIL UK RISES TO THE CHALLENGE OF PASSENGER TRANSPORT**

DB Schenker Rail UK employees rose to the challenge when asked by FirstScot Rail to provide locomotives, drivers and rolling stock to operated additional passenger services on their Fife Circle route, between Edinburgh and Fife in November 2012. DB Schenker Rail UK has a long standing agreement with FirstScot Rail to operate two services per day on this busy commuter route, however, there are no plans to continue running the additional services long term. The DB Group operates regional road and rail transport in many EU countries under the DB Arriva brand. By the way, the striking maple leaf on the locomotive pictured here is in honour of the long-serving head of DB Schenker Rail UK, Keith Heller. After the Canadian's departure, this locomotive was named the "Keith Heller" and adorned with this symbol of Canada. *ok*



Edinburgh

Zeebrugge

Mainz

Gotthard



**ANKARA / TURKEY  
LIBERALISATION ON THE BOSPORUS**

Turkey is about to liberalise its rail market. The specialist publication DVZ reports that the government in Ankara has presented a bill to parliament to cancel the monopoly of the state railway company TCDD and allow private competition. A regulatory authority that will be responsible for granting licences after liberalisation was set up in November 2012. At present, around 25 million tonnes of cargo are transported by rail in Turkey on an annual scale, equivalent to four per cent of total freight volume. Industry circles believe that this proportion could multiply to 15 per cent by 2023, if private providers obtain access to the Turkish rail network. *ok*

Ankara

Photos: Getty Images (2); DB AG (2); SBB Cargo

**MAINZ / GERMANY  
BIERNERT TAKES OVER HR DEPARTMENT**

Board reshuffle: on 1 April, Dr Ursula Biernert was appointed board member responsible for HR at DB Schenker Rail and, since then, she has also become HR director at DB Schenker Rail Deutschland AG. The 43-year-old has moved from Thales Deutschland in Stuttgart, where she had been vice president of Human Resources & Communications since 2009. A graduate in business and cultural studies, she was previously head of HR for subsidiaries and overseas secondments at Porsche and Volkswagen. Biernert graduated from the Technical University of Munich in 1998. She succeeds Dr Rudolf Müller, who has transferred at his own request to become managing director of the Arbeitgeber- und Wirtschaftsverbands der Mobilitäts- und Verkehrsdienstleister (Agv MoVe). Müller had headed HR at DB Schenker Rail since 2005. *ok*



**LIGHTNING FAST:**  
A freight train on the  
high-speed line at  
Miniatur Wunderland  
in Hamburg.

## Europe on a plate

DB Schenker Rail streamlines for the future. By 2020, Europe's leading rail freight company is to significantly increase quality and efficiency.

**L**isbon, Nizhny Novgorod, Shenyang: DB Schenker Rail is treading new ground for its customers, even heading beyond Europe. Three of the new remote destinations in Portugal, Russia and China reflect this globalisation, as well as the innovative power of the leading rail freight company in Europe. For many industries, DB Schenker Rail has developed logistics solutions which are tailored to customers' needs and, if required, stretch halfway around the world.

Commerce and industry demand ever longer and more complex delivery chains for their business. "Europe on a plate please!" This customer request sounds simple, but it's nevertheless demanding. They're seeking value-added services and transport solutions from a one-stop shop, with high quality and reliability.

These important criteria for customers – quality and reliability – are key focal points for DB Schenker Rail. There are plenty of good examples of this and yet there is still lots of potential for optimisation that can be drawn on, especially for long-distance transport through Europe.

Megatrends such as climate change, scarcity of resources and congested roads all favour the railways, both today and in the future. According to DB Group predictions, rail freight transport in Europe is set to grow by two per cent per annum by 2020, rising to three per cent per annum in Germany, where many European goods routes cross. The railways, being much more environmentally friendly than HGV transport, also follow the trend towards green logistics. However, we should not expect linear growth, because the volatility of economic fluctuations is increasing significantly.

As a result, the medium-term growth forecasts in 2012 are overlaid by the economic slowdown in many EU countries. Freight carried by rail fell by 5.4 per cent for the DB Group. Nevertheless, 2012 was still a good year for DB Schenker Rail: EBIT rose from €32 million to €87 million. In its core market of Germany, where DB Schenker Rail transports almost three quarters of its freight, the figures were once more in the black last year, improving on the earnings from 2011 by around €80 million. ▶



In the **railways** app: select another language here.





**Combined transport drives growth on the rails**

Future growth in rail freight will essentially be driven by combined transport. Even today, the share of the intermodal segment, measured in tonnes per kilometre, is around a third of the total freight income. By 2030, combined transport should manage to increase its share to 48 per cent. In this intensely competitive market sector, DB has repositioned itself to make it possible to handle customer demands even better in the future. The initial course was set by the complete takeover of the operator TFG Transfracht.

What is clear is that DB Schenker Rail is not losing sight of the traditional core rail freight business – single wagon transport. The foundation of the Xrail Alliance three years ago saw seven European rail companies set a course for a sustainable and profitable future for this kind of transport, and greater transparency, quality and reliability are key for Xrail, too. The

Xrail Alliance will provide an interim report at the transport logistic exhibition in Munich and give a presentation on an extension of its sphere of activity.

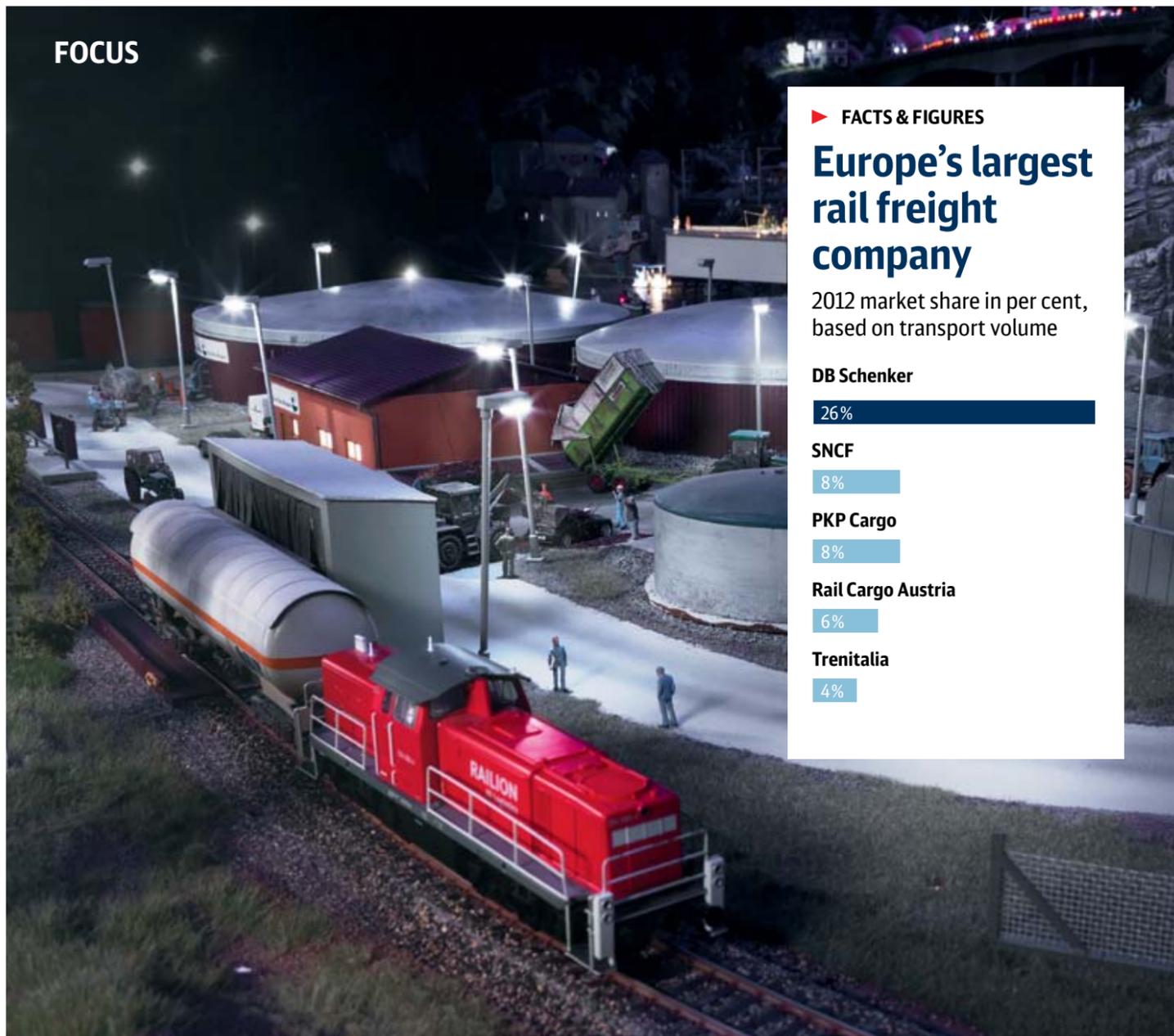
Increasing profitability sets the stage for DB Schenker Rail to invest in its future from its own resources: for example, with quieter goods wagons, intelligent IT systems and more environmentally friendly locomotives. That's why DB Schenker Rail is acquiring 130 new Gravita type shunting locomotives with soot particulate filters in Germany. The Polish subsidiary will also be getting 23 efficient Vectron electric locomotives to replace older machinery in the next two years.

At the same time, DB Schenker Rail will continue to increase quality and reliability in the coming years. This is a very ambitious goal, in view of the many construction sites and the fact that the main lines through Central Europe are almost 100 per cent utilised already. By 2014, Masterplan IT will be fully ▶

**BRIDGING THE GAP:**

With high bridges across the Danish straits, DB Schenker Rail now offers a "dry" route to Scandinavia (right). On this page: impressions of two important market sectors, the chemical and coal and steel industries.





► FACTS & FIGURES

## Europe's largest rail freight company

2012 market share in per cent, based on transport volume

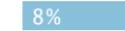
**DB Schenker**



**SNCF**



**PKP Cargo**



**Rail Cargo Austria**



**Trenitalia**



implemented, optimising Europe-wide communications with customers. European harmonisation of the European companies' still disparate IT landscape will enable customers to follow their consignments "live" from door to door by 2020.

### Staying competitive with rising costs

Rail freight has been faced with considerable cost increases for several years, running to around five per cent per annum over the period from 2010 to 2015. The reasons for this are high line fees, above-average increases in staff costs and rising energy prices. Furthermore, the interoperability forced by the EU comes with enormous added costs: designed to harmonise national control and safety systems, the European Train Control System (ETCS) demands massive initial investments in additional technical equipment to

be fitted on locomotives. "However, we are not passing on the full extent of these increased costs to our customers. Wherever possible we are making up for them with increases in efficiency: better utilisation of trains, retirement of old and uneconomical wagons and also the introduction of the new Netzwerkbahn business model," explains Alexander Hedderich, CEO of DB Schenker Rail.

### "A job like no other"

Excellent logistics services are only possible with excellent staff. To ensure that we can continue to recruit enough budding talents and experienced professionals, even in times of demographic change, DB Schenker Rail wants to raise its profile as a top employer. At the end of 2012, the company employed a total of 31,770 members of staff in 15 European countries. The DB Group is currently publicising this

**INDIVIDUAL WAGON TRANSPORT:** A shunting locomotive collects a tank wagon from the customer's siding.



**TRIMODAL:** Rail, inland waterways and road give this still life with a valuable load of scrap logistical dynamics (page 12, top).

with the "A job like no other" campaign. The first worldwide employee survey, results of which are now available, is a good basis to build on. The findings are currently being analysed in numerous follow-up workshops, and management and staff are working on concrete proposals for improvements. A new demography tariff contract grants employees more flexible and more individual working time models. The cultural change that this has brought in has also served to further develop and strengthen a European identity and corporate culture at DB Schenker Rail – an essential prerequisite for the future success of Europe's leading rail freight company. ok ■



"Single wagon transport is the highest of disciplines. It is no real art to run an entire train of coal from the port to the power station. But collecting dozens of wagons at

customers' premises, combining them and sorting them to their destinations at the end, even earning money in the process, really is."

**DR ALEXANDER HEDDERICH, CEO OF DB SCHENKER RAIL**



# DB2020 – the Deutsche Bahn sustainability strategy

The DB Group has formulated its new strategy for the coming years under the title DB2020. In it, DB outlines the principles of sustainability. The company wants to build on its position as a profitable market leader, top employer and environmental pioneer by the end of the decade. “We’re well on the way towards embedding DB2020 across the whole group, and that’s a considerable achievement in such a large and complex company,” says DB Group Director Dr Rüdiger Grube.

DB Schenker Rail has brought DB2020 right to the point with its vision “Best choice on European tracks”, which is a message to customers as well as an incentive and a duty in itself. The company has introduced wide-ranging internal change processes to face up to its own challenges and the high expectations of commerce and industry.

## Netzwerkbahn makes rails more efficient

At the heart is the innovative Netzwerkbahn business model, set to organise rail freight transport more efficiently and ensure greater transparency and reliability (see page 18 onwards). By 2020 Customers will be benefiting from this in many aspects:

- Customer-specific network solutions.
- Simple online booking with prompt confirmation and individual transport plans.
- Transparency from door to door for all consignments, at all times and everywhere.
- A modernised production system to provide optimum support for logistics chains in all industries.
- Cross-border easy access to the continental network of Europe’s leading rail freight company.
- Comprehensive and skilled advice from a global player in the field of logistics.
- High quality and improved punctuality.
- Maintaining and expanding European single wagon transport within the framework of the Xrail Alliance.

