



Customer Information #4 as of 02/04/2020

- Additional **transport for consumer goods** shifted to the rails in a matter of days
- Flow of relief supplies to and from China up and running again
- Efficient transloading services can be facilitated at the Rail Cargo Group's national and international **warehouses**
- **Border crossings** are permitted for staff with an employment certificate despite the border restrictions in place

All of the Rail Cargo Group's national and transnational transport services are currently running according to schedule. Since rail freight transport is not affected by the restrictions on cross-border traffic, the international flow of goods can keep moving on the rails and national and international supplies can be delivered quickly.

The current situation:

The Rail Cargo Group has already been able to ramp up its capacities. **Additional rail transport services** for goods such as salt, hygiene products, tomato-based goods, coffee and organic ethanol, which is used for producing disinfectants, have already been arranged and reached their destinations in just a matter of days. More transport routes can be set up as and when required.

In light of the current situation in China, the flow of goods coming from Asia can be resumed and **freight transport services to and from China** are up and running again.

The Rail Cargo Group is doing a lot to support many local businesses in China as well as import and export companies in Austria.

Our international terminals and high-performance transloading services connect rail and road. Goods can be transported directly from the rails to our warehouses at our **European warehouse sites and logistics centres** that have their own rail sidings and docking stations. The Rail Cargo Group's national warehouses are located in Krems, Lenzing und Wien Freudenau, and the international warehouses in Győrszemere, Sarajevo, Thessaloniki/Sindos, Zagreb, Prag/Malesice, Desio and Santo Stino di Livenza. We can load goods onto and off the rails at any time and at any of these locations.

Our locomotives and locomotive drivers are being changed over at the border points in Slovakia, the Czech Republic and Italy so that we can protect our staff to the best of our ability in the light of current border restrictions. We have enough staff in twelve European countries to guarantee that this procedure is carried out. What is more, any staff who have to cross the borders on a daily basis hold an employment certificate that confirms their status as a member of our railway staff. This means we can guarantee smooth border crossings for our customers.

A special word of **thanks** goes to all our **staff** who are fulfilling their duty to make sure supplies get delivered, and to our **customers**, who continue to stand by us in these challenging times!

The ÖBB crisis taskforce is assessing the situation on a daily basis and in in consultation with the authorities regarding all necessary measures.

[More information](#)