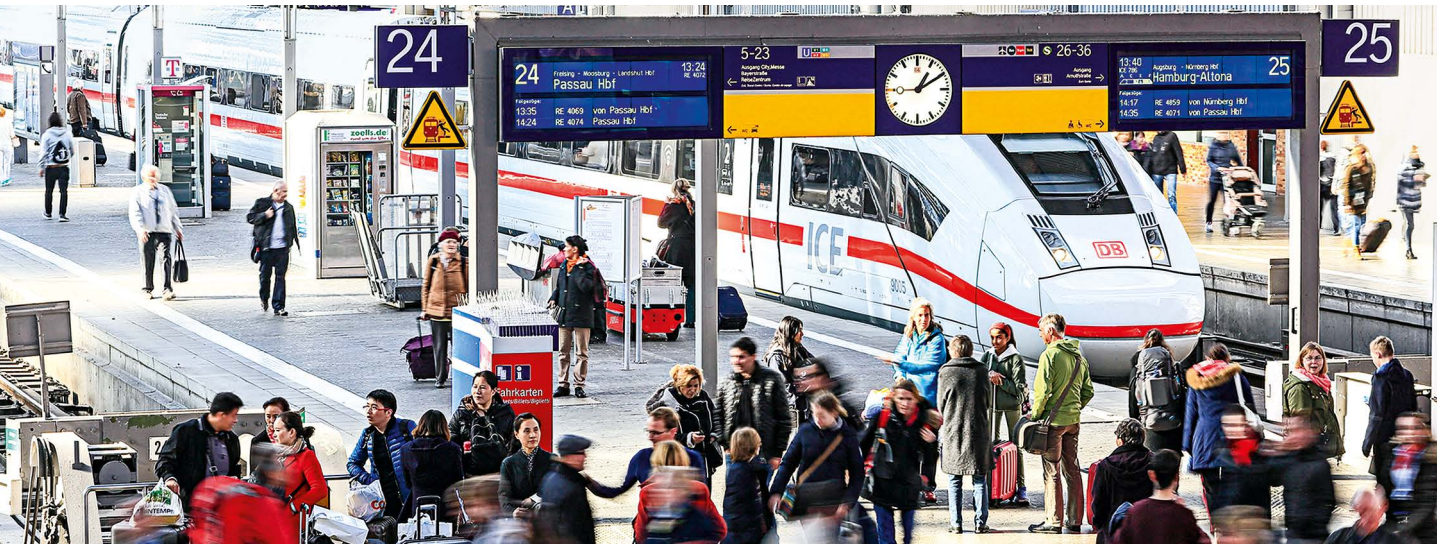




Did you
know **that...**

2017 Edition



Deutsche Bahn is well set for the future. The DB2020+ Group strategy takes a sustainable approach that systematically focuses on the quality of our products and ensures the company has a bright tomorrow. With this in mind, we have set ourselves some ambitious goals. We want to be a profitable leader for quality, a top employer and an eco-pioneer.



The Zukunft Bahn quality programme that was launched in 2016 will improve the quality of services and

products for our customers. We have already achieved successes in issues related to punctuality, passenger information and cleanliness. Once in operation, the ICE high-speed line between Berlin and Munich will herald the beginning of a new era for rail passengers across Germany. The ICE 4, new flagship of our long-distance fleet, will also ensure that our passengers experience the highest levels of comfort when travelling by rail in the future. To achieve this, we will be taking advantage of the digital world in all of our activities.



Group

Did you know that...

- ...the DB Group is one of the **world's leading mobility and logistics companies?**
 - No.1 for rail freight transport in Europe
 - No.1 for rail infrastructure in Europe
 - No.1 for European land transport
 - No.1 for operating stations in Europe
 - No.1 for regional rail passenger transport in Europe
 - No.2 for long-distance rail passenger transport in Europe
 - No.3 for global air freight
 - No.3 for global ocean freight
 - No.5 for global contract logistics
- ...the DB Group had the **largest turnover of all European rail companies in 2016, generating**

approximately €40.6 billion? Other European rail companies had a turnover of approximately:

France (SNCF):	€29.3 billion (2015)
Italy (FS):	€8.6 billion (2015)
Austria (ÖBB):	€5.2 billion (2015)
Switzerland (SBB):	€5.3 billion (2015)
The Netherlands (NS):	€5.0 billion (2015)