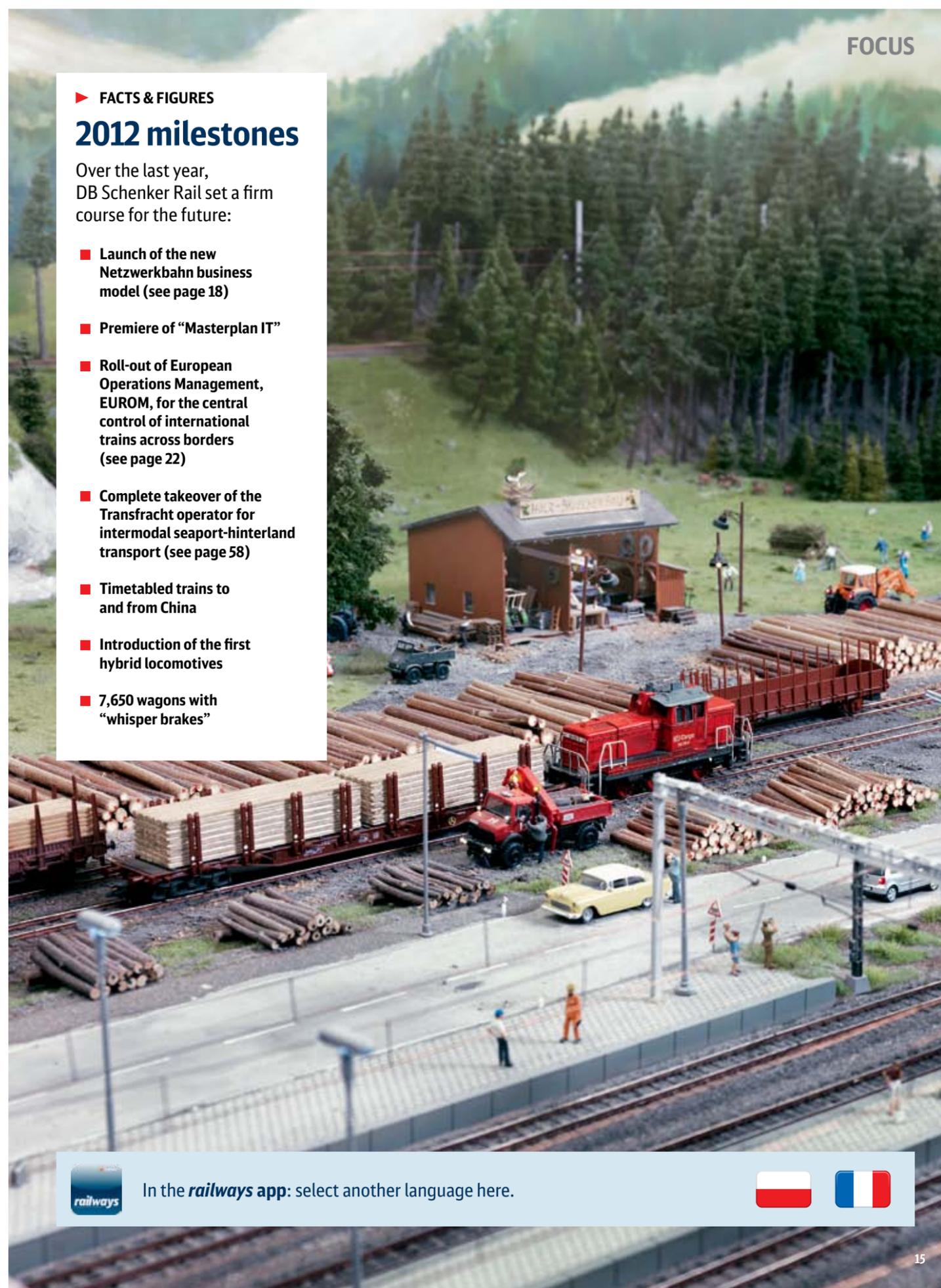
DB Schenker Rail is also setting new ecological standards with the DB2020 strategy. By 2020, freight trains in Germany are set to be only half as loud as they were in 2010. DB Schenker Rail is supporting this ambitious goal by equipping all new wagons with plastic brake blocks and prioritising their installation on the existing fleet. By the end of the decade, DB Schenker Rail will have converted Europe’s largest fleet to quiet brakes. ok ■

**ON THE TIMBER TRACK:**  
In the picture on the right, timber is loaded from the stake wagon directly into the sawmill. On the real railway, DB Schenker Nieten specialises in this side of the business.

## FACTS & FIGURES 2012 milestones

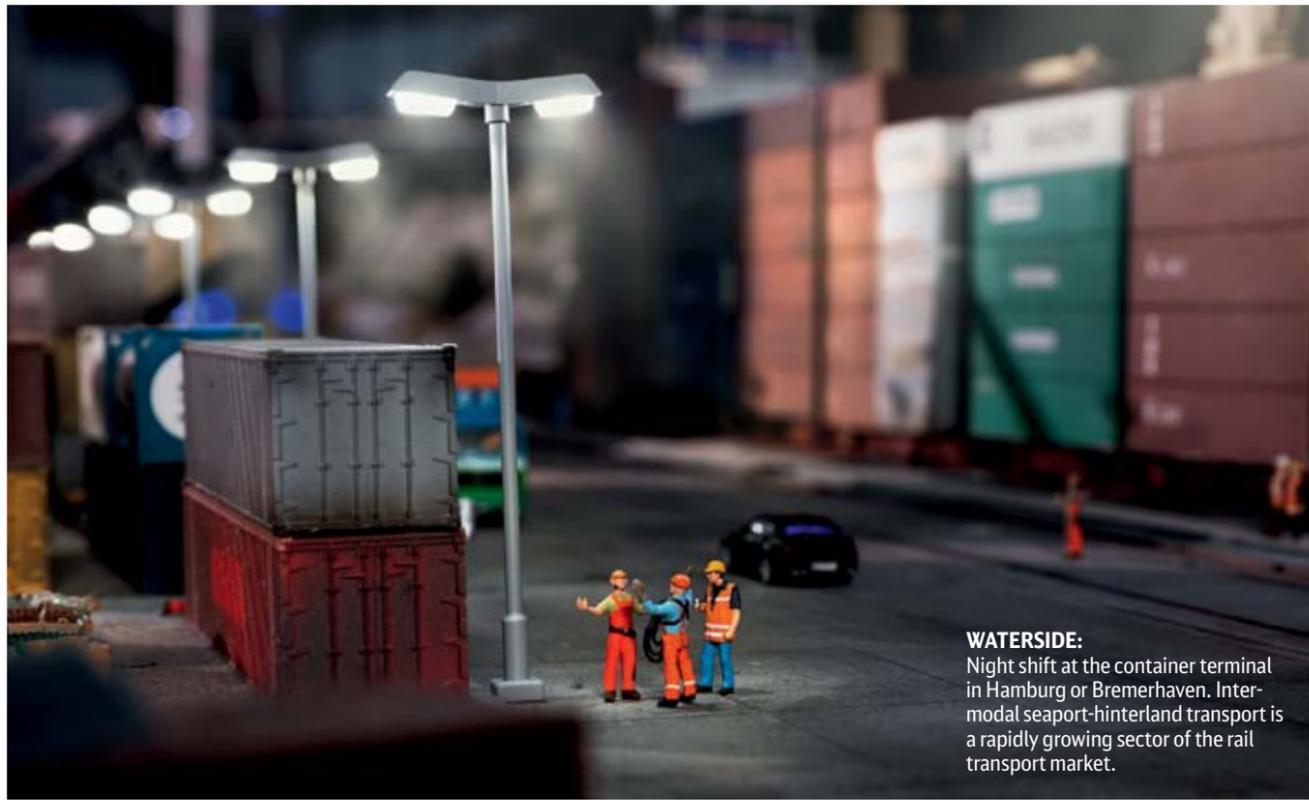
Over the last year, DB Schenker Rail set a firm course for the future:

- Launch of the new Netzwerkbahn business model (see page 18)
- Premiere of “Masterplan IT”
- Roll-out of European Operations Management, EUROM, for the central control of international trains across borders (see page 22)
- Complete takeover of the Transfracht operator for intermodal seaport-hinterland transport (see page 58)
- Timetabled trains to and from China
- Introduction of the first hybrid locomotives
- 7,650 wagons with “whisper brakes”




In the *railways* app: select another language here.



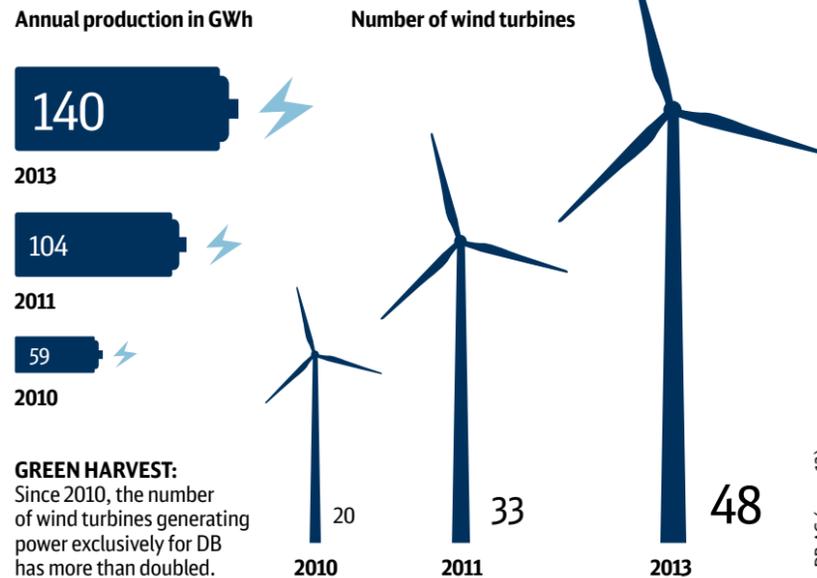
**WATERSIDE:** Night shift at the container terminal in Hamburg or Bremerhaven. Inter-modal seaport-hinterland transport is a rapidly growing sector of the rail transport market.

## 48 wind turbines turning for DB

**A** further 15 wind turbines have been turning in Lower Saxony since the beginning of March, exclusively for DB. The EWE Wind-service wind farm in Emden will supply 36 gigawatt / hours (GWh) of electricity to the DB Energie network per year. This increases the total amount that DB obtains from wind energy by a third to 48 wind turbines, with annual production of around 140 GWh. This is equal to the amount of electricity used by 28,000 four-person households and gives a CO<sub>2</sub> saving of 82,000 tonnes.

In comparison with 2011 alone, DB Energie increased the proportion of renewable energies in the rail power mix in 2012 by 2.2 per cent to 24 per cent. DB Schenker Rail customers can buy completely CO<sub>2</sub>-free transport within Germany. For the Eco Plus product, DB buys in the necessary additional electricity from renewable sources. By 2020, the rail power mix is set to contain at least 35 per cent green electricity. All BahnCard holders travelling long distance within Germany have already been doing so on 100 per cent renewable energy since April. ok ■

### WIND ENERGY PROGRESSION AT DB ENERGY



**GREEN HARVEST:** Since 2010, the number of wind turbines generating power exclusively for DB has more than doubled.



In the **railways app**: select another language here.



Photos: Dirk Weyer, DB AG (page 13)

# 4,200

terminals and sidings are served by DB freight trains

## Innovation: full speed ahead for Netzworkebahn

The Netzworkebahn project is renewing rail freight transport. DB Schenker Rail has begun to put the new business model into effect.



## The stage is set

Europe's largest rail freight company, DB Schenker Rail, continues to develop its business model. The aim: improved quality and reliability for customers.

**DB** Schenker Rail is continually working to develop its business model towards future-proof rail freight transport to better meet market demands in terms of quality and reliability.

The plan is ambitious. Every day, 5,000 goods trains serve around 4,200 platforms and terminals in the DB Schenker Rail network. 114,000 freight wagons and 3,400 locomotives, the biggest fleet on the continent, undertake 60,000 individual movements. DB Schenker Rail will further optimise this network and to do so intends to address the need for change in a sustainable way and in line with customer wishes. The new business model "Netzwerkbahn" has now been in effect since the end of 2012. The first customers are booking their wagons using the new booking process and an increasing number of capacity-checked consignments are underway throughout the network. Furthermore, a range of production concepts have been successfully implemented under the new "blocking" logic. More and more customers and consignments will gradually be incorporated within the new model.

The further development of the rail freight company is ambitious: around 6,000 customers must be signed up and some 18,000 employees must be prepared for the new processes. In addition, the company is investing in extensive IT modernisation. "We don't want to offer our customers anything less than the best and most sustainable solution for their transport needs," says Head of Sales Axel Marschall.

A team of experts has already analysed all the relevant processes and designed the basis for the new business model. The implementation is now set to take place gradually and always in close dialogue with customers and staff at DB Schenker Rail. "We're taking plenty of time to ramp it up, to give us and our customers the necessary planning and manoeuvring room to ensure successful migration," says Marschall.

The company's aim is to offer customers a reliable range of products that meet high quality demands, irrespective of market volatility. Optimum use of the DB Schenker Rail network and existing resources is also an important factor.

### How the business model works

The transport of all wagons will take place considering the entire network, and will be subject to a unified, consistent and quality-oriented planning and control logic. The creation of a comprehensively planned network which is tailored to traffic flows, known as "blocking", creates the chance to build wagon groups earlier, which can then be transported over long distances without rearrangement. This leads to more stable and often faster transport.

