**DB**

**Did** you **know** ...

Dear Reader,

At Deutsche Bahn, we are driven to innovate, to shape the mobility and logistics of tomorrow for the benefit of our customers, to foster growth and future viability. We are driven to invest, to modernize, to digitalize – and to dovetail all these three aspects, as our plans for 2018 show.

We remain firmly committed to Zukunft Bahn, our multi-year program to raise quality, punctuality and reliability. This program is more relevant now than ever before; after all, product quality forms the basis for customer satisfaction and long-term success. We also remain firmly committed to shifting more traffic to rail – an eco-friendly mode of transport that fosters active climate protection.

Our Digital Rail for Germany program will allow us to digitalize the entire rail network, fundamentally transforming the technology of the rail sector. The upshot will be a smart network, with digital signaling technology that makes it possible to run trains in shorter succession and thus offer much more service for our customers. The ultimate goal of the program is to generate up to 20% more capacity in the rail network.

As the many facts and figures in this brochure show, Deutsche Bahn is on its way to a new era.

*Sincerely,*

Dr. Richard Lutz
CEO of Deutsche Bahn AG

## The DB Group

**Did you know ...**

- ... that the DB Group is one of the **world's leading mobility and logistics companies?**
  No. 1 in rail freight transport in Europe
  No. 1 in rail infrastructure in Europe
  No. 1 in European land transport
  No. 1 in the operation of rail stations in Europe
  No. 1 in regional rail passenger transport in Europe
  No. 2 in long-distance rail passenger transport in Europe
  No. 3 in global air freight
  No. 3 in global ocean freight
  No. 5 in global contract logistics

- ... that DB has an **equity ratio** of **25.2%**?

- ... that the DB Group paid a **dividend** of **EUR 600 million** to the German government in 2017?

- ... that the DB Group **purchased goods and services** worth **EUR 30.3 billion** in 2017?

In 2017 the DB Group generated revenues of

# EUR 42.7 billion.

Other European rail companies generated revenues of approximately:
SNCF (France):            EUR 32.2 billion (2016)
FS (Italy):               EUR 8.9 billion (2016)
ÖBB (Austria):            EUR 5.2 billion (2016)
SBB (Switzerland):        EUR 8.2 billion (2016)
NS (Netherlands):         EUR 5.1 billion (2016)

- ... that brand recognition for the **DB** brand is nearly **100%** in Germany, making it a true household name?

- ... that DB's **"Digital Rail for Germany"** program will digitalize the entire rail network, which in turn will **raise rail capacity**, **quality, efficiency** and **growth**?

- ... that DB is a partner of the **German Olympic and Paralympic teams**, and the main sponsor of the **"Jugend trainiert für Olympia/Paralympics"** school sports competition program?

## Zukunft Bahn

**Did you know ...**

▌ ... that **Zukunft Bahn**, the DB Group's multi-year program for **better quality, more customer focus** and **greater success**, is reshaping the future of mobility for the benefit of DB's customers, to make DB services more reliable, straightforward, comfortable, convenient and friendly?

DB is investing

# EUR 1.4 billion

in its Zukunft Bahn program from 2017 to 2020.

▌ ... that DB is **improving its processes, adapting its structures** and using **new technology** to raise productivity and competitiveness?

▌ ... that DB will be **renovating all the information desks** at its rail stations throughout Germany by **2020**? DB partnered with customers, employees, representatives of disabled people and startups to completely redesign its information desks and make them more customer friendly.

▌ ... that DB offers travelers at some **240 stations** in Germany the option of using **WhatsApp** to let the company know about areas in the stations that **need to be cleaned**? The goal is to greatly improve station cleanliness.

▌ ... that DB has installed over **2,000 multi-train displays** at **150** stations? The displays not only show the next train to stop at the platform; they also give passengers all the information they need about the next two trains after that.

▌ ... that DB raised **elevator and escalator availability** at its stations in Germany to **97.1%** in 2017?

▌ ... that DB is taking specific measures to ensure that its trains are on time, that passengers receive reliable travel information and that trains and stations are pleasant places to spend time? Such measures include launching **new train departure procedures**, ensuring **high vehicle availability**, and implementing **more effective operational procedures** for service on normal lines and lines under construction.

