



## Customer Information #2 as of 19/3/2020

- *The ÖBB Rail Cargo Group is able to keep the flow of goods moving and ensure that supplies are delivered*
- *Rising demand for consumer goods, paper and continental container transport*
- *Trains and train drivers are being changed at the border in Slovakia, the Czech Republic and Italy*

### **The current situation**

In these challenging times, it is particularly important to maintain our business continuity and our position as the largest logistics company in Austria as we make sure that supplies reach the public and the economy. We are coordinating our international traffic flows and are continuously adapting operational procedures in accordance with political decisions and the various measures implemented in each of the European nations. Our comprehensive production network that consists of our own freight trains, with staff in twelve European countries, is what makes it possible for us to overcome the current challenges in international freight transport. End-to-end processing in these countries enables us to plan interactions much better and facilitates faster and more reliable cross-border traction. In close consultation with our customers and partners, we are creating customised production concepts on an ongoing basis.

A special word of thanks goes to our staff who are still doing their jobs and making sure supplies reach their destinations, and also to our customers – thank you for standing by us in this challenging situation.

### **What we can guarantee**

Our freight trains and services are currently running on schedule. Our regular rail transportation services help ease traffic congestion on the roads and make sure goods are transported and delivered on time.

Due to restrictions on road haulage, we are currently seeing an increase in demand for consumer goods, paper and continental container transport in general. We are able to increase our capacities for intermodal and conventional freight transport at any time and can therefore assure you that these services are up and running. In order to protect our staff, train drivers and locomotives are being changed over at the border in Slovakia, the Czech Republic and Italy. We are strictly adhering to the measures issued by the authorities in charge whilst making appropriate interventions based on local, national conditions and on how the situation develops.

Should any disruptions occur, we apologise for the inconvenience. We, the Rail Cargo Group, are doing everything we can to make sure your consignment reaches you.

The ÖBB's crisis team is assessing the situation on a daily basis and is in consultation with the authorities regarding all necessary measures to be taken.

[More information](#)

## Further Information

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The Rail Cargo Group is the umbrella brand of the Rail Cargo Austria AG, the internationally operating rail freight subsidiary of the ÖBB Group.

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