"If we combine traffic flows across industries to introduce booking management for consignments in this network, we will raise our production ►

**"It's possible that we won't always have an answer at hand for every question, but we'll certainly work out solutions in close cooperation with our customers. That's the only way to be successful."**

**AXEL MARSCHALL,  
HEAD OF SALES DB SCHENKER RAIL**

processes to a whole new level in a sustainable way," explains Marschall. This offers clear advantages for all our customers: "While other European rail companies are withdrawing from the demanding business of single-wagon transport - truly the highest of disciplines in the world of railways - DB Schenker Rail is continuing to offer customers these attractive and flexible solutions, and with improved quality and reliability. However, this attractive offer is also available to customers who want to send three, five, or forty wagons at a time: it is still possible to agree a high or increased user frequency for larger but fluctuating volumes.

A closely integrated planning process between the customer, production and sales forms the basis for the scaling of the network.

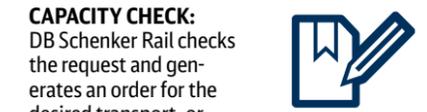
**Greater reliability**

"Up to now, customer orders were accepted and added to the network without checking capacity in advance," explains Gönke Kraft, head of the Netzwerkbahn programme. It is often only at the time of transport that the volume to be carried on the network and the destination becomes known. This makes reliable planning very difficult for customers and their logistics chains. All that is now set to change. In future, customers can book their transports in ▶

**FROM BOOKING TO TRANSPORT**



**CUSTOMER REQUIREMENT:** The customer registers their requirement with DB Schenker Rail by EDI and online.



**CAPACITY CHECK:** DB Schenker Rail checks the request and generates an order for the desired transport, or proposes an alternative.



**MARKET-ORIENTED OFFER:** The customers check that the offer corresponds to their requirements.



**BINDING BOOKING:** They then make a binding booking for the transport. DB Schenker Rail guarantees the arrival time of the train.



**INTEGRATED NETWORKS:** Prompt planning and approval ensure a stable network. Trains arrive punctually at client sites.





advance online by EDI interface. With the aid of booking management – the new capacity management system – the DB Schenker Rail system can immediately check whether the necessary capacity is available from the start to the consignment’s destination and produce a transport plan that is binding for both the customer and DB Schenker Rail. However, short notice transport requirements can also still be booked within the framework of the available capacity identified in the advanced network planning.

Information at the time of reception will offer significantly more transparency and reliability in future. This is particularly important for customers who are frequently part of long and complex supply chains and whose products are fed into worldwide trade routes. In this case, a reliable, binding transport plan saves storage and control capacities.

In addition to booking loaded wagons, it also enables booking for the necessary empty wagons. This means that the supply of empty wagons is also much more transparent and reliable for customers. “With regular interaction with customers and the findings from previous cooperation, we can develop offerings on the network targeted to meet our customers’ needs,” explains Kraft. The logic and benefits of the new business model are, of course, also reflected in the new sales processes and commercial model. “We’re working with our customers to continually develop

our portfolio of services providing reliability, quality and the necessary flexibility across all industries,” Marschall emphasises.

### Hand in hand towards the future

For a few months now, the new Netzbahn business model has been part of everyday life for DB Schenker Rail and its customers. The blocking concept that has been introduced, for example for customers from the automotive and other industries, has already proven its stability. Additional concepts are being implemented on an ongoing basis and comprehensive use across the network is becoming more and more a welcome part of daily business. The booking routes for capacity management are also being expanded, so that the number of capacity-checked consignments can be increased.

The migration plans are set: over the coming years, all customers and consignments will be successively transferred to the new business model. “It’s a real challenge, not only for our company, but also for our customers – everyday,” says Marschall. “It’s possible that we won’t always have an answer at hand for every question, but we’ll certainly work out a solution in close cooperation with our customers. That’s the only way to successfully implement our new business model.”

an ■

## One order right across Europe

The European Order Management system, EOM, is starting up, linking bookings automatically with the production system and capacity management.



The next step towards Europe: the EOM project started up in January 2013. The project is developing a European order management system based on flexible standard software in collaboration with the company’s national subsidiaries. Customer service experts and DB Systel technicians are now adapting the software to meet the requirements of DB Schenker Rail’s European network. The aim of this state-of-the-art system is to speed up the handling of orders and to increase planning reliability and transparency for customers and rail operators themselves.

This sounds simpler than it is, purely because of the volumes involved. DBSR currently receives

around 10,000 orders every day. The new EOM means two changes. First, the fax is now obsolete, and all bookings are made electronically online or through EDI. Second, EOM will link a booking automatically with the production system and the capacity management team and thus quickly provide reliable information on the requested transport operations.

“EOM is a sales-related system, which is being produced by sales experts and introduced so as to meet the market’s needs. Our customers’ requirements have been fed into it,” says Jens Küter, Head of European Customer Services. “We ourselves shall gain more transparency internally, especially in tracking wagons and obtaining status messages for them, ►

**TRAINS IN VIEW:** EOM will allow customers a more precise idea of their freight’s location – even over the hills and far away.

EOM is a sales-related system, which is being produced by sales experts and introduced so as to meet the market's needs. Our customers' requirements have been fed into it. We ourselves shall gain more transparency internally, especially in tracking wagons and obtaining status messages for them.

JENS KÜTER, HEAD OF EUROPEAN CUSTOMER SERVICES



and shall thereby be able to deploy our resources in a more targeted manner." Older software and the existing range of different data formats will be transferred into a uniform system, and costly interfaces will be a thing of the past. Customers will see the benefits in the form of a streamlined process for ordering empty wagons and a uniform customer service system for all Europe-wide transport operations. The customer will receive continuous information on the status of their order in all countries.

From autumn, EOM will initially be put into use in Romania, Bulgaria, Italy and France. They will be followed by Germany and then by all the other European subsidiaries. In the first phase, an EOM basic module is now being created in German, English and French. Its main functions are, for example, the automated preparation of waybills and the processing of data for forwarding to production and accounts departments. "The changeover is taking place in the background," says EOM project manager Claudia Hucht. "Ideally, the customer will not notice the change at all, because there'll be no differences in the upstream system that the customer uses directly (EDI or RSO). The only changes will be in the order system

in the background, which will enable customer orders to be processed more quickly." The existing German order management systems, ZAB and LPK, will be phased out gradually along with DBSR's three other order systems in Europe. "Then EOM will accept customer booking orders that have been submitted on time throughout Europe, pass them on to the capacity management department for checking and receive the result," says Hucht. Next, the customer will be sent a confirmation or an alternative suggestion for the requested transport operation.

As EOM will be connected to the EWDS empty wagon scheduling system, the customer will be able to place their transport order and book empty wagons at the same time. The rail freight operator is investing a lot in this system. "This is an integral part of DB Schenker Rail's switch to the Netzwerkbahn business model," says Jens Küter. "A new production model, new planning processes and a new order management system: in a few years, DB Schenker Rail will be unrecognisable." an ■

**Contact** | Claudia Hucht  
Telephone: +49 (0)203 454-2694  
claudia.hucht@dbschenker.eu

**NEW GROUND:**  
Jens Küter emphasises EOM's closeness to its customers.

# 10

per cent of total freight volume within the EU is transported by rail. In Germany, the modal split for rail is 17 per cent.

## Live: where are we heading?

Answers from the five leaders of the European Industry Sector at DB Schenker Rail and several top international customers.

Photos: Dirk Weyer, Michael Neuhaus (this page)

# Where are we heading?

It's not just freight trains that cross many borders without stopping. DB Schenker Rail's Sales team is now organised on a cross-border basis too. This enables us to coordinate the activities of our national sales units in a more customer-friendly way, handling international transactions better and marketing products together. *railways* invited the leaders of the new European Industry Sector and two top international customers to give their views on the current situation in the run-up to the transport logistic exhibition in Munich.



## Volatility is the new normality

Our volume fell by 10.7 per cent in 2012, partly due to the six-week closure of the Gotthard line, partly due to economic trends. 2013 has also had a shaky start, with demand fluctuating wildly. It appears that volatility has become the new normality. Together with the Intermodal market segment, we are working to develop new concepts for the East-West Corridor, such as with shuttle trains from Antwerp and Ludwigshafen to Poznań and then on through Lithuania to Russia. This is an emerging market. With NEAT, we expect higher pro-

ductivity and new market opportunities in Alpine transit from 2017 onwards. We then intend to run 750 metre long trains through Switzerland, creating greater capacity for four metre high megatrailers.

**PETER HOWALD, DIRECTOR OF SALES & OPERATIONS AT HUPAC, ONE OF EUROPE'S LEADING COMBINED TRANSPORT OPERATORS IN CHIASSO (SWITZERLAND).**



In the *railways* app: select another language here.



## “Intensification of European sales activity”

The intensification of our European sales activity that began in 2012 is continuing on a grand scale in 2013. Our ability to service the growing demand for international transport and logistics solutions with our own rail-network and full-load offerings is, in our customers' eyes, one of the main reasons for choosing DB Schenker Rail. In my opinion, the critical factors for the success of the continued optimisation of our network contribution are a sharper focus on common goals and greater transparency across the whole organisation, as well as closer, corridor-oriented coordination of sales, network design, production and freight-wagon deployment.

**STEPHAN STRAUSS, HEAD OF THE EUROPEAN BUILDING MATERIALS, INDUSTRIAL AND CONSUMER GOODS (BIC) INDUSTRY SECTOR AT DB SCHENKER RAIL**

## Exports drive the automotive industry

Europe's automotive industry is currently driven primarily by exports. We too profit from this as specialists in Europe-wide rail transport and logistics solutions. The industry is characterised by the high degree of interlinking between its plants in Europe and the entire world. Our customers expect comprehensive solutions from us, using a range of transport carriers and through various countries. With our Automotive Railnet, we currently manage up to 250 trains each day throughout Europe and as far as China. But rail is only part of the overall package for us. Integrated solutions from just one supplier are becoming more and more important, and our strengths lie precisely in managing these complex value-creation chains.

**BERND HULLERUM, HEAD OF THE EUROPEAN INDUSTRY SECTOR AUTOMOTIVE AT DB SCHENKER RAIL**





## New ways for chemicals

We are creating security of supply for the chemical industry, which has a strong presence in Germany, the Netherlands and Belgium. Plants in Central Europe are increasingly switching their activities from basic to speciality chemicals, and traffic flows are changing as a result. Inventory reductions mean that lower volumes are being shipped more frequently – which, for us, increases the trend towards individual-wagon and tank-container transport operations. With our ChemSolution, we have for many years had a transport system tailored to this industry, in which we have for years been using elements of the Netzwirkbahn business model. The mineral oil sector is not exactly a growth market, because consumption of petrol and fuel oil in Germany is on a downward trend. On the other hand, the transport of palm and rapeseed oil is gaining in importance. Fertilisers are a stable sector, in which we are maintaining supplies to the whole of Europe, ranging from various potash mines to seaports or agricultural consumers. Our market segments are currently developing comparatively well: we are performing better than last year at this time. As long as we do not witness another collapse in the business climate, I'm confident that 2013 will be a good year.

**JÖRG HILKER, HEAD OF THE EUROPEAN INDUSTRY SECTOR CHEMICALS/MINERAL OIL/FERTILISERS AT DB SCHENKER RAIL**



## “Containerisation is on the increase”

Economic trends in our markets are not all the same and are also highly volatile. We are seeing stable volumes in central Europe, with slight drops in southern Europe and growth in eastern Europe. The trend towards the containerisation of cargoes is, however, still increasing. More and more 40-foot containers are now being used in seaport-hinterland transport, while the use of trailers as a loading platform is rising in continental transport. We are reacting to this with investments in double-pocket wagons and 80-foot flat wagons. Combined transport is, by definition, kept alive by cooperation between partners in the transport chain. We are

currently in intense discussions with our largest clients on the operator side concerning ways to leverage the productivity advantages of rail transport and to optimise corridors. We are also intensifying our cooperation in the field of services. We've agreed on exclusive depot areas with ship-owning companies, for example. In short, we rely on stable partnerships with our customers to enable us to work together to continue to develop our business in a sustainable way in times of fluctuating demand.

**ANDREAS SCHULZ, HEAD OF THE EUROPEAN INDUSTRY SECTOR INTERMODAL AT DB SCHENKER RAIL**

## Forward-looking partnership

The reorientation of Outokumpu as a result of the continuing process of integrating the stainless steel division of ThyssenKrupp Nirosta means that our business is to become even more international than it already was: we see transports from and between Finland, Sweden and the UK, the Netherlands and Germany and on to many European countries and other parts of the world. In this, we count very much on our professional collaboration with DB Schenker and on its European network in a reliable, forward-looking partnership.

**PETRI NIKUPETERI, DIRECTOR OF THE GENERAL PROCUREMENT TRANSPORTATION CATEGORY GROUP OUTOKUMPU**



## More steel between East and West

Our new Metals & Coal European industry sector has decided on a short-term plan defining, among other things, five main transport corridors across the whole of Europe and our regions, which we shall prioritise in the coming months. Alongside an analysis of the current market situation, the focus here will be on the acquisition of new business potential – for example, on the axis between Region West and Central. In view of the growing transportation demand for steel from Russia and Asia, sales specialists will make an evaluation of opportunities in the eastward-bound corridors.

**EVA-THERESIA BARCHI, MANAGING DIRECTOR OF THE EUROPEAN INDUSTRY SECTOR METALS & COAL**



## “We are learning from each other”

Learning from each other and the continuous, regular exchange of experience and approaches among the participants play a major part in the further development of cooperation within the EIS. Joint customer conversations – such as that held at a Spanish steel customer’s premises, when opportunities for new business ideas in all regions were discussed at a meeting with DB Schenker Rail sales staff from five countries – offer a good platform for our joint European growth story.