# Digitalization

**Did you know ...**

- ... that DB runs Germany's **first self-driving bus line** on public roads? Visit the Bavarian town of Bad Birnbach to see the bus for yourself.

- ... that ioki, DB's new business segment, is testing its first **on-demand driving service** exclusively with DB employees in Frankfurt?

- ... that **DB Digital Ventures** makes targeted investments in startups, and that it has **EUR 100 million** in venture capital available to use for this purpose by 2019?

- ... that the **CleverShuttle** startup, a DB affiliate, offers cost-effective and eco-friendly carsharing solutions, connecting travelers who have similar destinations? This service is available in Berlin, Hamburg, Leipzig and Munich.

- ... that DB has partnered with a startup called **SIUT** to install **fiber optic floor lighting on platforms**? The lights show passengers where trains will stop and where the doors will be.

- ... that DB has a stake in **what3words**, a startup that assigns **unique three-word addresses** to geographic coordinates? These addresses make it possible to pinpoint any location in the world.

- ... that the DB tower in Berlin was the first German office building to have a **what3words address**? Enter **lebendig.webseiten.auflösen**, and you'll find the main entrance to the DB headquarters.

The target of DB's Digital Rail for Germany program is to increase network capacity by up to **20%.**

- ... that some **3,000** of the **spare parts** DB uses, such as coat hooks, are made by **3D printers**?

- ... that the **DB Navigator** app is the second most popular travel app in Germany (after Google Maps), with an average of **8 million users** a month?

- ... that DB and the city of Hamburg have set up a **"smart city" partnership** to link innovative **mobility and logistics solutions** in smart new ways?

## Employees and trainees

**Did you know ...**

▌ ... that DB **employs** some **323,400 people** around the globe, including roughly **198,000** in **Germany**?

**500** different professions and vocational training in 50 professions are available at DB.

▌ ... that DB hired more than **19,000 new employees** in 2017, and that it plans to hire approximately the same number in 2018? Since 2012, DB has **hired** some **60,000 people** in Germany – nearly a third of its German workforce.

▌ ... that DB offers one of the **largest vocational training programs in Germany**? Some **3,700 high school graduates** began their vocational training or cooperative education at DB in September 2017. Each year, DB also offers some **300 young people** the opportunity to participate in its **"Chance plus" program**.

▌ ... that DB offers **permanent positions** to vocational trainees and cooperative education students who complete their training successfully?

▌ ... that junior employees at DB receive a **housing allowance**?

▌ ... that DB employees have the option of receiving **additional paid vacation or a pay raise**?

▌ ... that DB's recruitment marketing campaign improved the company's **image as an employer**? DB moved from **26th place** in 2012 to **13th place** in 2017 on the Trendence employer ranking scale.

Deutsche Bahn employs people from more than

# 100 countries

in Germany.

## Passenger transport

**Did you know ...**

■ ... that DB runs more than **24,000 passenger trains** a day?

# 7.4 million

people use DB's trains and buses in Germany each day, including 6.6 million regional and local passengers. In all, DB transports some 2.7 billion people each year.

■ ... that the **new high-speed line connecting Berlin and Munich** brings travel time down to **less than four hours** and raises seating capacity on the line by up to **85%**? DB made a film about the new line, featuring Nico Rosberg. Some 50 million people watched the film on TV, some 1 million on YouTube.

■ ... that there are **53 washing facilities** in Germany that clean regional trains every day?

■ ... that over **5 million people** have a **BahnCard**?

■ ... that the DB fleet includes more than **250 high-speed ICE trains**?

■ ... that the **15 DB Lounges** are used by nearly **14,000 passengers** each day?

■ ... that DB offers some **220 direct train connections** per day to **150 European cities**?

■ ... that **17 million passengers** have used **high-speed service between Germany and France** since it was launched in 2007, and that **2017** was a record year, with **2 million passengers**?

■ ... that DB developed an app called **"DB Streckenagent" ("DB line agent")** for the millions of commuters who use its services? The app informs commuters about disruptions to service on the lines they use.

■ ... that the **DB Navigator** app was used to book some **15 million mobile tickets** in 2017? Going forward, passengers will have the option of using a **self-check-in** function, which will make physical ticket checks unnecessary.