- ...DB has an **equity ratio of 22.5%?**
- ...the DB Group made a **dividend payment of €850 million** to the German Federal Government in 2016?
- ...the DB Group had a **purchasing volume of over €33 billion** in 2016?
- ...the **DB brand** has an **extremely high public profile in Germany (nearly everyone is aware of it)**, making it a true brand of the people?
- ...the travelling time on the ICE between **Berlin and Munich** will be reduced from six hours to **less than four hours** once German Unity Transport Project No. 8 is completed at the end of 2017? The new line represents an environmentally friendly alternative to travel by air or by road.
- ...the new **ICE 4** generation of trains will be incorporated into regular service at the end of 2017? This means DB's service will be expanded by 25% by 2030 and there will be 150 ICE journeys every day.

Zukunft Bahn

Did you know that...

- ...the DB Group is currently undergoing its **largest restructuring** since the German rail reform in 1994?
- ...the DB Group is changing the future landscape for its customers by adopting the Zukunft Bahn programme over the next few years, ensuring **better quality, more customers and greater success** while providing improved reliability, ease, comfort and friendliness?
- ...DB has invested **€1.4 billion** in Zukunft Bahn programmes for 2017 to 2020?
- ...DB aims to increase productivity and competitiveness by **improving processes, adapting structures and adopting new technology**?
- ...DB is adopting practical measures for ensuring trains arrive on time, travel information is reliable and convenience in trains and at stations improves? These include, among other measures, new **clearance procedures**, increased **vehicle availability** and improved **regular and construction operations**.



- ...since 2016, DB has installed **over 2,000 multi-line train display boards** at **150 stations**, which provide travellers on the platform with relevant information on the next three trains?
- ...DB increased the **availability of escalators and lifts** in urban areas to **over 97%** in 2016?



Digitalisation

Did you know that...

- ...DB is investing some **€1 billion** in **digitalisation projects** across the company by 2018?
- ...**DB Digital Ventures** is focusing investment in start-up holdings and also providing venture capital amounting to **€100 million** for this purpose by 2019?
- ...DB is already maintaining contact with over **400 start-ups** through **DB Accelerator**, and new products for DB customers are currently being introduced by some **20 founders**?
- ...**DB Navigator** is the second most popular app for people on the go (after Google Maps)? The app is used to request **travel information four million times** a day. Among other information, customers can see the wagon order of ICE trains in real time.
- ...more than **10 million mobile tickets** were reserved using the DB Navigator App in 2016 – 60% more than in 2015?
- ...there is **free Wi-Fi** in 1st and 2nd class on **all ICE trains**, incorporating high-performance, multi-provider technology?
- ...DB is introducing the **first self-driving shuttle buses** in Germany?
- ...the **CleverShuttle** vehicle-sharing service transports travellers in Berlin, Leipzig and Munich taking similar journeys **for prices lower than those of a taxi** and using electric or hybrid vehicles?
- ...DB is working with the **KONUX start-up** on **intelligent maintenance solutions**? Sensors monitor the sinking of sleepers at high-speed rail points and report irregularities.
- ...approximately **a thousand replacement parts** such as coat hooks on trains have so far been manufactured **using 3-D printing**?



Employees and apprentices

Did you know that...

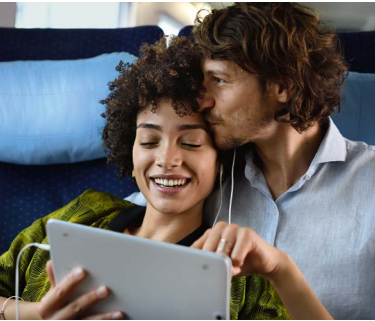
- ...DB has approximately **318,300 employees** worldwide, of which around **195,700 work in Germany?**
- ...employees from more than a **hundred countries work at DB in Germany?**
- ...DB will hire up to **8,000 new employees annually over the next several years?** Some 37,000 employees have been hired in Germany since 2014. And 11,000 apprentices and students have also been taken on during the same period.
- ...there are **500 job profiles and 50 apprenticeships** at DB?
- ...DB is one of the largest providers of vocational training in Germany? In September 2016, some **3,600 school leavers** started an **apprenticeship** or a **sandwich degree programme**. Every year, DB also **offers** around **300 places for the Chance plus programme**.
- ...**apprentices and students** are offered a **permanent contract** after successfully completing their vocational training?
- ...DB is helping to **integrate refugees** by offering vocational training programmes and the chance to obtain qualifications?
- ...**the DB employer image** has been improved using HR marketing campaigns? The DB has moved up from 26th place (in 2012) to 16th place (in 2016) in the **Trendence Employee Ranking**.