**DEPUTY HEAD OF EUROPEAN INDUSTRY SECTOR METALS & COAL**



Photos: DB AG; privat

# 1,893

exhibitors from 59 countries came to Munich to attend the last leading international logistics industry trade fair in 2011.

## transport logistic 2013: welcome to Munich!

DB Schenker is one of the biggest exhibitors at the event. *railways* gives an exclusive preview of its stand and presents contacts and the outline programme.

# Welcome to Munich!

DB Schenker is one of the largest exhibitors at transport logistic 2013, and its stand in Hall B6 is an industry meeting place that you will not want to miss.

With 1,900 exhibitors and 51,000 trade visitors from more than 130 countries, things will be just as colourful and lively at transport logistic 2013 from 4 to 7 June 2013 as they were two years ago. This leading international trade fair will give the industry a valuable impetus even in the current uncertain times. "My colleagues and I are looking forward to being able to welcome you to Munich," says Axel Marschall, Head of Sales at DB Schenker Rail. DB Schenker is appearing at the 2013 exhibition under the slogan: "Delivering solutions. For people. For markets. For

tomorrow." In Munich, DB Schenker Rail will show how Europe's leading rail freight operator is gearing up for the future - with new technology (page 36), the new Netzwerkbahn business model (page 18) and the expansion of the Xrail international alliance for individual-wagon transport. The unmissable DB Schenker stand in Hall B6 has long been one of the most important industry meeting places at transport logistic. Please read on to see what it looks like and who'll be there to speak with.



## Exhibition app makes railways quadrilingual...



DB Schenker Rail is becoming more and more international. So, too, is *railways*. Alongside the print version in German and English, you and your business partners can also read many articles from this issue in French, German or Polish on a tablet PC or smartphone. All you need for this is an app, which you'll be able to download in the App Store from 31 May. Simply enter the keyword "railways". You'll find pointers in this magazine indicating which articles we've translated into French and Polish for you to read digitally. All articles are available in German in the app and are therefore not specified here in the magazine.

Something else that you'll find in the App Store is our new game, RAIL WAYS. Be an engine driver steering virtual freight trains across the country. The new *railways* games app is a challenge to your dexterity. Try it out and work on improving your score! You can also compare yourself against other players online.

**NEW - Introducing the railways app!**  
Selected articles available in French and Polish. The e-magazine and the game RAIL WAYS will be up on the app store in early June.

## ... and awakens your playful side



# transport logistic

## Events to look out for

The transport logistic exhibition is, of course, a platform for numerous conferences, forums and panel discussions. Here are three events that we would like to bring to your attention:

- Dr Alexander Hedderich, CEO of DB Schenker Rail, will be one of the speakers at the "Is the train of liberalisation running on the right track? In which direction is European rail freight transport developing?" forum, hosted by the Association of German Transport Companies (Verband Deutscher Verkehrsunternehmen, VDV). Friday 7 June, 10.00-11.30 in the forum in Hall B1.
- Young scientists are honoured annually with the **DB Schenker Award** for outstanding work in the fields of transport, logistics and communications. The prize is worth €15,000 and the ceremony takes place on Tuesday 4 June, 17.30-18.00, at the DB Schenker stand in Hall B6 209/310.
- **Xrail** is the European alliance of seven railway companies for single-wagon transport. At transport logistic they will consider interim results as part of the "How Xrail will facilitate a more attractive and sustainable future European wagon-load". CEO panel session on Thursday 6 June, 10.00-12.00, at the SBB Cargo stand, open-air exhibition area, Stand 804/1 (by invitation).

## transport logistic 2013

**Where?**  
Munich trade fair  
**When?**  
Tuesday 4 June to Friday 7 June 2013, 9.00-18.00 (Friday until 16.00).  
**How to get there:**  
Underground (U-Bahn) Line 2 to final stop Messestadt Ost.  
Airport shuttle from Munich Airport, Terminal 1 and 2 (about 45 minutes)  
A 94 motorway, München-Riem or Feldkirchen West exits.  
**DB Schenker at the exhibition:**  
Hall B6, Stand 209/310 (near East Entrance / Messe-Eingang Ost).  
**Internet:**  
[www.transportlogistic.de](http://www.transportlogistic.de)



**SCAN THE CODE AND FIND OUT MORE!**

Scan this QR code with your smartphone and find out. Whilst at the exhibition, you can also use the QR reader on your smartphone to obtain direct information about the company and what it offers. Instead of taking brochures, you can scan a QR code at the DB Schenker Rail stand in Munich to stock up on information and videos - saving both paper and weight.



In the *railways* app: select another language here.





“I am expecting the exhibition to provide intense dialogue with many market players and that it will stimulate ideas for new products.”

RALF FREY HAS BEEN IN CHARGE OF KEY ACCOUNT MANAGEMENT HUPAC IN THE INTERMODAL INDUSTRY SECTOR SINCE 2011.



“I expect DB Schenker to be a highlight for those attending the fair.”

LEA BORSODY FROM THE MONTAN / METALS & COAL DIVISION HAS BEEN SECTOR MANAGER FOR SALES EVENTS IN MAINZ SINCE FEBRUARY 2011.



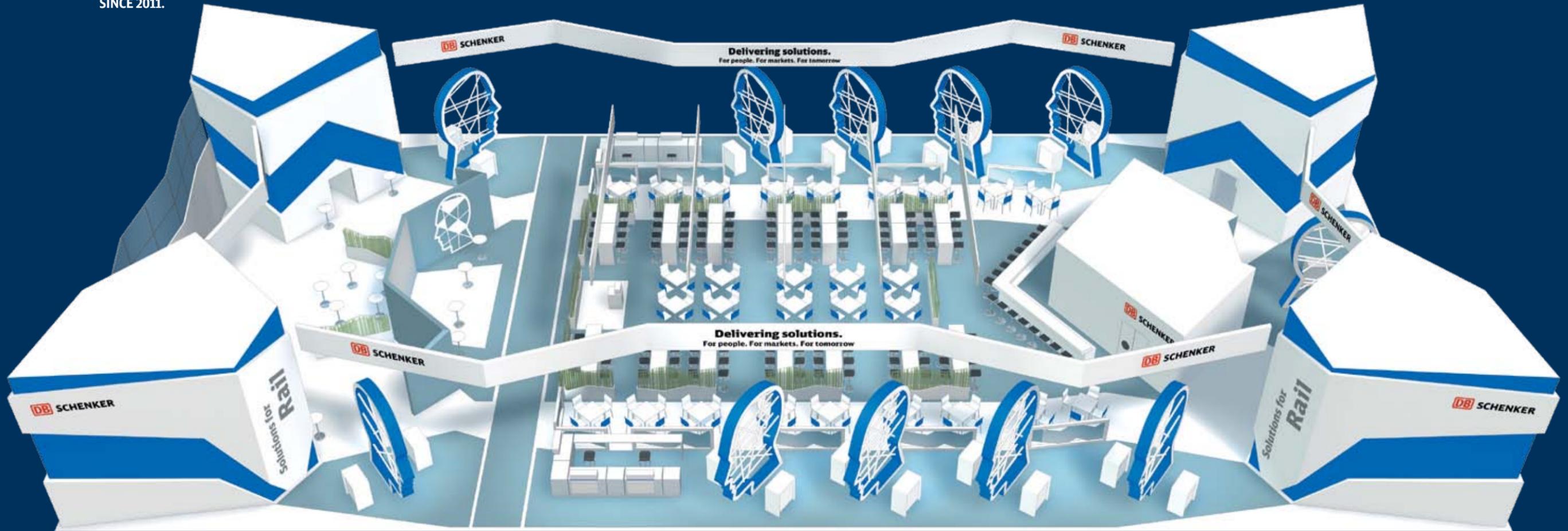
“I hope for ideas that will convince our prospective customers of our effectiveness without the need to persuade them.”

MARKUS TIBURCZY HAS BEEN A KEY ACCOUNT MANAGER IN BUILDING MATERIALS, INDUSTRIAL AND CONSUMER GOODS SINCE 2008.



“This exhibition is always a special one!”

SANDRA RÜCKERT IS AN ASSISTANT TO THE MANAGEMENT BOARD AT DB SCHENKER RAIL AUTOMOTIVE IN KELSTERBACH.



## DB Schenker Rail at transport logistic 2013

The DB Group will again be putting itself forward with a large joint stand in Hall B6 in Munich, with DB Schenker Logistics on one side and DB Schenker Rail on the other. Our informed representatives look forward to meeting you!

Photos: Alexandra Lechner, Inforafics, illuream 43



“I am looking forward to interesting, direct conversations with my customers.”

MARION DULDNER, CUSTOMER ADVISER IN REGIONAL SALES MUNICH, IS ATTENDING TRANSPORT LOGISTIC FOR THE THIRD TIME.



“I am looking for good conversations and new inspiration and hoping for the logistics of tomorrow!”

MATTHIAS PLUCINSKI HAS BEEN A MINERAL OIL SALES / LOGISTICS PROJECT MANAGER IN THE CHEMICALS / MINERAL OIL / FERTILISERS INDUSTRY SECTOR FOR NEARLY TWO YEARS.

# DB Schenker Automotive MegaSwap Solution

New for the trade fair: transport system enables large-volume transport operations with 45-foot MegaSwaps on all rail and road routes in Europe.

The automotive industry is seen as a sector that makes especially high demands on logistics service providers. Alongside the most sophisticated production concepts, logistics is a major factor in the success of motor-vehicle manufacturers and their suppliers. In order to keep assembly plants in Europe supplied with parts and components, their material transport has to be carried out at minimum cost and managed to high quality standards.

A "megatrailer standard" (13.60 m loading length, 2.46 m width and up to 3.00 m height), based on the dimensions and weight of vehicle parts, has become the norm in automotive logistics, and all loading platforms and containers have been designed to meet it. This container standard is also indispensable in intermodal rail-road transport. Whereas it has been possible for some years to carry 45-foot swap bodies by rail using special combined-transport flatcars, the basic conditions of Germany's road traffic regulations specify that swap bodies with an internal height of 3.00 m may be carried by road only with special permission. As an alternative, operators have in recent years developed and established the practice of transporting cranable megatrailers by rail in what are known as pocket wagons. However, considering the ratio of gross to tare weight and the length that this form of combined transport takes up, it is clear that there is still scope for improvement for rail transport.

DB Schenker Rail Automotive and Transfesa have teamed up with a commercial-vehicle producer and a trailer manufacturer to develop a new logistics system for large-volume transport operations. They have developed 45-foot swap bodies, semitrailer trucks and road chassis based on Transfesa S.A.'s "MEGACOMBI". In this constellation, the "Automotive MegaSwap Solution" (AMS) can be used on both railways and roads throughout Europe. "We put together an informal development partnership a year ago with our colleagues at Transfesa Germany and with MAN and the trailer manufacturer Krone," Helmut Kumm, Head of Equipment Management Components at DB Schenker Rail Automotive, recalls. The result of this partnership is a transport system consisting of four elements: the AMS, a special flatcar for combined

transport, an ultra-low-liner chassis for roads and an appropriately adapted traction engine. The chassis and semitrailer truck are lower than existing equipment, and the traction engine has an extremely low coupling height.

"This way, we meet the requirements of our automotive customers, as well as those of all customers who need large-volume transport operations of megatrailer standard by rail - this could also be part of their green logistics strategy, for example," Kumm says. He acknowledges that there are competing systems. "However, with the AMS - in conjunction with the Type 139 flatcars provided by Transfesa - we are creating an opportunity to boost train capacity utilisation by up to 20 per cent." This makes combined-transport operations possible even on restricted transit routes, such as those in France. The AMS can be used on railways and roads in Europe both for automotive supply transport and for operations connecting production plants. What's more, trains with a greater payload and optimum volume utilisation mean higher efficiency. DB Schenker Rail Automotive has now ordered 16 of the new swap bodies, in order to test them thoroughly and present them to customers. "We will be able to put this system into regular operation with a short lead time, because we already have the special combined-transport flatcars. We expressly welcome collaboration here with service providers throughout the transport chain," says Jens Nöldner, CEO of DB Schenker Rail Automotive GmbH. an ■

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helmut.kumm@sargmbh.com



**TRANSFERRING TO RAIL:**  
The motor industry needs standardised transport containers that can be used in an intermodal way - for example, the AMS.



In the **railways** app: select another language here.



Photo: PR

**32,500**  
people work for DB Schenker Rail, more than 40 per cent of them outside Germany.

**No frontiers**  
DB Schenker Rail ceased long ago to be a German rail freight operator: 30 per cent of its turnover is generated abroad. Here an overview of our national subsidiaries.

# Trains to everywhere

Market leader in Germany, the UK, the Netherlands and Denmark, and no. 2 in a number of other countries: no other rail freight operator extends such a close-knit network across the whole of Europe for its customers. Currently, 42 per cent of all DB Schenker Rail's employees work outside Germany. *railways* presents brief portraits of its European subsidiaries.



