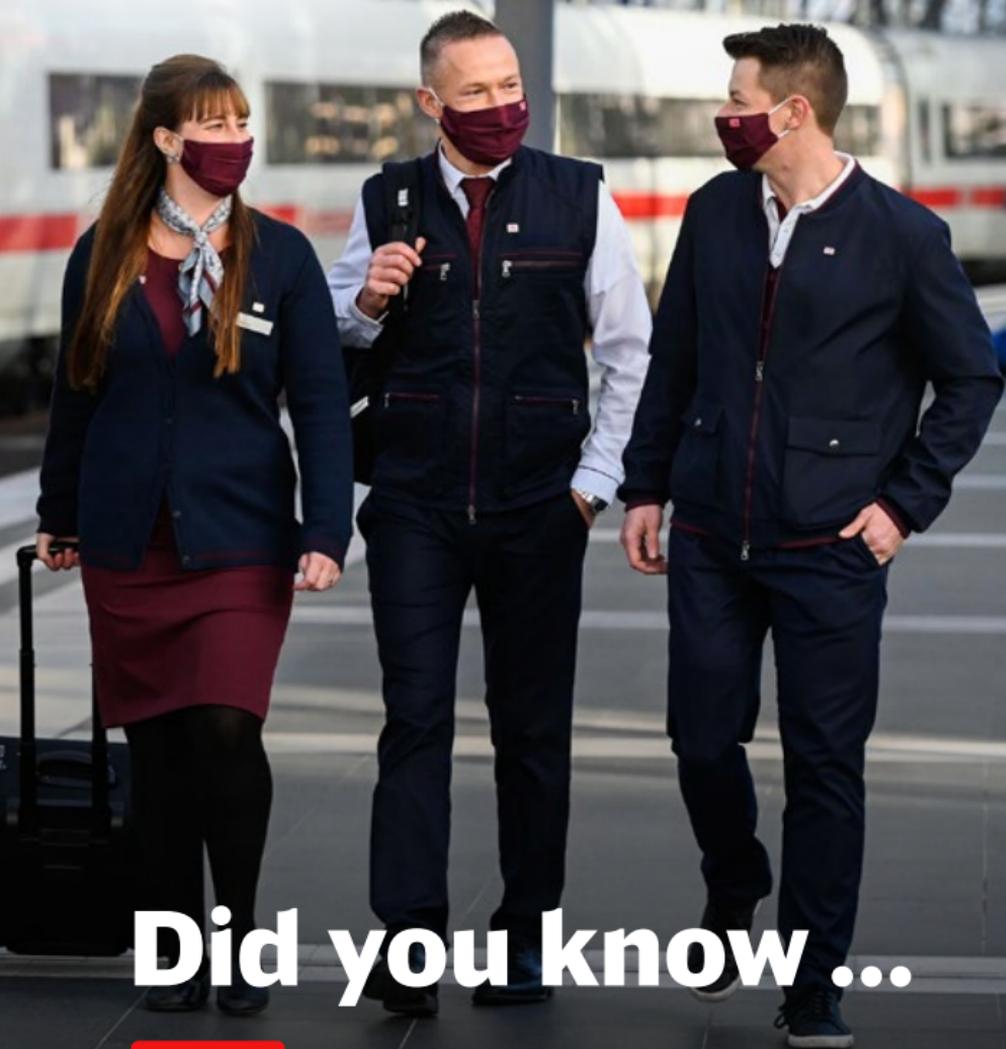




13:46 RE 7 Wunsdorf-Walds  
14:13 RB 14 + BER Terminal



# Did you know ...

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2021 edition

# Foreword

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## Welcome to the world of Deutsche Bahn!

**As a company of people for people, we're committed to doing our part for society** – especially when so much of what we as a society used to take for granted is no longer quite so simple. It is our responsibility to keep people and the economy moving by making sure that we can continue to offer mobility and logistics solutions. We are an essential part of German society.

