



Customer information #6 as of 16/4/2020

- **Dynamic challenges** for the whole economy
- **Short-time work model** makes it possible to cut costs and overcome the dynamics of market volumes
- Rail Cargo Group is doing everything it can to carry out scheduled transport services and **keep the flow of goods moving** in spite of the short-time work model.
- Model to overcome the crisis makes it possible to **fully support operations** now and in the future
- Provision of disinfectants and face masks also guarantees **the safety of our staff**

Current situation

It has been 5 weeks since the measures to stem coronavirus were introduced. They have had an **impact on the entire European economy**, which currently finds itself in a very dynamic situation. Many factories and production plants have been subject to closures, which in turn affect our transport services.

As a result of the current market situation, **the Rail Cargo Group is therefore adopting the short-time work model laid out by the Austrian Federal Government.** This model makes it possible to cut costs in order to compensate for lost revenue and to overcome the dynamics of freight transport volumes.

However, in spite of the short-time work model, you can rest assured that we are at the ready. We are doing everything we can to make sure that **all of our scheduled transport orders get carried out**. Nonetheless, we apologize for any inconvenience in the event of any delays occurring during the order process – we are making every effort so that you continue to avail of our comprehensive services. With our own traction services in 12 European countries and efficient transshipment from road to rail, we are **keeping the flow of goods moving** and **securing supplies**, even in these challenging times.

This model for overcoming the crisis means we can **fully support** our customers **both now and once operations get back to normal**, so that we all can get going again as soon as the crisis has passed.

In the meantime, we remain totally committed to protecting the health of our staff and everyone involved in our operations so that we emerge from the crisis unscathed. We are **providing disinfectants** to ensure that we comply with hygiene regulations. RCG staff will also be provided with **face masks**. Rail transport operations are therefore being taken care of in accordance with current regulations.

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

[More information](#)