## DB Schenker Rail UK Island solution

DB Schenker Rail UK is the leading rail freight operator in the UK, with a market share of more than 50 per cent. DB acquired the former English, Welsh & Scottish Railway (EWS) in 2007 in order to integrate the British market into its European network through its own national subsidiary. The UK is

connected to the continental European rail network via the Channel Tunnel. Since 2011, freight wagons with continental European dimensions have been able to reach as far as London. DB Schenker Rail UK is using this infrastructure expansion for new international transport chains. The main sectors in the British market are construction (building materials), industrial (coal and steel) and logistics (retail, automotive and intermodal).

ok ■

### DB SCHENKER RAIL UK IN FIGURES:

Turnover 2012 .....	€ 597 million
Transport performance .....	10.65 billion tkm
Locomotives .....	238
Wagons .....	8,205
Employees .....	3,168

**Contact** | DB Schenker Rail UK  
Carolina Way  
DN4 5PN, Doncaster, GB  
Telephone: +44 (0)1302 57-5000  
www.rail.dbschenker.co.uk



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## Transfesa (Spain) Experts in gauge-switching

Transfesa, DB Schenker Rail's Spanish subsidiary, is a joint venture between the Spanish state railway operator RENFE (23 per cent) and DB (77 per cent). The company, headquartered in Madrid, offers integrated logistics services by road and rail. One speciality is automotive logistics, with supply chains all over Europe. In 2011, Transfesa raised its market share for car shipments in Spain to 27.5 per cent. The company possesses the largest fleet of wagons that can be switched at the French border from standard gauge to the Iberian broad gauge. ok ■

### TRANSFESA IN FIGURES:

Turnover 2012 .....	€ 198 million
Transport performance .....	2.48 billion tkm
Locomotives .....	15
Wagons .....	5,500
Employees .....	1,035

**Contact** | Transfesa S.A.  
Calle Musgo 1, Urbanizacion  
La Florida, E-28023 Madrid  
Telephone: +34 (0)91 387-9900  
www.transfesa.com

## Euro Cargo Rail (FRA) Vive la France!

Euro Cargo Rail (ECR), DB Schenker Rail UK's French subsidiary, has grown consistently in the seven years since it was launched and has now established itself in second place in France's rail freight transport sector with a market share of 17 per cent. ECR transports 550,000 new wagons every year for the major customer GEFECO. Total, too, has recently concluded an extensive contract with Euro Cargo Rail. ECR is the central interface in DB Schenker Rail's European network for international transport operations from Central Europe to the UK, Spain and Portugal. The company links 60 customers in France with 155 destinations in Europe. ok ■

### EURO CARGO RAIL IN FIGURES:

Turnover 2012 .....	€ 184 million
Transport performance .....	5.4 billion tkm
Locomotives .....	199
Wagons .....	2,000
Employees .....	958

**Contact** | Transfesa  
Immeuble Le Palacio 2ème étage 25-29,  
Place de la Madeleine, F-75008 Paris  
Telephone: +33 (0)977 400-012  
www.eurocargorail.com

## COBRA/Belgium Link in the West

COBRA is DB Schenker Rail's Belgian joint venture, in which the state railway operator SNCB holds a 49 per cent stake. The company transports freight by rail from the seaports of Antwerp and Zeebrugge and other industrial areas in Belgium to Germany and the Netherlands. ok ■

### COBRA IN FIGURES:

Turnover 2012 .....	€ 31 million
Locomotives .....	32
Employees .....	210

**Contact** | COBRA S.A.  
Blvd. Roi Albert II 37  
B-1030 Brussels  
Telephone: +32 (0)2525 95-03

## Royal Mail on rail again

The Royal Mail will again be carrying letters from London to Newcastle by rail from June. The order has gone to DB Schenker Rail UK.

For ten years there were no regular mail trains on the East Coast Main Line in England. In June, however, the Royal Mail is back - it has commissioned DB Schenker Rail UK to run two mail trains each night, Monday to Friday, from the Princess Royal Distribution Centre in London to Low Fell near Newcastle. The trains will carry around three million items of mail each week on a journey of about 500 kilometres.

By switching its transport operations from lorry and freight plane to rail, the Royal Mail will be making a substantial improvement to its environmental performance. At the request of this state-owned company, DB Schenker Rail UK is going to start a full six

months earlier than originally planned. "This is an important step for the growth of mail transport by rail," says Logistics Development Manager Jon Ward. "Now it is up to us to prove to our customer what the railways can do." The Royal Mail is not a new customer for DB Schenker Rail UK: mail trains have already been running for some time on the West Coast Main Line from London via Warrington to Shieldmuir near Glasgow. ok ■

**Contact** | Jon Ward  
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jonathan.ward@dbschenker.com



NO FRONTIERS

## DB Schenker Rail Nederland Built near the water

DB Schenker Rail Nederland is the market leader in Dutch rail freight transport, with a strong focus on connecting the western ports and the main industrial areas to the hinterland. A typical feature is the extremely high proportion of cross-border transport operations, for example from Rotterdam via the new Betuwe Line bound for Germany and, from there, for other countries in continental Europe. Competition in the Netherlands is especially intense, because the Rhine, as an inland waterway, and well-developed motorways offer effective alternatives to the railways. *ok* ■

### DB SCHENKER RAIL NEDERLAND IN FIGURES:

Turnover 2012 ..... €151.8 million  
 Transport performance ..... 4.11 billion tkm  
 Locomotives ..... 65  
 Employees ..... 670

**Contact** | DB Schenker Rail Nederland N.V.  
 P.O. Box 2060, NL - 3500 GB Utrecht  
 Telephone: +31 (0) 30 235 83 47  
 www.rail.dbschenker.nl

## DB Schenker Rail Hungaria Link between Central and South-east Europe

DB Schenker Rail Hungaria is one of the smallest and fastest growing national subsidiaries in DB Schenker Rail's European network. Established in 2001 as an industrial railway operator for the automotive sector under the name Logistic Center Hungaria, this start-up has developed dynamically since then and has in recent years acquired all the necessary licences to allow it independently to conduct international transport operations to and from Hungary and in transit. *ok* ■

### DB SCHENKER RAIL HUNGARIA IN FIGURES:

Turnover 2012 ..... €4.6 million  
 Locomotives ..... 10  
 Employees ..... 85

**Contact** | DB Schenker Rail Hungaria Kft.  
 Hűtőház ut 23, H-9027 Győr  
 Telephone: +36 (0)96 525-850  
 www.dbschenker.com

## DB Schenker Rail Romania Impetus for rail

DB Schenker Rail Romania has been up and running since 2000 (initially under the name Logistic Service Danubius) and now has a market share of 5.5 per cent in the country's rail freight transport sector. The national subsidiary is currently expanding its capacity for international transport operations and transit trains. In autumn 2012 the company won the order for shunting services at the Ford plant in Craiova. *ok* ■

### DB SCHENKER RAIL ROMANIA IN FIGURES:

Turnover 2012 ..... €20 million  
 Transport performance ..... 741 million tkm  
 Locomotives ..... 30  
 Wagons ..... 1,500  
 Employees ..... 280

**Contact** | DB Schenker Rail Romania SRL  
 Dr. Grigore T. Popa 81, RO-300291 Timișoara  
 Telephone: +40 (0)256 306-075  
 www.dbschenker.com



NO FRONTIERS

## Nordcargo (Italy) Italy's no. 2

Nordcargo is the second largest rail freight operator in Italy by turnover and transport performance. DB Schenker Rail has had a 60 per cent stake in this joint venture since 2010. Nordcargo has a licence for the whole Italian rail system and runs both national and international transport operations in the DB Group's Europe-wide network. *ok* ■

### NORDCARGO IN FIGURES:

Turnover 2012 ..... €59 million  
 Transport performance ..... 891 million tkm  
 Locomotives ..... 31  
 Trains per year ..... 13,000  
 Employees ..... 292

**Contact** | Nordcargo  
 Via Spadolini 12, I-20026 Novate-Milanese  
 Telephone: +39 (0)02 8511-3835  
 www.rail.dbschenker.it

# 14,700

hp are supplied by the 1:1 scale version of the famous IORE locomotives which pull 8,600-tonne ore trains from Kiruna in northern Sweden to the ports of Narvik and Luleå.



## DB Schenker Rail Scandinavia At home in the far north

DB Schenker Rail Scandinavia is a joint venture between DB and the Swedish company Green Cargo for the international transport corridor from Germany to Scandinavia via Denmark. DB and Green Cargo joined forces in 2007, following the acquisition twelve years ago of DSB Gods, the freight division of the Danish state railway operator DSB. The main corridor runs from the Maschen marshalling yard near Hamburg via the German-Danish border crossing at Padborg, Copenhagen and the Öresund Bridge on to Sweden. The longest freight trains in Germany – 835 metres in length

– have since recently been running between Maschen and Padborg. *ok* ■

### DB SCHENKER RAIL SCANDINAVIA IN FIGURES:

Turnover 2012 .....	€75.8 million
Transport performance .....	2.57 billion tkm
Locomotives .....	38
Employees .....	237

**Contact** | DB Schenker Rail Scandinavia A/S  
Spotorno Allé 12, DK-2630 Taastrup  
Telephone: +45 (0)88 300-900  
www.rail.dbschenker.com

## DB Schenker Rail Polska Premium provider

Poland has long been one of Europe's largest rail freight transport markets. The business is based largely on traditional industrial output, such as coal and steel. DB Schenker Rail Polska has been operating under this name since 2009 and has meanwhile established itself in the market as one of Poland's largest private rail operators and a premium provider. The company, based in Zabrze in Silesia, was able to increase significantly its share of cross-border traffic over the past years. The company intends to develop Poland into a hub for rail freight transport between Central and Eastern Europe. The expansion of the intermodal, chemical and biomass sectors will contribute to achieve this goal. *ok* ■

### DB SCHENKER RAIL POLSKA IN FIGURES:

Turnover 2012 .....	€234 million
Transport performance .....	2.69 billion tkm
Locomotives .....	347
Wagons .....	5,411
Employees .....	4,384

**Contact** | DB Schenker Rail Polska S.A.  
ul. Wolności 337, PL-41 800 Zabrze  
Telephone: +48 (0)32271 44-41  
www.dbschenker.com

## DB Schenker Rail Bulgaria Down to the Bosphorus

Despite the difficult economic situation confronting Bulgaria, the DB Schenker Rail Bulgaria national subsidiary, founded in 2003, has grown consistently in recent years. It has 230 employees and now accounts for a market share of around twelve per cent of Bulgaria's rail freight transport – on an upward curve. DB Schenker Rail Bulgaria is the first private rail operator with permission to send trains across the border to Turkey and to receive them in the opposite direction. *ok* ■

### DB SCHENKER RAIL BULGARIA IN FIGURES:

Turnover 2012 .....	€9.3 million
Transport performance .....	316 million tkm
Locomotives .....	26
Wagons .....	180
Employees .....	230

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## Railion Russija Services Transeurasia Logistics Go East

Railion Russija Services is the Russian subsidiary of DB Schenker Rail, Europe's leading rail freight operator. The company, established in 1999, looks after customers on an individual basis in activities ranging from transport planning to rail transport and all accompanying logistics services. With tailored transport chains, where the emphasis is on rail, concepts are applied in a manner that covers all transport modes; the service also embraces, for example, lorries and inland-waterway vessels for all the CIS countries and Asia. The freight is delivered to its destination quickly and safely in the process. *ok* ■

Trans Eurasia Logistics GmbH (TEL) was set up in 2008 by Deutsche Bahn and Russian Railways (RZD) to develop and expand rail transport between Europe, the CIS and Asia. In times of rising transport costs and growing environmental awareness on the part of companies, rail is increasingly gaining in importance in these corridors. *ok* ■

### RAILION RUSSIJA SERVICES IN FIGURES:

Turnover 2012 .....	€8.8 million
Employees .....	9

### TEL IN FIGURES:

Turnover 2012 .....	€26.5 million
Employees .....	18

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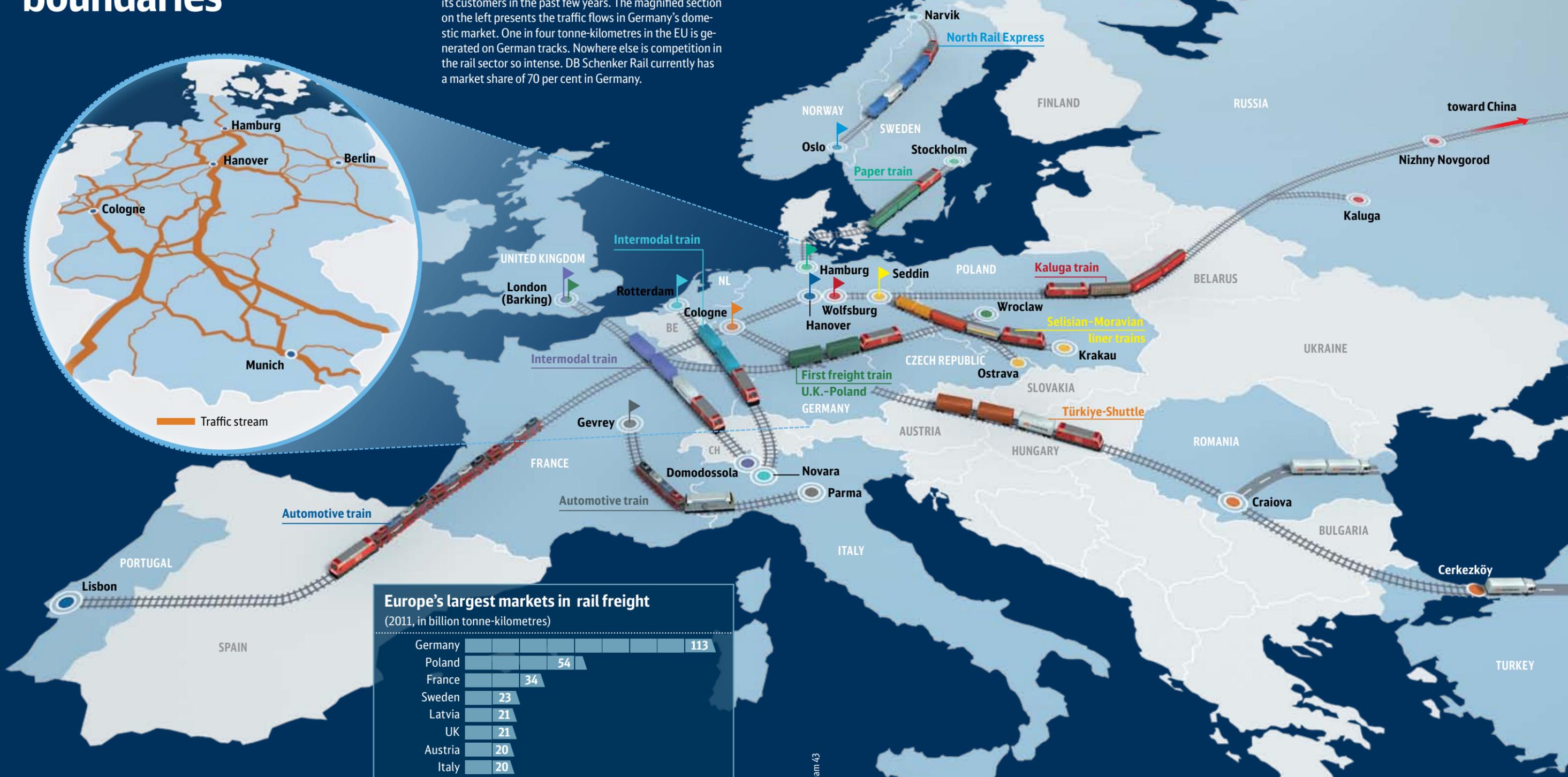
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Photos: Dirk Weyer

# Network without boundaries

No other rail freight operator does as much to transcend Europe's frontiers as DB Schenker Rail. This *railways* infographic shows some of the new international long-haul rail transport routes that the company has established for its customers in the past few years. The magnified section on the left presents the traffic flows in Germany's domestic market. One in four tonne-kilometres in the EU is generated on German tracks. Nowhere else is competition in the rail sector so intense. DB Schenker Rail currently has a market share of 70 per cent in Germany.