**Did you know ...**

■ ... that DB launched a **free video-on-demand service** in partnership with Maxdome in spring 2017? It offers ICE passengers a changing selection of 50 films and series to choose from on board.

■ ... that **www.bahn.de** fulfils some **9 million information requests** each day?

■ ... that a customer call is answered every **5.8 seconds** by a DB service center employee?

■ ... that DB's online tickets are booked by people in more than **190 countries**?

■ ... that the **DB Navigator** app also offers tickets for local travel in 15 different regions, reaching over **38 million people**?

■ ... that volunteers from the Travelers' Aid Society accompany some **8,500 children** traveling alone in Germany as part of DB's **Kids on Tour** program?

■ ... that the **ICE 4**, the newest ICE generation, can seat more than **830 people**, and has room for 8 bicycles and 4 wheelchairs?

■ ... that over **1.4 million severely disabled people** can use regional and local public transport in Germany for free?

■ ... that DB runs the largest bicycle rental service in Germany? Through **Call a Bike**, it rents out more than **15,000 bicycles** in major German cities.

■ ... that **Flinkster**, DB's **carsharing service**, is available in **400 cities and towns** in Germany?

■ ... that DB is one of the **largest providers** of **electric cars** as part of a public rental system in Germany?

# Over 33 million

children travel for free each year on DB buses and trains accompanied by their parents or grandparents.

**Did you know ...**

- ... that **DB Arriva,** a DB subsidiary that offers regional transport outside Germany, provides passenger transport in **14 different European countries**, and transported more than **2.4 billion people** in 2017?

- ... that DB Arriva and DB Long Distance run a number of international **IC Bus lines** together, including from Germany to **Belgium, the Netherlands** and **Eastern Europe**?

DB Arriva is the number two on the UK market, with a market share of

# 23%.

- ... that DB Arriva's ArrivaClick service in Kent is the first **app-controlled demand-responsive bus transport** service in the **UK**?

- ... that bus route 312, operated by DB Arriva, was the first **all-electric bus route** in London?

- ... that **96 million passengers** use **DB Arriva's** bus and rail service **in Stockholm** each year? The franchise is Sweden's largest, and DB Arriva's contract was extended to 2024 in 2017.

- ... that DB Arriva has a **15 year contract** to run **integrated bus and rail service** in Limburg, a province in the Netherlands? DB Arriva is using **250 new buses** for the service, and will be making **the entire fleet emissions-free by 2025**.

- ... that DB Arriva in **Copenhagen** runs the **world's largest electric carsharing** fleet, with **350 cars**? Copenhagen is also the first major city to have carsharing integrated into its local public transport system.

- ... that DB Arriva is running **250 shuttle buses** to take **70,000 spectators** to the ski jumping world cup in Planica, Slovenia?

- ... that DB Arriva acquired a **majority stake** in **Croatia's largest private bus operator** in 2017?

# Rail freight transport

**Did you know ...**

- ... that DB Cargo runs some **4,350 freight trains** a day, carrying over **a million metric tons of cargo** through Germany and Europe?

- ... that DB Cargo's **DBeco plus** program offers **100% carbon-free** rail freight transport throughout Germany?

- ... that DB's use of **eco-friendly hybrid shunting locomotives** cuts **fuel consumption by up to 50%,** and **emissions by up to 70%**?

The world's longest rail freight line spans

# 13,000 km

connecting Madrid, Spain to Yiwu, China. The shipping time is twice as fast as on the ocean route.

- ... that DB Cargo runs some **50,000 trains** per year **for the European automotive industry** alone?

# Over 60%

of the services run by DB Cargo cross at least one national border.

- ... that DB Cargo has more than **1,000 "smart locomotives"** that automatically transmit information about the condition they are in? Up to 2,000 locomotives in Europe will have the technology by 2020.

- ... that DB Cargo has equipped some **two-thirds of its 64,000 freight cars** in Germany **with "whisper brakes"**? Whisper brakes help keep the wheel surface smoother, cutting noise emissions in half. The entire fleet will have these state-of-the-art brakes by 2020.

## Logistics

**Did you know ...**

- ... that DB Schenker manages successful logistics service – by land, sea and air – from more than **2,000 locations** in some **140 countries**?

