



## Customer information #5 as of 09/04/2020

- Direct rail connections to and from China make it possible to pick up the flow of goods again
- Increased volumes on rail routes to Italy and South Eastern Europe.
- Highest punctuality ranking in rail freight transport
- RCG supports compliance with face mask regulations in freight transport

The Rail Cargo Group's freight trains and connections are running on schedule. Cross-border transport in particular is also running as normal. Since freight trains are moving regularly between the Rail Cargo Group's own warehouse premises, transshipment to and from the rails is still possible in spite of the uncertainties faced by road transport, as is the case for the connection between Hungary and Italy. This means we can keep the flow of goods moving and make sure supplies get delivered.

### **The current situation**

The low number of new infections in China means that the flow of goods coming from Asia can resume and supplies to and from China can start moving again. Direct rail transport services between China, Austria and Italy have already been one of the ÖBB Rail Cargo Group's focal points for a number of years, and transactions can be handled in the space of 14 to 16 days with the **TransFER Xi'an–Vienna–Milan**. The high speed **TransFER Jinan–Budapest** from China to Hungary via the Ukraine facilitates a fast, direct import connection that runs along the Silk Road to Central and South Eastern Europe in a mere 12 to 14 days.

In addition, we also provide transport between China and Hungary via Poland with the **TransFER Budapest–Xi’an**, which reaches its destination in the space of 17 to 19 days.

We can report an **increase in volumes on the rail routes to Italy and Southern Europe** on account of the restrictions that have been placed on road transport. Intermodal loading units can be taken care of at our terminals. We can provide rail-road transshipment services for conventional transport at any time and at any of our warehouses across Europe. The transport concepts we created and launched at short notice as well as our increased capacities are what have made this possible.

We currently **rank highest for punctuality in the rail freight transport sector** due to reductions in the frequency of passenger transport services and the high priority given to freight transport on the rail infrastructure network.

The Rail Cargo Group is making every effort to support the authorities in order to ensure compliance with the new regulations and recommendations for wearing **face masks**.

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](#)