Passenger transport

Did you know that...

- ...DB transports approximately **7.3 million people on its trains and buses** in Germany every day – of which around 6.9 million passengers use regional transport? That is approximately 2.7 billion passengers every year.
- ...more than **24,000 trains** are used to transport passengers every day?
- ...**75% of DB long-distance journeys are made using renewable energy sources?** This prevents **760,000 tons of CO₂ being produced annually**. That's around the same amount that 300,000 passenger cars produce every year.
- ...DB **has over 250 ICE trains** in its fleet?
- ...DB has almost **29,500 buses** in its fleet across Europe?
- ...the **ICE 4** has 830 seats, 8 bicycle spaces and 4 wheelchair spaces?
- ...the opening of the non-stop **high-speed line between Berlin and Munich** in December 2017 will increase **the number of seats** on this line by up to **85%**?
- ...DB operates approximately **220 direct rail connections to 150 European cities?**
- ...DB developed **the DB Streckenagent (Line Agent) app** especially to inform millions of commuters about disruptions on the lines?
- ...the **free Maxdome service** in the ICE portal will provide 50 films and TV series that are updated regularly for on-board entertainment from spring 2017?
- ...approximately **5 million customers have a BahnCard?**
- ...approximately **9.2 million travel information requests are answered on www.bahn.de every day?**
- ...the Service Center receives a **customer call every 5.8 seconds?**
- ...**online tickets** are reserved from more than **190 countries?**



Did you know that...

- ...almost **14,000 passengers** wait for their trains in **15 DB Lounges** every day?
- ...more than **1.6 million severely disabled people** can travel for free?
- ...over **38 million children travel for free** in DB buses and trains when accompanied by their parents or grandparents every year?
- ...some **8,500 children** travel accompanied by volunteers from the Bahnhofsmission charity through Germany with Kids on Tour?
- ...**53 washing bays** across Germany ensure that regional trains are cleaned every day?
- ...**buses commissioned by DB** are used as **mobile doctor's surgeries**?
- ...DB operates the **largest bicycle hire scheme** in Germany? Approximately **13,000 "Call a Bike" bicycles** are available to hire across many of Germany's larger cities.
- ...DB provides the **Flinkster car-sharing service** in 300 cities in Germany?
- ...DB is one of Germany's **largest providers of electric cars** in a public hire system?
- ...DB is supporting the **anniversary celebrations for "500 years since the Reformation"**, and is organising approximately 260 train journeys for around 100,000 visitors within several hours?
- ..."**Diese Zeit gehört Dir**" ("**This time belongs to you**") has been the single most successful campaign over the past few years?

Did you know that...

- ...DB Arriva, the DB subsidiary for regional transport abroad, is active **in passenger transport in 14 European countries** and **transported more than 2.2 billion travellers** in 2016?
- ...DB Arriva, together with DB Fernverkehr, operates **international routes by IC bus** from Germany to Belgium, the Netherlands, southeast Europe and other destinations?
- ...DB Arriva is one of the top three rail companies **in the United Kingdom** and commands **23% of the market** there?
- ...DB Arriva operates **77 hybrid double-decker buses in London**?
- ...the **number 312 bus** operated by DB Arriva is the first **bus route in London** to use only **electric buses**?
- ...DB Arriva operates **450 patient transport vehicles** in the United Kingdom?
- ...as of 2016, DB Arriva entered into the largest contract in its history when a deal with **Northern Rail** was reached? The deal is worth approximately **€10 billion** and will run until 2025. Some **5,000 employees** transport



approximately **90 million passengers** in **333 trains** every year.

- ...as of 2016, DB Arriva has been operating **integrated bus and rail travel for Limburg in the Netherlands for 15 years**? Some 250 new buses are in use; 46 regional trains will be added.
- ...DB Arriva in **Copenhagen** operates **the largest fleet of electric car-sharing vehicles in the world, comprising 400 vehicles**? This is the first time car-sharing has been integrated into a large city's local public transport system.
- ...DB Arriva operates **21 water buses** in Denmark, Italy and the Netherlands?
- ...DB Arriva operates **the team bus for Juventus, the most successful club in Italian football**?