- ... that DB Schenker is the market leader in European land transport, carrying **101 million shipments** by road each year?

- ... that DB Schenker brings some **6,000 standard shipping containers** to their destinations by sea each day?

- ... that 2018 is the fourth year that DB Schenker is handling European-wide logistics for all the European races, tests and promotional events of the **Mercedes AMG Petronas Formula One Team**? DB Schenker's work includes transporting the racing cars and setting up the motor homes, workshops and engineering offices.

- ... that DB Schenker handles some **1.3 million metric tons** of air freight each year?

DB Schenker manages

# 8 million

square meters of state-of-the-art logistics facilities.

- ... that **DB Schenker's** new eSchenker online portal is the first to summarize all data for every mode of transport worldwide on one platform and replaces more than 30 IT systems? This allows the customer to track their order up to payment.

- ... that DB Schenker has partnered with the Fraunhofer Institute for Material Flow and Logistics and the University of Dortmund to develop **smart technology** that will enable packages and cargo to pick out their own spots on warehouse racks?

- ... that DB Schenker transported **35 metric tons of air freight** and **48 standard ocean shipping containers** filled with the luggage and equipment of the German Olympic and Paralympic teams to South Korea for the **2018 Winter Olympics**?

## Infrastructure

**Did you know ...**

- ... that the German rail network is about **33,200 kilometers** long, **three times as long** as all the German autobahns put together? It is the **longest network in Europe**.

- ... that **43,000 trains** use the DB network every day? That amounts to over **1 billion train-path kilometers** per year.

# EUR 35 billion

has been earmarked for the modernization, upgrading and new construction of track infrastructure, stations and energy facilities from 2015 to 2019.

- ... that, a total of **14,000 kilometers** have been **refurbished** since 2010? That is the equivalent of every other kilometer.

- ... that DB has more than **25,000 bridges and viaducts**, and roughly **700 tunnels**?

- ... that DB, together with the German government and other partners, is investing **EUR 9.3 billion** in 2018 alone to **refurbish** and **modernize** the existing rail network and stations, and to build new lines and upgrade existing ones?

- ... that, for the new line between **Berlin and Munich**, **EUR 10 billion** was invested in the Nuremberg–Berlin section alone to build **37 new bridges and viaducts, 27 new tunnels** and **230 kilometers of new track**?

- ... that over **400 rail operators** use the DB network?

- ... that DB has launched a **"vegetation action plan"** to make its network more stormproof? As part of the plan, DB will be hiring 150 more forestry experts and investing an additional **EUR 125 million** by 2022.

- ... that DB Energy is the **fifth-largest power provider** in Germany, and supplies rail operators with **10 TWh of traction energy**? This is about 2% of Germany's total electricity consumption.

## Stations

**Did you know ...**

■ ... that DB runs **5,700 stations** in Germany, which serve as the gateways to its rail network?

# Over 400,000
trains stop at DB platforms each day.

■ ... that over **EUR 1 billion** – a record amount – will be invested in **station modernization** and **maintenance** each year between now and 2021?

■ ... that DB operates Germany's "**green stations**", located in Lutherstadt Wittenberg and Horrem? Both the stations are **carbon-neutral**.

■ ... that more than **20 million people** arrive at, depart from and shop at Germany's rail stations each day?

■ ... that there is a feature on **www.bahnhof.de** and the "Bahnhof live" app that lets you check in real time whether an elevator is working? DB has roughly **2,000 elevators and 1,000 escalators**, and all of them are **monitored remotely** by sensors.

■ ... that DB **assisted passengers with reduced mobility** roughly **760,000 times** at its stations in 2017?

■ ... that some **77%** of DB's platforms are now **wheelchair accessible**?

■ ... that DB has **80 lost and found offices** that collect the **250,000 items** left behind at DB stations and on DB trains each year?

■ ... that **half an hour of free Wi-Fi** is available to DB customers at over 120 stations?

■ ... that DB offers a total of **22,000 luggage lockers** for passengers to use at 220 of its stations?

## Services and security

**Did you know ...**

■ ... that DB Services cleans some **24 million square meters** at rail stations and stops? That is the approximate equivalent of 3,500 soccer fields.