**Europe's largest markets in rail freight**  
(2011, in billion tonne-kilometres)

Germany	113
Poland	54
France	34
Sweden	23
Latvia	21
UK	21
Austria	20
Italy	20
Lithuania	15
Romania	15
Czech Republic	14
Switzerland	12

Infografik: illuream 43


 In the *railways* app: select another language here.
 




**RAIL RALLY:** All Daimler RailNet trains converge on Kornwestheim. Shunter Siegfried Schulzek (right) couples the locomotive to the component train for Kecskemét; then (below) it sets off.



## Star of the south

DB Schenker Rail Automotive is making its mark as lead logistics provider for Daimler. The Daimler RailNet revolves around Kornwestheim in Stuttgart and represents top-class automotive logistics across all transport modes.

At 9.15 Siegfried Schulzek couples the 550 metre long train to the locomotive in Kornwestheim. The compressed air pipe makes a hissing sound to confirm that the locomotive's braking power has now reached every one of the wagons. Schulzek, the shunter, passes the freight documents up to Peter Carl in his driver's cabin. "I'll be off duty in Munich East," the engine driver calls down cheerfully from his cabin, before firing up his nearly 9,000-horsepower engine at 9.28 and disappearing past the green light towards the rising spring sun.

Munich may mark the end of the shift for Peter

Carl, but not for the train and its valuable cargo. There will be a seamless handover there to a colleague, who will take it on the next leg to Vienna. The following morning, 24 hours later, the train is expected in Kecskemét. It will supply the new Mercedes-Benz production facility in Hungary with components to enable its carmakers to assemble new B and CLA class vehicles within the shortest possible time.

This freight train makes the journey of some 1,000 kilometres from the Kornwestheim marshalling yard on the northern outskirts of Stuttgart five times a week. For a year it has been the umbilical cord sup-

plying the new Mercedes-Benz plant in a manner tailored to this individual customer. However, what DB Schenker Rail Automotive is putting on track – and onto the roads – for one of the most renowned motor manufacturers in the world is not just this one train but a whole, sophisticated mechanism.

"Our 'Daimler RailNet' logistics concept offers a door-to-door connection-management system across all transport modes," says Kai Birnstein, head of components at DB Schenker Rail Automotive. "We have developed a dynamic network here that is aligned with the production cycles at the Daimler plants. As lead logistics provider, we are also responsible for road transport by lorry, which our customer wants in order to supplement our rail services."

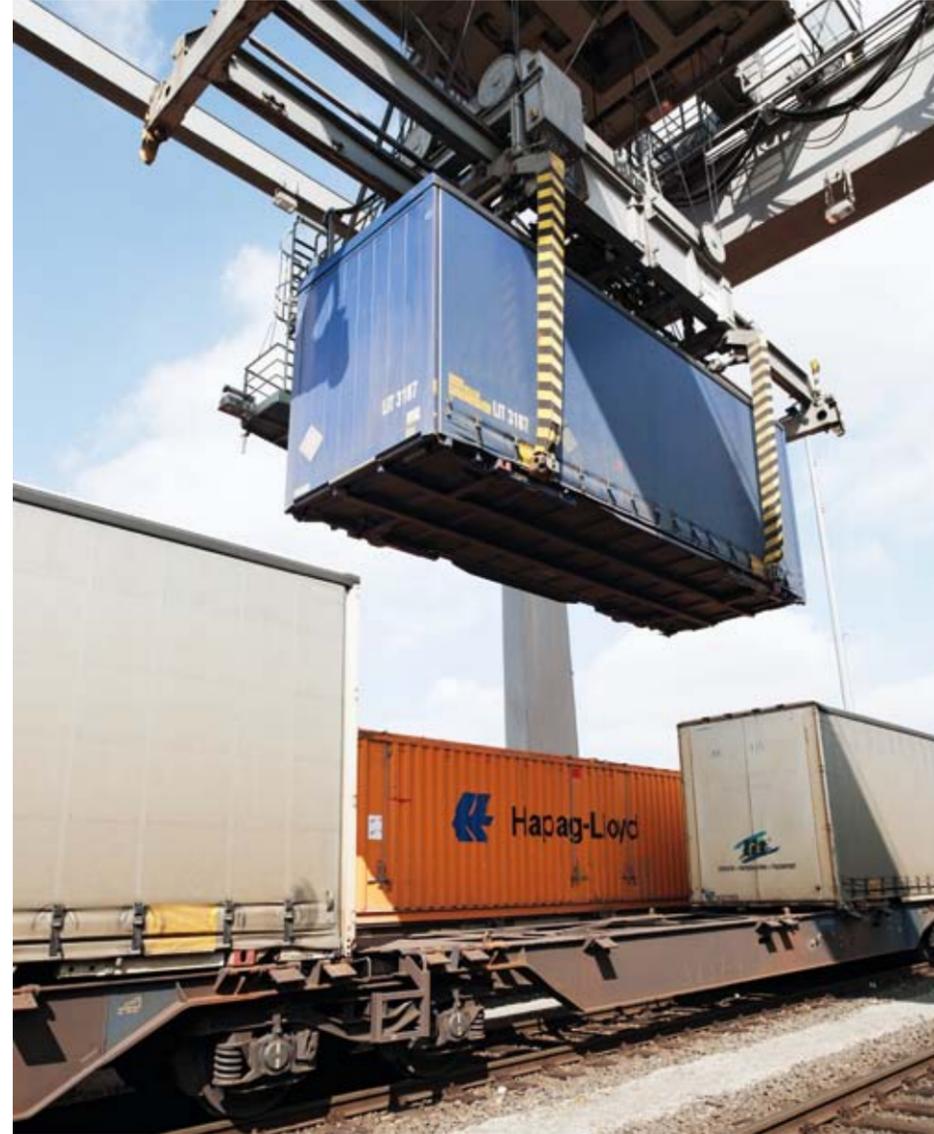
The network integrates eight Central European plants: the factories in Sindelfingen, Untertürkheim, Rastatt and Gaggenau in Baden-Württemberg, the Hamburg and Köllda production facilities, the smart plant in Hambach (France) and the new factory in Kecskemét (Hungary). The linchpin is Kornwestheim

(see infographic on page 50). "In the Daimler RailNet system, six freight trains a day converge on this large marshalling yard, and we then separate, reassemble and dispatch them to new destinations in the space of a few hours," explains Mark Nixdorf, head of the Kornwestheim facility at DB Schenker Rail. "In all, around 100 shunting movements are required each night in order to re-sort the arriving wagons and sets of wagons." In 2012, 19,000 wagons with 46,000 loading units for Daimler passed through the marshalling yard, and that figure is expected to rise slightly this year.

The marshalling yard serves as the hub for all short- and long-distance connections. The bulk of Daimler's freight is transported by rail. "Rail accounts for about 80 per cent of our freight transport. The road transport operations that supplement this give us flexibility and the ability to respond in the event of problems," says Matthias Lohrengel of Daimler Worldwide Transportation. Through Daimler RailNet, DB Schenker Rail Automotive (DBSRA) has for the first time also assumed responsibility for long-haul lorry trans- ▶



**MEN AT WORK:** Matthias Lohrengel (Daimler, left) with Key Account Manager Martin Fildebrandt; below, Mark Nixdorf, head of DB Schenker Rail in Kornwestheim; right, engine driver Peter Carl collects the freight documents for Hungary.



**AIR FREIGHT:** A swap body with Daimler components has arrived on the night train from Hamburg and is unloaded at the DUSS terminal onto a lorry to Sindelfingen.

**FACTS & FIGURES**  
**Daimler AG**

With a turnover of €114.3 billion, Daimler AG was Germany's third largest industrial group in 2012. The automobile division Mercedes-Benz Cars accounts for €61.7 billion, or 54 per cent of that turnover. Outside Germany, Daimler makes cars and vans in Hambach (France), Kecskemét (Hungary), Tuscaloosa (USA), East London (South Africa) and Beijing (China).

port operations. This is because, as lead logistics provider, the company manages not only its own trains but also the services of freight forwarders. True to the "one face to the customer" principle and by using a specially developed IT solution, DBSRA organises the full network of various transport modes for its customer under one roof.

Scene change. There are no radars on the control tower's roof in Kelsterbach, even though Frankfurt Airport is close enough to hear - and sometimes even to smell. The people at work here are not air traffic controllers but train and lorry traffic controllers, so to speak, and they are not high up in the sky but down on the ground floor. This is the domain of the computer scientist Max Spatz, a tall man aged 32. Spatz played a major part in developing the ambitious Internet-based IT solution for Daimler RailNet, and he is now in charge of the control tower team.



**"Our Daimler RailNet offers a door-to-door logistics concept including connection management across all transport modes. We've developed a dynamic network here that is aligned with the production cycles at the Daimler plants."**

**KAI BIRNSTEIN, HEAD OF COMPONENTS AT DB SCHENKER RAIL AUTOMOTIVE**

will have to halt their production lines increases," says Spatz. This means it would be best if everything went smoothly with the hundreds of wagons and lorries that Spatz and his colleagues channel across Central Europe every day without ever seeing them. "We have to oversee a lot remotely and supervise the participating service providers closely," Spatz says. "If our customer runs low on front axles somewhere, we prioritise that and arrange for urgent delivery. We know where every swap body is at any time. We are always in a position to provide information." The control tower at Kelsterbach is staffed from 6 a.m. to 10 p.m., Monday to Friday, and outside these hours there is an on-call service at Daimler's disposal.

"We've really sunk our teeth into this project, we've learned quickly from the mistakes that always happen at the start, and we've convinced our customer of our long-term credibility," says Martin Fildebrandt, DBSRA's Key Account Manager for Daimler. "We already knew how the railways tick. We listened care-