The COVID-19 pandemic may have changed many things, but it has not altered our fundamental conviction: taking the train protects the climate. We need to decarbonize the mobility sector and increase rail transport in Germany and Europe. Because there is no vaccine for climate change, unfortunately. That's why we're investing in the future and continuing to work on Strong Rail every day. This brochure will take you through many of the different facets of our work and our commit-



ment to greater sustainability. It will highlight how our employees put their passion into practice and what we're doing to ensure even better service for our customers. You'll also learn how diverse our employees are and what we're doing for society.

I hope you enjoy your journey through the exciting world of DB. You're sure to find a surprise or two.

Sincerely,

A handwritten signature in blue ink that reads "Richard Lutz". The signature is stylized and cursive.

**Dr. Richard Lutz**  
Chairman of the Management Board  
and 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 regional and local rail passenger transport in Europe

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. 2 in long distance rail passenger transport in Europe

No. 3 in public road transport in Europe

No. 4 in global air freight

No. 5 in global ocean freight

No. 5 in global contract logistics

... that the DB Group generated adjusted **revenues** of **EUR 39.9 billion** in 2020?

... that DB has an **equity ratio** of **11.1%**?

... that the DB Group paid a **dividend** of **EUR 650 million** to the German government in 2020?

... that **purchasing volume** of the DB Group (including DB Schenker and DB Arriva) totaled **EUR 34.7 billion** in 2020?

 Click here to learn more!



**EUR 170 billion**

will be invested, with the help of the German government, to modernize and increase the capacity of rail infrastructure in Germany between 2020 and 2030.

# The DB Group

Did you know ...

... that DB is completely committed to its **over-arching Strong Rail strategy** – to building a strong rail system for the climate, for people, for the economy and for Europe? The strategy calls for record investment in trains, infrastructure and staff, with the aim of preparing DB for the new mobility paradigm of the 21st century.

... that **DB's wheels never stopped turning once** during the **pandemic**? In the past 12 months DB set a **hiring record** and **invested, modernized** and **digitalized** like never before.

... that DB is committed to the **international division of labor**, to international trade, to a **Europe without borders**, and to **diversity** and **tolerance**? In Germany alone, DB employs people from more than 100 different countries. Globally, the company employs some 336,000 people. And DB's customers come from every part of the world.



Click here  
to learn more!



**100%**

**brand recognition** in Germany: DB is a true household name.

# The DB Group

Did you know ...

... that DB is a company with a **strong European focus**? Passengers in Germany can take long distance trains to more than 150 cities in Europe.

... that DB plans to increase the percentage of **women in leadership** positions from just under 21% to **30%** by 2024?

... that DB set new records in **brand image** and **customer satisfaction** in 2020, at 80 satisfaction index points for long distance transport, 69 for regional transport and 68 for rail cargo transport? These figures show that customers have greatly appreciated DB's commitment and reliability during the pandemic.

... that the **DB MOBIL customer magazine** celebrated its **20th anniversary** in January 2021 with a new dbmobil.de website and a new interview podcast, "Unterwegs mit ..."? The magazine will publish its **250th issue** in December.



Click here  
to learn more!

## “A,” the best possible score

The **CDP international rating organization** awarded DB a **climate score of “A,”** the fourth time in a row it has recognized DB as one of the world's **most environmentally friendly companies** in the transport and logistics sector.

 [Click here  
to learn more!](#)

# Environmental and climate protection

Did you know ...

... that renewable energy now accounts for **over 61% of DB's traction power**? That is a much higher percentage than the 50% it currently accounts for in Germany's public power grid. DB will continue its practice of replacing fossil fuels with green energy into the future.

... that DB aims to power its rail operations with **80% renewable energy by 2030** and **100%** by 2038?

... that DB is furthering the **development of alternative drive systems and fuels** as it moves toward becoming a climate-neutral company? This includes adding hybrid locomotives to our portfolio at DB Cargo and DB Netze, among others.

... that DB plans to **end the use of diesel fuel by 2050** and use **battery-powered or hydrogen-powered** vehicles on our non-electrified routes instead?



## Climate neutral

is what the DB Group aims to be **by 2050**.

# Environmental and climate protection

Did you know ...

