



# #togetherwecan

DB is stepping up cleaning and hygiene measures for safe travel in light of the coronavirus



## #capacity

DB is putting as many trains in service as possible to ensure passengers have the maximum amount of space.



## #manpower

4,300 employees are keeping trains and stations clean. DB will double the number of cleaning crew members on long-distance trains to 500 by July and will have 600 travelling cleaning staff by August.



## #digital

Digital services and technology, such as mobile phone tickets, Komfort Check-in and capacity displays make smart and contactless travel possible.



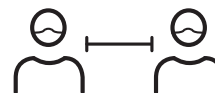
## #safeontheho

All employees in local, regional and long distance service who have contact with customers are required to wear face coverings. DB has 19 million masks to make sure of it.



## #helpinghands

DB is helping passengers and keeping them informed by making announcements on trains and at stations, making masks available for purchase from on-board bistros on ICE trains, and providing information at [bahn.de](http://bahn.de) and [deutschebahn.com](http://deutschebahn.com).



## #solidarity

DB is calling on passengers to take responsibility and be considerate: Wear face coverings and practice social distancing.

### Measures at a glance – on trains:

- All employees in local, regional and long distance service who have contact with customers are required to wear face coverings.
- Every train starts the day with cleaned door buttons, handles and grab poles. Lavatories are of course also cleaned before every journey.
- Contact surfaces and lavatories on all long-distance trains are cleaned every two hours when trains are in service. Regional trains are cleaned an average of three times a day, or more frequently on busy lines.
- All lavatories on long-distance trains will have plenty of water, soap and paper towels at all times, and disinfectant is available almost everywhere. Every train has a backup supply of soap on board.
- Ticket inspection is contactless. Customers can take advantage of contactless ticketing online at [bahn.de](http://bahn.de) and on DB Navigator.
- Newspapers, magazines and schedule information on long-distance trains is only available digitally.
- Only packaged food is available on long-distance trains. At-seat service is currently not available.
- Frequent announcements on all trains remind passengers to wear a mask and follow general hygiene rules. DB is also asking passengers to leave aisle seats open and use window seats when possible.
- When technically possible, S-Bahn doors will open automatically.

### Measures at a glance – at stations:

- Cleaning efforts are focusing on contact surfaces at stations: door handles, handrails, and control systems on ticket and snack machines.
- Customers can wash their hands free of charge at washrooms at 20 major stations.
- Free disinfectant will be available from dispensers at 180 stations and 150 service stores.
- Plexiglass dividers have been installed at all DB Information counters and Travel Centres.
- Social distancing floor markers have been placed in front of DB Information counters, Travel Centres and many businesses at stations.
- DB employees who have contact with customers have been given face masks, disinfectant and disposable gloves.
- Displays and posters remind customers to wear masks, practice social distancing and follow hygiene rules. Announcements at major stations also remind customers of these requirements.