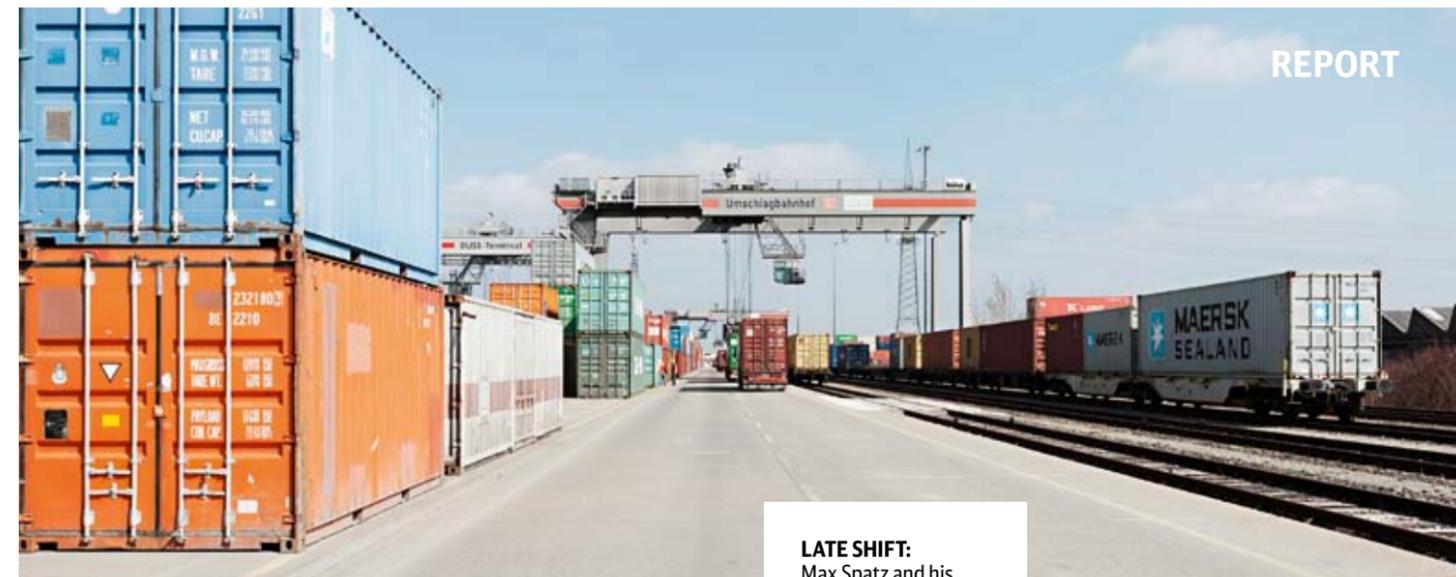
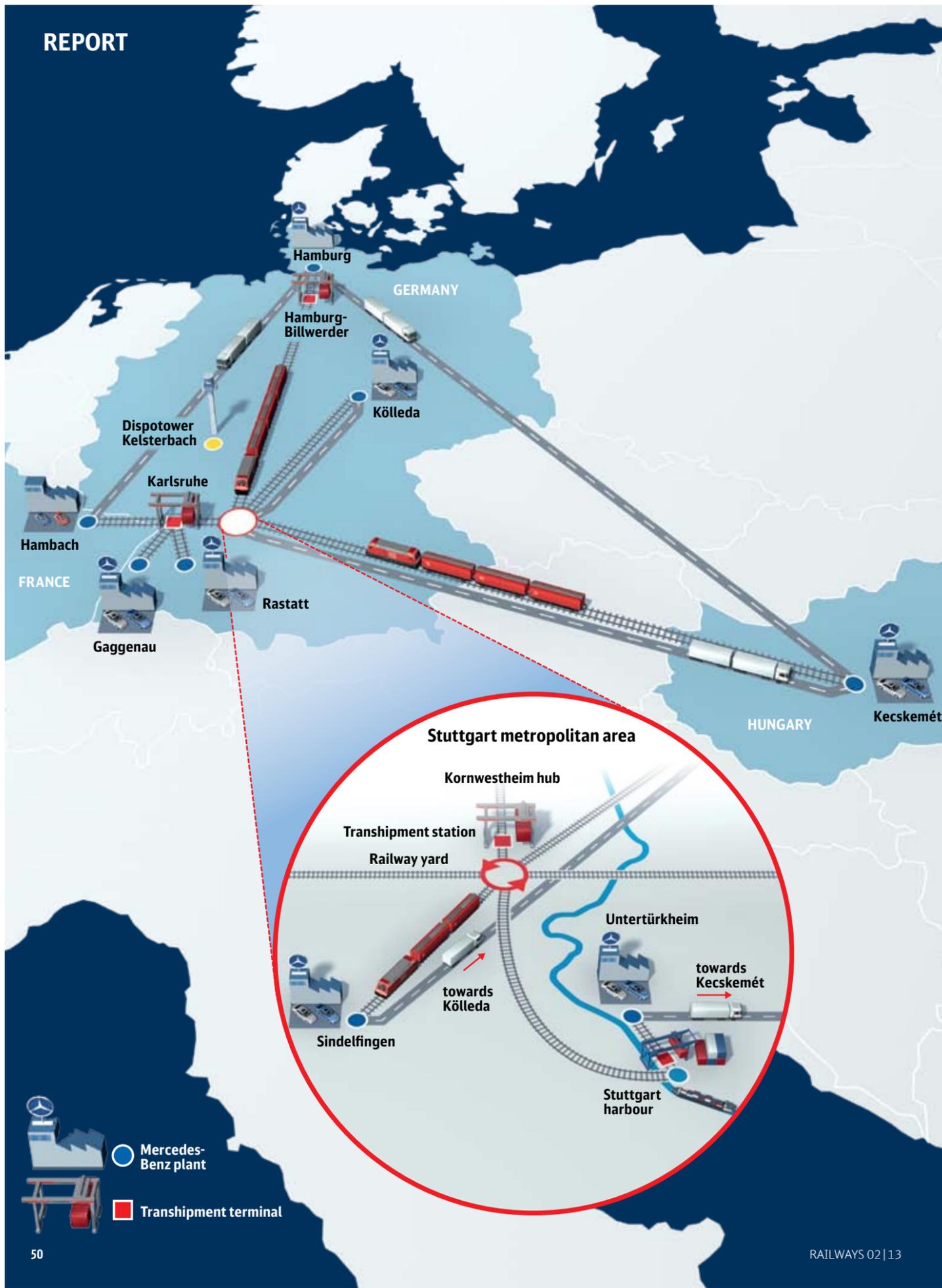
fully and adapted the ticking of the railways and that of our service partners to Daimler's rhythm." As a result, DBSRA offers the Stuttgart motor manufacturer much more than just tailored transport solutions for long-haul rail connections, as the following examples show.

**Sindelfingen:**

The largest plant in Germany producing Mercedes-Benz cars does not only receive its components by rail via the hub at Kornwestheim. A large number of flat wagons arrive overnight from Hamburg at the DUSS terminal near the marshalling yard and are transferred by the four gantry cranes onto lorries for delivery to the plant.

**Köllede:**

"Every engine that we produce has a precise installation schedule," says Matthias Lohrengel of Daimler Worldwide Transportation. The factory in ▶



**LATE SHIFT:** Max Spatz and his team in the Daimler RailNet control tower at Kelsterbach.



Thuringia produces all types of engine and is dependent on “just in sequence” delivery. For this purpose, DBSRA does not merely supply the flat cars and swap the bodies at the plant’s siding. The swap bodies are unloaded by Mobiler (horizontal freight-handling) technology without the use of cranes in order to cover the last mile once the freight has entered the plant.

**Kecskemét:**

Daimler and DBSRA also rely on innovative Mobiler technology at the new production facility in Hungary. DB Schenker Rail Hungaria is responsible for shunting services at the plant. While the flat cars are placed on the tracks at the local trailer yard, conventional wagons roll straight into Daimler’s workshops.

**Hamburg:**

The plant in the district of Harburg south of the Elbe river produces front and rear axles, pressed parts and many other components. As it does not have a siding

of its own, the trains go to the DUSS terminal in the Hamburg district of Billwerder. Over the last mile – around 20 kilometres in this case – lorries deliver freight to the plant and remove waste from it, all coordinated by DB Schenker Rail Automotive. “With RailNet, we have placed some of our complex logistics processes with DBSRA and put them under one roof,” says Matthias Lohrengel. “This integrated concept enables us to combine the benefits of road and rail – which means efficiency, reliability, speed, flexibility and sustainability, all to Daimler’s advantage.” The 36-year-old industrial engineer appreciates the quality and the innovative nature of this package. Daimler and DB Schenker Rail Automotive have agreed by contract to work together on a long-term scale.

**CONVINCED:** Daimler’s Matthias Lohrengel is pleased with how the Stuttgart motor manufacturer’s new network is performing.

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ok ■

Photos: Sven Cichowicz; Bernd Hartung; Infographics: illuream 43

## Concrete slabs right across Europe

The centre of Pristina is getting a facelift – and DB Schenker Rail and Logistics is doing its bit to help, by transporting concrete slabs to the capital. The customer was especially impressed by the smooth handling of an international transport operation.-

**DB** Schenker has transported thousands of tonnes of road-surfacing material from a renowned producer of stone and concrete for a road-building project in Pristina, the capital of Kosovo, organising the job under one roof and using several transport modes. “We can call this an intelligent combination of different parts of the DB Schenker product portfolio,” says Thomas Lippuner, Rail Logistics and Forwarding (RLF) expert at Fertrans AG, a subsidiary of DB Schenker Logistics. Bernd Hartmann, Head of Regional Sales at DB Schenker Rail in Frankfurt, adds, “This transport operation brought road and rail together using our Railports.”

DB Schenker Rail’s Railports specialise in road-rail transshipment and the storage of freight. A whole network of Railports has been extended across Europe and thus offers companies that do not have sidings of their own the opportunity to take advantage of environmentally friendly rail freight transport. One such company is the producer of concrete slabs in Heuchelheim in the German state of Hesse.

It was a large-scale order: 4,300 tonnes of concrete slabs, equating to 2,867 pallets, had to be transported across some 1,800 kilometres for delivery to Pristina. The slabs are intended for use in laying the surface of a square in the centre of Kosovo’s capital. As that square is subject to heavy bus and car traffic, the slabs are up to 16 centimetres thick and – to protect against slipping and the impact of the elements – coated with Teflon.

The transport operation was organised, coordinated and directed by Fertrans AG, Rail Logistics and Forwarding, in Switzerland. “Because of its

weight and its nature, this consignment had to be secured especially well. For this reason, we transported the pallets in covered freight wagons,” explains Thomas Lippuner, the RLF manager in charge of the project. The pallets were carried from the plant in Heuchelheim to the Darmstadt Railport in lorries belonging to TRANSA Spedition. “We make sure that the freight is sorted by batch number, stored in a closed warehouse and transhipped onto rail according to a precise dispatch plan,” says Bernd Rützel, the head of the Darmstadt Railport.

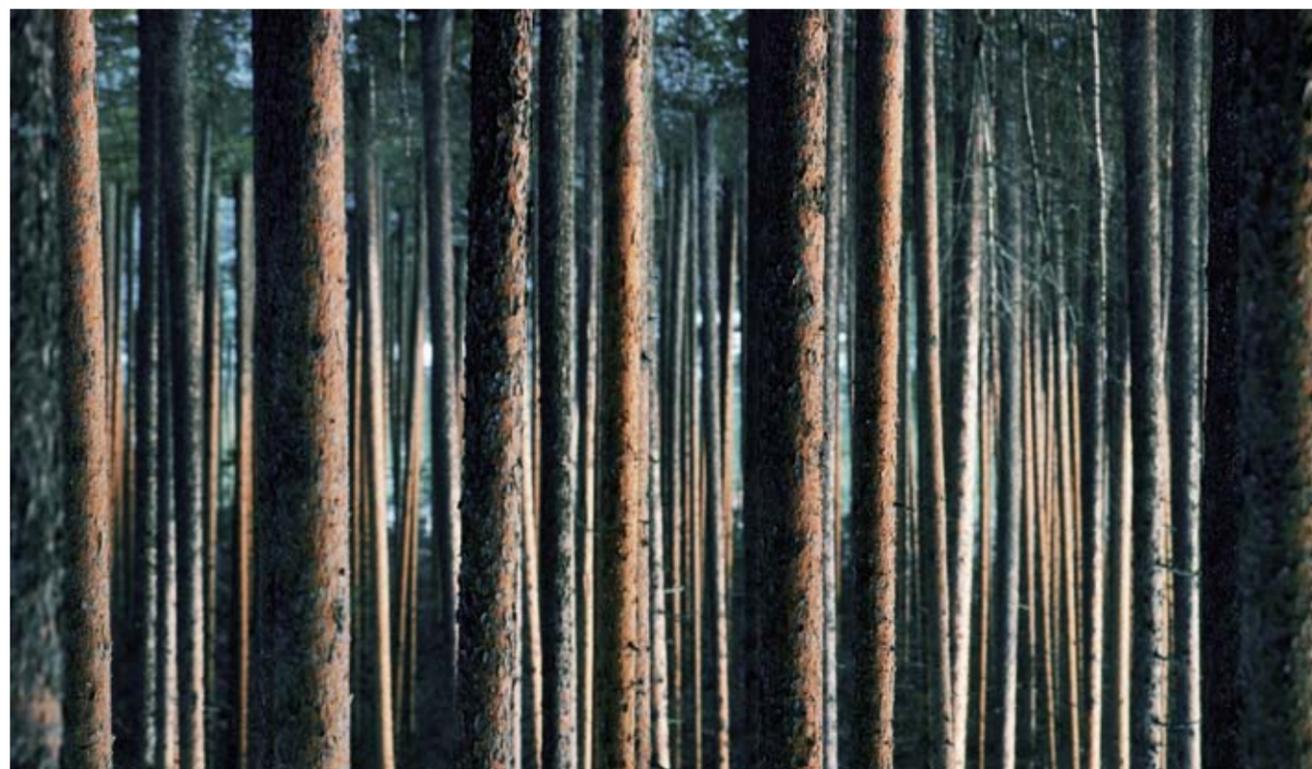
Next, the wagons were driven to Sopron on the Hungarian border. Under the supervision of RLF at DB Schenker Logistics in Southeast Europe, the consignment was transported on to Skopje in block trains belonging to the PowerRailer train system. In the Macedonian capital, the slabs were reloaded again onto lorries to make the final journey of around 90 kilometres to their destination by road. In total, the slabs were on the move for about a week. The customer was satisfied with the handling of the transport operation, resulting in DB Schenker now getting a new order for another 5,000 tonnes – or 3,125 palletted concrete slabs. an ■

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Photo: Dirk Weyer



## The way forward for paper

ScandFibre Logistics believes in environmentally friendly transport operations for paper. This company has commissioned DB Schenker Rail to carry 550,000 tonnes every year from Sweden to Central Europe.

**T**he paperless office remains a pipe dream: people are still reading printed newspapers, magazines and books. There is also a rising demand for packaging paper. Sweden's extensive forests have long been a source of their raw material, which is turned into paper by four major producers: Billerud-Korsnäs, Holmen, Smurfit-Kappa and Mondi. ScandFibre Logistics (SFL), a joint subsidiary set up by these four manufacturers, which operates the transport system Rail 11, has now commissioned DB Schenker Rail to transport their paper rolls by rail.