... that initial **tests with green diesel** made from waste products derived from plant and animal fats are being carried out in regional transport and with the advanced TrainLab test train, **lowering carbon emissions** by some **90%**?

... that DB **cut its emissions** by more than **34%** in **2020** compared with 2006 levels?

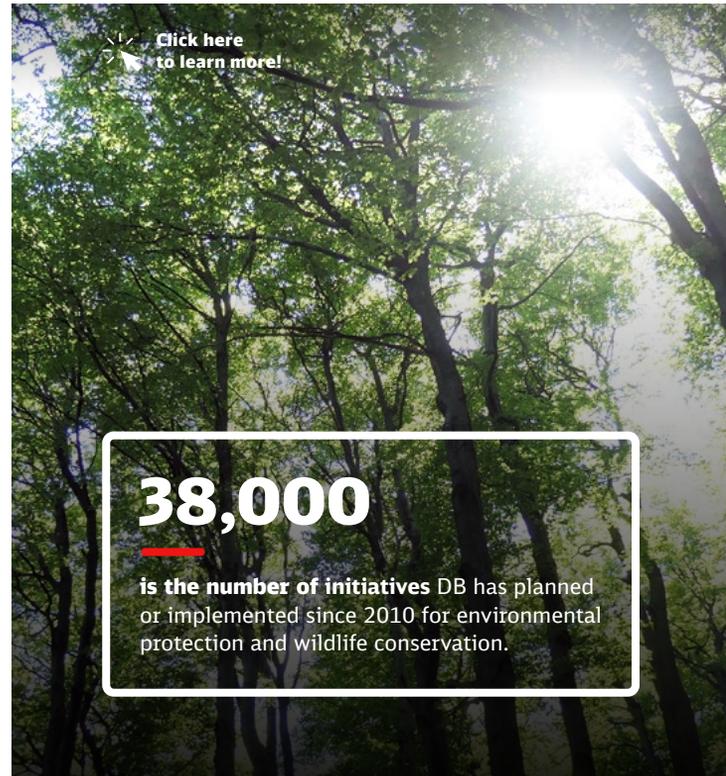
... that efforts to **shift traffic to rail** are aimed at reducing total carbon emissions by up to **10.5 million metric tons per year**? That's equal to the annual carbon footprint of a million people.

... that DB's ICE depot in Cologne is **entirely carbon neutral**?

... that DB plants trees in cooperation with **Bergwaldprojekt e.V.**? Since 2013, DB has donated **10 cents** to the project for each select meal ordered on the trains, enabling Bergwaldprojekt e.V. to invest more than **EUR 150,000** in over **30,560** native trees.

... that by switching to **Share mineral water** in reusable bottles on trains, DB saves **38 metric tons** of plastic each year?

... that long distance transport has been powered by **100% renewable energy** for **passengers since 2018**?



 [Click here to learn more!](#)

## 38,000

**is the number of initiatives** DB has planned or implemented since 2010 for environmental protection and wildlife conservation.

# Environmental and climate protection

## Did you know ...

... that **Hamburg's local trains** have been powered by **100% renewable energy** for over 11 years? This saves up to **90,000 metric tons** of CO<sub>2</sub> a year, which is roughly equivalent to the annual carbon emissions of some 8,000 German residents.

... 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?