Rail freight transport

Did you know that...

- ...DB Cargo operates some **5,000 freight cars and transports over one million tons of freight** by rail throughout Germany and Europe every day?
- ...DB Cargo operates approximately **50,000 trains a year** solely for the **automobile industry** in Europe?
- ...over **60% of DB Cargo routes** cross at least one national border?
- ...the freight transport route from Madrid to Yiwu in China is, **at over 13,000 kilometres in length, the longest in the world** and is twice as quick as transporting freight by ship?
- ...DB Cargo operates **freight transport by rail completely free of CO₂** across Germany?
- ...the DB saves up to 50% on fuel and reduces pollutants by up to 70% **by using environmentally friendly hybrid shunting locomotives**?
- ...DB Cargo now has **600 “intelligent locomotives”** that send condition data independently? By the end of 2020, there will be up to 2,000 intelligent locomotives across Europe.
- ...DB Cargo has now equipped half of its **64,000 freight cars** in Germany with **“whispering brakes”**? The entire fleet is to be equipped with modern brakes by the end of 2020. Whispering brakes roughen the wheels less, reducing the noise by half.

Logistics

Did you know that...

- ...DB Schenker **enjoys success by road, ship and air at over 2,000 locations in around 140 countries?**
- ...DB Schenker is the market leader in European land transport and transports over **103 million shipments by road every year?**
- ...DB Schenker transports approximately **5,500 standard containers** to their destinations by ship every day?
- ...DB Schenker transports approximately **1.2 million tons of air freight** every year?
- ...DB Schenker manages over **8 million square metres of state-of-the-art logistics sites?**
- ...DB Schenker is responsible in 2017 for **the MERCEDES AMG PETRONAS Formula One team's logistics across Europe** at all races, tests and promotional events for the third year running? This includes transporting the racing cars and setting up motorhomes, workshops and offices for engineers.
- ...DB Schenker's **new eSchenker online portal** is the first to summarise 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.

- ...DB Schenker is working together with Dortmund University and the Fraunhofer Institute for Material Flow and Logistics on the development of **intelligent technology** for the future that will allow packages and goods to be placed in the best position in high-bay racking?



Network

Did you know that...

- ...the German **rail network** is almost **33,200 kilometres** in length, three times as long as the German motorway network? It is the longest network in Europe.
- ...some **40,000 trains** are operated on the DB network every day? This amounts to more than **a billion train-path kilometres every year**.
- ...DB's network includes more than **25,000 bridges** over rivers and valleys and approximately **700 tunnels**?
- ...the seven operations centres of DB Netz AG process up to **20,000 messages from trains** every minute?

- ...approximately **€35 billion** is being invested in **modernising, expanding and rebuilding the network, stations and power supply facilities** by 2019?
- ...DB is also investing **€245 million in network infrastructure** and implementing practical customer requests **using smaller construction projects** by 2021?
- ...**€10 billion** has been invested in the Nuremberg-Berlin stretch of the new connection between Berlin and Munich, on which 27 bridges, 37 tunnels and **230 kilometres of track** have been rebuilt?
- ...more than **400 rail companies** use the DB rail network?
- ...DB recycled or reused approximately **530,000 tons of concrete ties** and around **4 million tons of gravel** last year?
- ...over **30,000 switches will be equipped with digital switch diagnostics** by the end of 2020? This makes it possible to detect and avoid malfunctions before they occur.
- ...DB Energy is the **fifth-largest energy supplier in Germany** and provides rail companies with 10 TWh of traction current? This is approximately 1.5% of Germany's total electricity consumption (647 TWh).

Stations

Did you know that...

- ...DB operates **5,700 stations** in Germany?
- **...more than 19 million people** use the stations for travelling, shopping and meeting people every day?
- ...a train stops at a DB station more than **400,000 times a day?**
- ...the **Green Station in Lutherstadt Wittenberg** was opened for the Reformation anniversary celebrations? Operation is carbon-neutral.
- ...you can check whether a lift is in operation on **bahnhof.de** or using the **app** in real-time? All **DB's 2,000 lifts and 1,000 escalators are remotely monitored using sensors.**
- **...77% of platforms are already wheelchair-accessible?**
- **...250,000 objects are found in DB stations and trains** and are collected at over **80 lost property offices?** Some **60%** of the items found are **returned to their owners.**
- ...DB customers can use 30 minutes of **free Wi-Fi** at 127 stations?
- ...travellers can keep their luggage in a total of **23,000 lockers** at 240 stations?