Since March, DB Schenker Rail has been running seven freight trains, each carrying 1,500 tonnes of paper, from Sweden to Central Europe every week – the annual total will be 550,000 tonnes. Ten Swedish paper plants load their goods directly onto wagons and book their transport to Malmö through SFL. Modern multi-system locomotives pick up the freight and carry it to the Maschen marshalling yard near Hamburg. There, the groups of wagons are sorted and sent on to their final destinations in Germany, Austria, Hungary and Serbia.

"I view this long-term contract of ours as the start of a high-performance partnership, which will move ever more efficient and ever greater volumes of

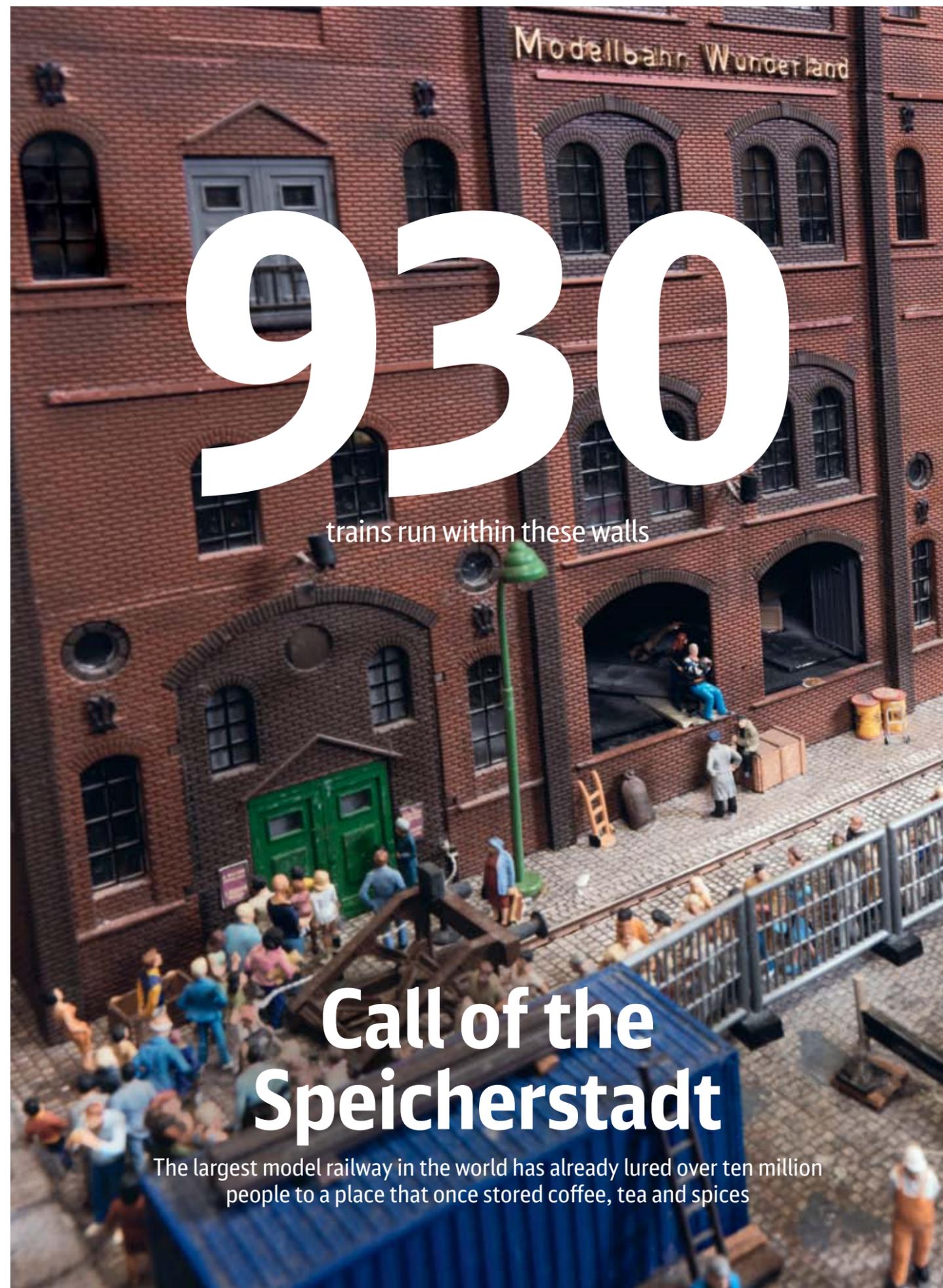
freight," says Martin Reiser, Key Account Manager at DB Schenker Rail. SFL coordinates and directs a fleet of 1,500 wagons from its headquarters in Örebro, and DB Schenker Rail also provides the tracking and tracing data for its routes.

These supply chains are made more economic by back loads that run in six trains per week to Sweden. This is currently equivalent to about one quarter of the tonnage that is carried southwards and SFL and DB Schenker Rail plan to expand this business. Industrial and commercial companies are increasingly discovering the opportunities that the unloaded paper wagons offer them on the return journey from Central Europe to Sweden.

The new contract is enabling SFL to boost rail's share of paper exports from Sweden. At present, 30 per cent of the volume is carried by trains – this modal split is expected to grow at the expense of the combination of ships and heavy goods vehicles and long-distance transport operations by heavy goods vehicles. ok ■

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**RICH IN WOOD:**  
Sweden is one of the most densely forested countries on earth. Forests cover 56 per cent of its land.



trains run within these walls

## Call of the Speicherstadt

The largest model railway in the world has already lured over ten million people to a place that once stored coffee, tea and spices

Photo: Mauritius Images



## The making of ...

The photos for this issue were taken in a cloak-and-dagger operation at Hamburg's Miniatur Wunderland.

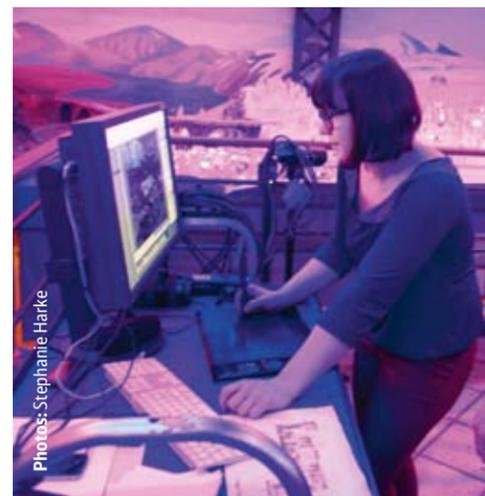
**H**ow can ten metre long freight trains attract ten million sightseers? In order to lift the veil on this mystery, *railways* sent a team of photographers to visit Frederik and Gerrit Braun in Hamburg's Speicherstadt warehouse district. Twelve years ago, the Hamburg brothers hit on the not entirely original idea of getting themselves a model railway. Boys and their toys ... but the Braun brothers dared to dream bigger than most and, as a result, are now the controllers of the largest model railway in the world.

A place that once stored coffee, tea and spices now not only has almost a thousand trains going round and round: the ingenious enthusiasts also have cars driving, aircraft taking off and landing, and ships floating in real water. The pair quickly developed any technology themselves that they were not able to buy. Their Miniatur Wunderland has become one of Hamburg's top tourist attractions. Men and women of all ages wait in long lines for admission, often for an hour and more. And our editors and photographers, too – male and female alike – got shining eyes in this microcosm. As a result, the freight trains rolling through this edition of *railways* are mainly of the 1:87 scale variety ...

Even Dirk Weyer was astounded when he saw this wonderland for the first time: "Every tiny edge has been made with incredible eye for detail – it's fantastic." The Hamburg photographer tracked down many of these details for *railways* and spent two half-nights taking photos at Miniatur Wunderland exclusively for this edition. For this job, the 30-year-old Weyer, who specialises in still life, used mainly a Sinar p3 specialist camera with a Hasselblad digital back. Unlike an ordinary reflex camera, this model makes it possible to position the planes of sharpness.

A major part in this extensive shoot was also played by *railways* photo editor Stephanie Harke and graphic designer Matthis Eilers – and, of course, by Miniatur Wunderland itself. *railways* is especially grateful to Gitta Ahrndt for her assistance and to "traffic controller" Mike Costard, who cast the right locomotives and the requisite wagons. Only in the case of the ultra-modern Gravita shunting locomotive, which DB Schenker Rail is currently procuring in large numbers, did Costard have to pass: "We'd like to have that too, but at the moment it isn't available as a 1:87 scale model." ok ■

**ON THE LOOKOUT:** Photographer Dirk Weyer examines the unusual terrain (above) and captures the 1:87 scale rail freight service on his specialist camera (right).



Photos: Stephanie Harke



**SIGNAL BOX:** Gitta Ahrndt sets points and signals at Miniatur Wunderland.

### MINIATUR WUNDERLAND IN FIGURES

- 300 employees
- 10 million visitors
- 1,300 square metres of floor space
- 930 trains
- 13 kilometres track length
- 8,850 cars
- 215,000 figures

[www.miniatur-wunderland.de](http://www.miniatur-wunderland.de)



**GOLIATH:** Photographers shunt differently. Dirk Weyer positions a locomotive. On the left, the photos are processed electronically on the spot.



In the *railways* app: select another language here.



## IN DEMAND

## Timon Heinrici on model railways

Heinrici (56) is the Berlin correspondent, parliament correspondent and specialist rail editor for German transport journal DVZ, as well as editor-in-chief of the weekly newsletter *Rail Business*.



that anyone who visits Miniatur Wunderland immediately realises that their own creation in the cellar may well be left to waste forevermore.

**Can it be true that you, one of Germany's best-known specialist journalists, are now being outed as a model railway fan for the first time?**

Timon Heinrici: Yes, it's true! I never actually admitted it in public before, for fear that some of my contacts in the industry might be too shocked. I'd still like to be taken seriously, of course.

**What is it about model railways such as Miniatur Wunderland, where most of the photos in this issue were taken, that fascinates you?**

I'm amazed by the Wunderland attraction, not only because of its attention to detail, but also because everything else moves too, for instance the cars. When you see other model railways, everything apart from the running trains just looks like it's been frozen. Here, the great level of artistry is visible and things have been scaled down in such a way that they still look real. The only downside is

**And how does it compare with your model railway?**

I haven't had one for a long time now. It takes a lot of effort to build your own, and these days I simply don't have the time for it. So I'm not an infrastructure operator anymore.

**But did you have one as a child? And if so: Märklin or Fleischmann?**

Yes, it was an HO gauge set from Fleischmann. My dad got it for me. It always bothered me that the model buildings were too small and out of scale compared to the trains. So I built myself a church to scale. It was the Munich-Pasing city church and I made it out of wood. That then became the oversized cuckoo's egg on my train set.

**And what do you do with the locomotives and trains that you've still got?**

I keep my collection of rolling stock, in a var-

## NUMBERS PLEASE!

# 11,582

kilometres is the length of the line that would be created if all the containers that DB Schenker dispatched over the world's oceans by sea freight in 2012 were to be arranged end-to-end. The total figure was 1.9 million TEU. Many of those containers were delivered by DB Schenker Rail trains to the seaports of Hamburg, Bremerhaven, Rotterdam and Southampton – or from there to the continental hinterland.

Source: DB Mobil April 2013

iety of different scales, in almost dust-free display cabinets.

**Are you on the lookout for any particular models or types?**

Not at all. I'm not one of those collectors who has to own everything. If you've been a specialist railway writer for thirty years, you are more often given a locomotive from time to time. I even got one from the then head of the German railways, Hartmut Mehdorn, for my fiftieth birthday. My favourite piece, though, is the ET 420, from the old Munich S-Bahn line, in the very early black livery. I bought that myself when I was just 17. My savings at the time totalled 237 German Marks, and that lovely thing came to 198 German Marks. My parents gave me hell for buying it, of course.

**To what extent has your weakness helped you in your work as a railway expert?**

If it weren't for the model railway, there would never have been a specialist railway editor by the name of Heinrici at DVZ.

Interview: Olaf Krohn

## Save the Date

Forthcoming trade fairs and industry events that DB Schenker Rail will be attending. Seize the opportunity for a face-to-face meeting!



### in Gdansk (Poland)

**TRAKO** is Poland's most important railway trade fair – and includes a stand for our national subsidiary, DB Schenker Rail Polska too, of course.

[www.trakofair.com](http://www.trakofair.com)



### in Berlin (Germany)

You'll also find stands for DB Schenker Rail and DB Schenker Logistics at the **30th International Supply Chain Conference** of the Bundesvereinigung Logistik (BVL).

[www.bvl.de](http://www.bvl.de)



### in Baltimore (USA)

DB Schenker Rail's Building Materials, Industrial and Consumer Goods division will be presented at the **PPI Transport Symposium** in the US state of Maryland.

[www.transportsymposium.com](http://www.transportsymposium.com)

Photos: private; DB Museum Nuremberg



Poster from 1929 in the DB Museum in Nuremberg

## SIGN OF THE TIMES

## Customer service in the past

The images and concepts are similar, and yet very different. This poster from 1929 provides plenty of evidence to illustrate this. A central "Reichsbahn information bureau" had just opened its doors in Berlin in order to offer professional advice to the many customers in view of the maze of tariffs that existed at that time. It was "staffed by especially articulate officials, well-versed in tariffs, who would, as far as humanly possible, ensure reliable advice for those engaged in transport on all matters pertaining to tariffs". In the late 1920s, the Reichsbahn was having for the first time to ward off the emerging competition from lorries. The purpose of the information bureau, therefore, was to provide transparency in pricing, and it was evidently well-received: 60,791 customers used its services during 1929. However, please note one thing about the contact details on the poster – telephone number "B 1 KURFÜRST 4085" is no longer obtainable!

ok ■

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