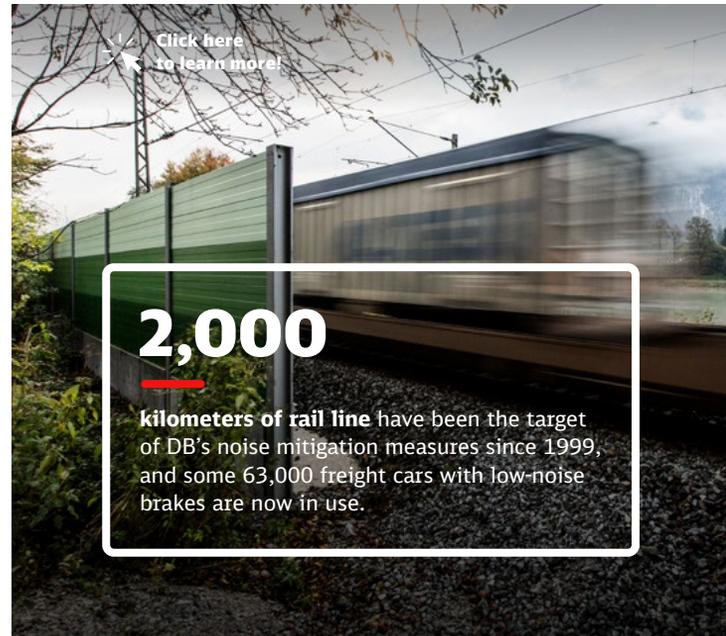
... that DB Regio saves **100,000 metric tons of CO<sub>2</sub>** a year with **energy-efficient driving** – thanks to new driver assistance systems and training for drivers? That is as much energy as it would take to heat and power a medium-sized German city for a year. And **4,500 of DB's buses** are equipped with driver assistance systems too.

... that DB's **"This is green."** campaign highlights environmental protection milestones in over 160 areas?

... that DB has given more than **50 million bees** a new home on DB property?

... that DB continuously improves the **energy consumption** of its **vehicles**? Old trains are replaced with modern ones. The **ICE 4** uses up to **22% less energy** per seat than its predecessors.

... that passengers saved **200 metric tons of paper** last year by keeping their tickets on their **smart-phones** instead of printing them out?



# Strong Rail

For the climate, for people,  
for the economy, for Europe.



**2,000**

kilometers of rail line  
retrofitted to mitigate  
noise pollution

**100%**

renewable energy  
to power long  
distance trains

**336,000**

employees worldwide



**Climate neutral  
by 2050**

**217,00**

employees in  
Germany from 100  
different countries



**25,000**

new employees  
in 2020

**22,300**

passenger trains  
per day during the  
pandemic year



**33,300**

kilometers in DB's  
rail network

**40,000**

trains in DB's  
network each day

**5,700**

stations  
in Germany



**2,100**

locations in over 140 coun-  
tries where DB Schenker  
runs logistics services by  
land, sea and air

**1 million**

metric tons of  
cargo transported  
by DB Cargo  
by rail on  
business days



**100%**

renewable energy  
for traction power  
by 2038

**EUR 170  
billion**

will be invested to  
modernize and increase  
rail network capacity  
and stations by 2030



**EUR 12 billion**

will be invested in the vehicle fleet

# Digitalization

## Did you know ...

... that DB has the **fastest lab on rails**, the **advanced TrainLab**, a real, working train where DB tests new technologies?

... that **drones** have been a regular part of rail operations since 2015? Drones are used to **inspect** bridges, rail buildings, trees near the tracks, etc.?

... that **ioki**, a DB subsidiary, provides an **on-demand platform** for a transport project that is unique in Europe? The platform offers flexible, zero-emission shuttle service that is integrated into the public transport network in the greater Frankfurt area and serves up to **1.8 million people**.

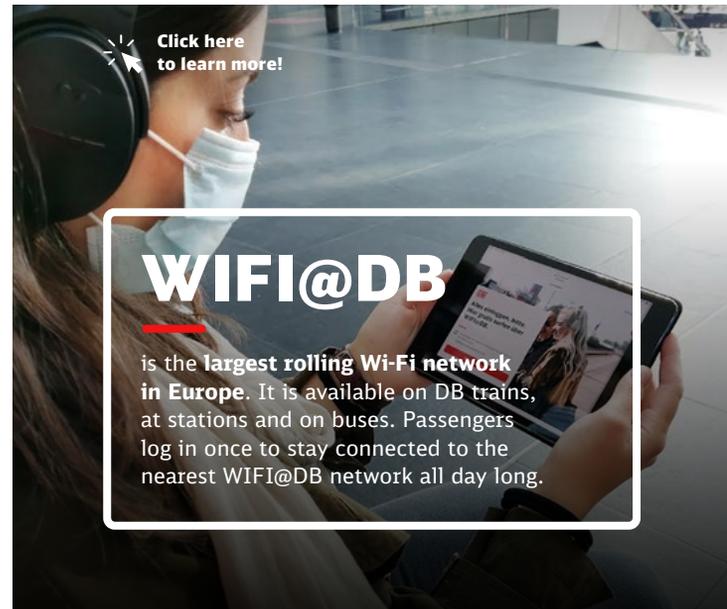
... that the on-demand **ioki Hamburg** shuttle service has already transported more than **400,000 passengers**, saving **250 metric tons of CO<sub>2</sub>**? The successful model was expanded at the end of 2020, for stronger public transport in three more regions in the Hamburg area.