- **...the rental space** in station buildings totals **1 million square metres** in area? That is the same size as 140 football pitches.
- **...approximately 6,600 dynamic visual displays** at more than 4,300 stations across Germany are monitored around the clock? Employees in a central control room ensure faults are rectified immediately.

Services and security

Did you know that...

- ...DB Services keeps clean **24 million square metres** of stations and stops in Germany? That is equivalent to around 3,500 football pitches.
- ...DB Communication Technology employees maintain and repair approximately **7,000 ticket machines**?
- ...approximately **200,000 brake components** and **65,000 seat components** are reconditioned at **DB Vehicle Maintenance's** 12 plants every year?
- ...DB Systel maintains over **500 IT procedures** to keep the trains running?
- ...DB Systel maintains **100,000 modern digital work areas** every day?
- ...DB annually invests **€160 million in security** for its customers and employees?
- ...some **3,700 DB security personnel** spend around **5.7 million hours a year** on trains and at stations to ensure that passengers and employees remain safe, and support the presence of around 5,000 police officers?
- ...DB security personnel caught **4,000 offenders** on trains and at stations and handed them over to the police in 2016?



- ...DB operates **6,000 video cameras at 900 stations**, capturing 85% of passenger traffic flow? Only police are allowed to use recordings for investigations into crime.
- ...more than **27,000 cameras are installed on regional and urban railway trains**, meaning that approximately half of the fleet is equipped with video technology for improved security?



Environment

Did you know that...

- ...DB trains save approximately 1.5 billion car journeys and 8 billion lorry journeys on German roads every year, preventing approximately **12 million tons of CO₂ from being released into the atmosphere?**
- ...since 2010, DB has planned and implemented more than **8,000 compensatory measures** to

balance out the impact of nature of construction projects?

- ...the percentage of **renewable energy in the traction current mix is already at 42%** and the DB intends to operate fully carbon-free rail transport in Germany by 2050?
- ...DB trains all bus, train and lorry drivers to **operate their vehicle in an economic way** so up to 10% of energy or fuel can be saved?
- ...DB's trains use **energy recovery** when braking to save **1,260 GWh of electricity** every year? That's the same annual consumption as around 380,000 four-person households.
- ...DB is building a **climate-neutral ICE maintenance centre** in Cologne?
- ...DB **recycles over 95% of its waste?**
- ...DB saves 80% of material when it **redesigns** its trains instead of purchasing it again?
- ...more than **900 forest managers** tend to the plant life along the tracks?
- ...**rare animals and plants** live along DB's railway lines since they are often no longer able to find suitable habitats elsewhere?



Deutsche Bahn Foundation

Did you know that...

- ...DB focuses its **commitment to the community** in the Deutsche Bahn Foundation? Every year, DB sets aside part of its operating profit to finance this initiative.
- ...the work of the foundation builds on a **long tradition of community spirit and social engagement** among railway workers? An example is the close work with the Bahnhofsmiession's charitable work in German stations.
- ...the Deutsche Bahn Foundation also runs the **DB Museum**? In 2016, more than **235,000 visitors** went to the **Transport Museum in Nuremberg** or attended one of the many events at the **Koblenz** and **Halle exhibition depots**.
- ...the Deutsche Bahn Foundation is one of the biggest **promoters of reading** in Germany? It has

been collaborating with the **German Reading Foundation** for the past 20 years to promote **reading and reading aloud** in education, is a **co-founder of the German Reading Aloud Day** with 130,000 readers and sends thousands of **reading boxes and stories** on their way.

- ...the Deutsche Bahn Foundation supports **homeless street children**? Through this collaboration, street social workers from the **Off Road Kids Foundation** have so far taken in **4,400 young people** off the streets across Germany.
- ...**depression** is a common illness and the German Bahn Foundation is collaborating with the Stiftung Deutsche Depressionshilfe (German Foundation for Depression Relief) to provide practical assistance, such as an information telephone service for anyone affected?
- ...the Deutsche Bahn Foundation is using the Matter of Honour programme to **promote volunteering on a broad basis** and support Deutsche Bahn employees?





www.deutschebahn.com

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