■ ... that the employees of **DB Communications Technology** are responsible for maintaining and repairing some **7,000 ticket machines**?

■ ... that DB equips its **security staff** with **state-of-the-art technology, such as body cameras,** to better ensure the **safety** of its customers and employees?

DB invests over

# EUR 170 million

each year in security for its customers and employees.

■ ... that DB has **4,000 security staff members** who help the **5,000 law enforcement officers** from the **German Federal Police** keep passengers and employees safe on trains and at stations?

■ ... that DB has **7,000 cameras** at nearly 1,000 stations, covering **85% of passenger flows**? Recordings of the video images are used exclusively by the German Federal Police to investigate crimes.

■ ... that nearly **30,000 cameras** are installed on DB's regional and local trains, offering enhanced security on roughly half of the trains in the fleet?

■ ... that DB's 12 heavy maintenance depots will be **redesigning 66 ICEs** and roughly **450 local trains** by 2022?

■ ... that DB Systel manages over **500 IT systems** that keep traffic moving?

■ ... that DB Systel provides services for **100,000 modern digital work spaces** each day?

# Environmental protection

**Did you know ...**

- ... that DB is preparing for the impact of climate change with expanded **vegetation management, resilient signaling equipment, heat-resistant vehicle equipment, structural protection** and **considerable reductions to carbon emissions**.

- ... that **renewable energy** already accounts for **44%** of DB's traction power, and that DB plans to offer **completely carbon-fee** rail transport in Germany by 2050?

- ... that, by **redesigning its trains** instead of buying new ones, DB uses **80% less material**?

On January 1st of this year, DB switched to completely carbon-free long-distance transport. This means long-distance travel is powered by

# 100% green electricity

for 140 million passengers, cutting carbon emissions by over 2 million metric tons in absolute terms.

- ... that DB saves some **1,245 GWh of energy** a year by using **regenerative braking** on its trains? That is the equivalent of the energy used by some 380,000 four-person households in a year.

- ... that DB teaches all its train, bus and truck drivers how to **drive in energy-efficient ways**, cutting **energy** and fuel consumption by up to **10%**?

- ... that DB recently opened the first fully **carbon-neutral ICE maintenance depot** in Cologne?

- ... that DB has installed **noise barriers along more than 1,700 kilometers of line** since 1999, and now uses more than **40,000 low-noise freight cars**?

- ... that DB's **"This is green."** campaign highlights environmental protection milestones in over **100 projects**?

- ... that DB has planned or implemented over **18,000 measures to foster nature and wildlife conservation** since 2010?

# The Deutsche Bahn Foundation

**Did you know ...**

■ ... that Deutsche Bahn Stiftung gGmbH (the Deutsche Bahn Foundation) manages DB's **charitable activities**? The DB Group sets aside part of its operating profits every year to fund the foundation.

■ ... that the foundation's work is part of a **long tradition** of aid and **corporate social responsibility** at rail companies? One example is the close, multifaceted partnership DB has with the Travelers' Aid Societies in Germany.

■ ... that the Deutsche Bahn Foundation also runs the **DB Museum**? In 2017, some **215,000 people** visited the **main museum** in **Nuremberg** or attended one of the many events held at its branches in **Koblenz** and **Halle**.

■ ... that **depression** is a widespread disease and the Deutsche Bahn Foundation has partnered with the German Depression Foundation to offer **specific forms of assistance**, such as an information hotline for those affected?

■ ... that the Deutsche Bahn Foundation is **one of the largest promoters of reading** in Germany? In partnership with the **German Reading Foundation**, the Deutsche Bahn Foundation has been active in promoting reading and reading aloud – which are key to learning – for over **20 years**. As part of the partnership, it is also a co-initiator of Read-Aloud Day in Germany and prepares **thousands of read-aloud boxes and stories**.

■ ... that the **Deutsche Bahn Foundation** works with the **Off Road Kids Foundation** to help homeless children? The virtual streetwork station **www.sofahopper.de**, for example, works with children who have run away from home to keep them from becoming homeless.

DB employees volunteer for a wide range of good causes. To support their social engagement, the Deutsche Bahn Foundation runs a program called

# Ehrensache

fostering volunteer work on a broad basis.