... that DB runs Germany's **first self-driving bus line** on public roads? Visit the Bavarian town of Bad Birnbach to take a self-driving bus from the rail station to the town center. Since the bus began running, it has driven more than **50,000 kilometers** while transporting more than **63,000 passengers**.

... that DB is bringing **virtual** switches and trains into **classrooms**? Thousands of employees are already being trained using **virtual and mixed reality** systems.

... that DB is working with about **100 startups** at **DB mindbox** to bring to life real products and improvements related to rail transport?

... that electric shuttles operated by **CleverShuttle**, a DB affiliate, have traveled **31.6 million** kilometers, equivalent to circling the equator 788 times?



# Employees and trainees

Did you know ...

... that DB employs some **336,000 people** around the globe, including roughly **217,000** in Germany?

... that **employees from more than 100 different countries** work at Deutsche Bahn in Germany?

... that DB offers one of the **largest vocational training programs in Germany?** Some **4,700 high school graduates** began their vocational training or cooperative education at DB in 2020.

... that there are **500 different professions** and **50 different vocational training programs** at Deutsche Bahn?

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

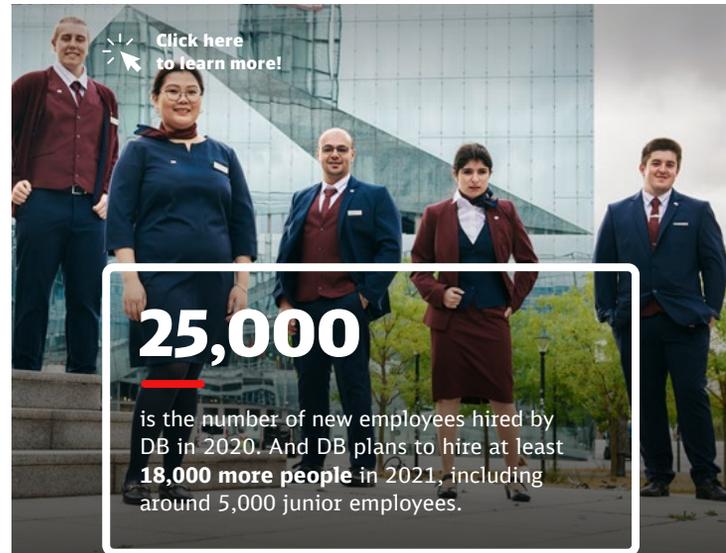
... that **junior employees** at DB receive a **housing allowance?**

... that DB runs a **digital platform** to help employees find **apartments?**

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

... that DB has **19 training centers, 30 vocational training sites** and **19 simulators**, totaling **68 different training locations** for its employees?

... that all **43,000 DB employees** with direct customer contact have been wearing **new corporate clothing** in burgundy and dark blue since August 2020?



Click here to learn more!

**25,000**

is the number of new employees hired by DB in 2020. And DB plans to hire at least **18,000 more people** in 2021, including around 5,000 junior employees.

# Passenger transport

Did you know ...

... that more than **22,300 passenger trains operated each day** during the pandemic year to guarantee reliable mobility? Some **4.6 million people** used DB's trains and buses in Germany each day, including roughly **4.38 million regional and local passengers**. Over **81 million customers took** DB's long distance trains in 2020.

... that DB instituted a **special policy** during the **pandemic** that gave customers options for **ticket cancellation** and **flexible ticket use** for **5 million journeys**?

