

# MISSION STATEMENT

## VISION

«To be the sustainable logistical backbone of the economy – for a Europe worth living in.»

## MISSION

«The future belongs to rail freight. We connect people, businesses and markets – from the very first to the very last mile. As Europe's leading rail logistics provider, we are shaping the industry across the entire continent. We are straightforward. We are sustainable. We are reliable. We are efficient. 365 days a year – 24 hours a day. From Europe to Asia. We are setting the standards in innovation and digitization for our customers. What really makes us stand out is how we work together as ONE strong international RCG Team.»

## MISSION FOCUS AREAS

### CUSTOMER FOCUS

Our customers' needs and business models are changing. We anticipate market trends and, together, we are designing individual logistics solutions. Our company is undergoing a fundamental digital transformation, which we are designing as a continual learning process that is utterly customer centric. This allows us to provide easy access to multimodal end-to-end transport solutions and high-quality rail freight transport services industry-wide. The breadth of our skills and our flexibility are what guarantee our customer success.

### MARKET FOCUS

We have retained our strong position as market leader in our domestic markets Austria and Hungary and are thereby making a key contribution to climate protection and relieving the burden of transit traffic. We are gradually expanding our international presence in Europe and on the land bridge to Asia for the benefit of our customers. Within the framework of the trans-European initiative «Rail Freight Forward», we are committed to creating a fair competitive landscape within rail freight transport – in terms of regulations and infra-structure – and are driving sector initiatives forward in order to improve the range of services on offer.

### TEAM FOCUS

Our most significant competitive advantage is the way we work together as ONE international RCG Team. This is something we never stop working on. With our focus on cross-functional cooperation, we put our ideas and projects into practice in a target-oriented way, far removed from hierarchy and administration. This enables us to provide our customers with professional and timely solutions. Safety is at the heart of every-thing we do and is simultaneously a crucial lever for profitability and quality. We are creating a working environment in which training opportunities, a healthy error culture and a continuous improvement process are what we live and breathe: a place for everyone who sees that the future lies in rail logistics and is willing to contribute with their strengths, their skills and their passion. This is what makes us a highly attractive employer.



TEAM FIRST



OUTSTANDING SERVICE(S)  
FOR OUR CUSTOMERS



TAKING INITIATIVE



LIVING SAFETY