... that DB will expand its ICE fleet to more than **420 trains** by the **end of 2024**? Over the long term, its long distance fleet will grow by some **25%** to up to **600 trains**.

... that some **EUR 1.5 billion** will be invested in **new and upgraded maintenance depots and storage sidings** for long distance trains by 2030, creating **1,000 new jobs**?

 Click here  
to learn more!



## EUR 12 billion

will be invested in DB's fleet in the coming years.

# Passenger transport

Did you know ...

... that **Kids on Tour** has been around for more than **15 years**? The program assigns Travelers' Aid Society volunteers to accompany children traveling alone. Some **100,000 trips** have been booked since the program began.

... that the **first scheduled ICE** traveled from Hamburg to Munich **30 years ago**, on June 2, 1991?

... that DB operates some **90 hybrid buses** throughout Germany? The buses use energy from braking, which lowers **fuel consumption** and **emissions**.

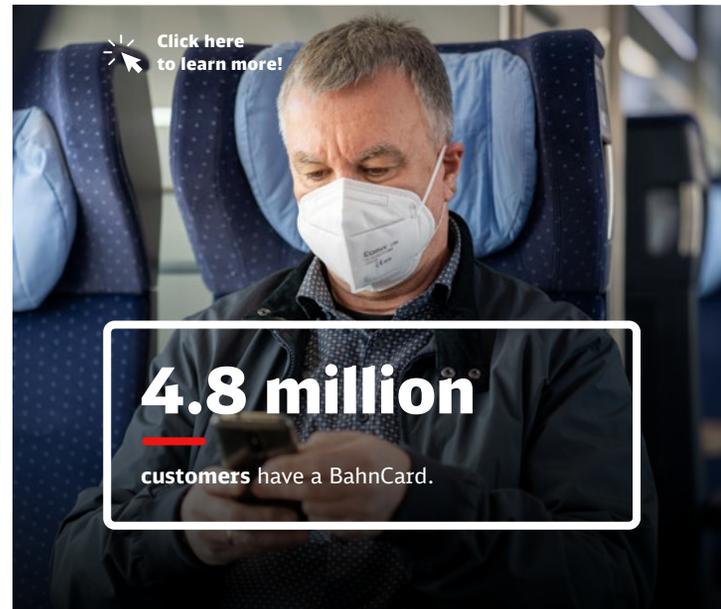
... that Deutsche Bahn offers customers individual **contactless** service via **video sales** at **100 locations** around Germany?

... that the **Mobility Stuttgart app** has a function that displays the probability of finding a P+R parking spot near local train stations in the Stuttgart area? By taking the train into the city instead of driving, customers reduced **car journeys by over 1,500 kilometers** in three months, saving some **3.3 metric tons of CO<sub>2</sub>**.

... that the **number of bicycle spaces** on long distance trains **rose 50%** between 2019 and 2020?

... that **new Intercity lines** once again connect more regions to major cities? A convenient connection with **double-decker IC trains was added between Dresden, Berlin and Rostock** in 2020. A connection between **Frankfurt and Münster** will be added this year, with more to come in the years that follow.

... that **ICE trains** connect people in Germany and five other European countries?



Click here  
to learn more!

## 4.8 million

customers have a BahnCard.

# Passenger transport

Did you know ...

... **1.4 million people with restricted mobility** can travel free on regional and local transport?

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

... that each **ICE 4** seats **830** and has room for **8 bicycles and 4 wheelchairs**?

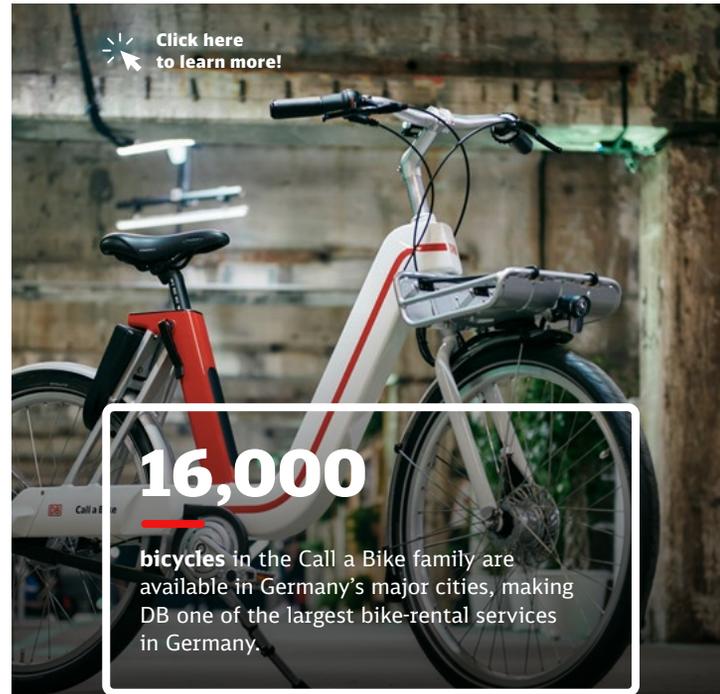
... that **extra-long ICE 4 trains with 13 cars and 918 seats** will go into operation in 2021? By the **end of 2024**, a total of **134 ICE 4 trains** with 7, 12 or 13 cars will be in service.

... that **DB's line agent app** has been downloaded over **2.4 million times**? The app informs commuters about disruptions to service on the lines they use. In addition to regional, local and long distance information, it now also displays real-time data provided by transit authorities for bus, streetcar and subway service.

... that more than **18.5 million passengers** have used DB's **self-check-in** function since it was introduced?

... that **StadtRAD Hamburg** and **RegioRad Stuttgart** are part of Deutsche Bahn's Call a Bike family, which operates in over **80 cities**?

... that DB's **Call a Bike fleet** includes over **550 pedelecs**, including 30 handy cargo pedelecs?



# Passenger transport

Did you know ...

... that DB has more than **4,5000 cars** in **400 cities and towns**, which travelers can rent through **Flinkster**, Germany's most extensive carsharing network in cities and rural areas?

... that **7 DB Medibuses**, which operate as **mobile doctor's offices**, are in use in 7 German states? They serve 7 different purposes, such as a general practitioner's offices in rural areas, COVID-19 test centers and vaccination centers.

... that the **five local train systems** in the major German cities of Berlin, Hamburg, Munich, Stuttgart and Frankfurt alone will see investment of **EUR 2.7 billion** by **2026** to buy new trains and redesign existing ones?

... that **DB Arriva**, a DB subsidiary that offers passenger transport outside Germany, does business in **14 different European countries**?

... that **DB Arriva** offers integrated bus and rail transport in the Dutch province of Limburg and is a **leader in the electromobility space**?



Click here  
to learn more!



## The No. 1

**travel app** in the German app store is DB Navigator. It provides access to connections and tickets offered by over 40 transit authorities. Nearly half of all train tickets are now purchased in apps or online.

 [Click here  
to learn more!](#)

# Rail freight transport

Did you know ...

... that **DB Cargo** and its freight trains prevent **7 million metric tons of CO<sub>2</sub>** from entering the atmosphere each year?

... that **DB Cargo's DBeco plus** program offers **100% carbon-free rail freight transport** throughout Germany? And even standard rail freight service reduces **carbon emissions by 80%** compared with other modes of transport.

... that over **60% of the services** run by DB Cargo cross **at least one national border**?

... that **DB Cargo** has now equipped its entire fleet of freight cars in Germany – **over 60,000 cars** – with smart sensor technology and telematics systems?

... that a **DB Cargo freight train departs from the Port of Hamburg every 30 minutes** on average, connecting Europe's workbenches to the global market – **24/7**?



**1 million**

**is the number of metric tons of freight** that DB Cargo transports through Germany and Europe by rail on business days.

# Rail network

Did you know ...

... that the **German rail network** is some **33,300 kilometers** long, three times as long as all the German autobahns put together? It is the **longest network in Europe**.

... that DB has **25,700 bridges and viaducts** made of steel, concrete and brick, and roughly **750 rail tunnels** in Germany?

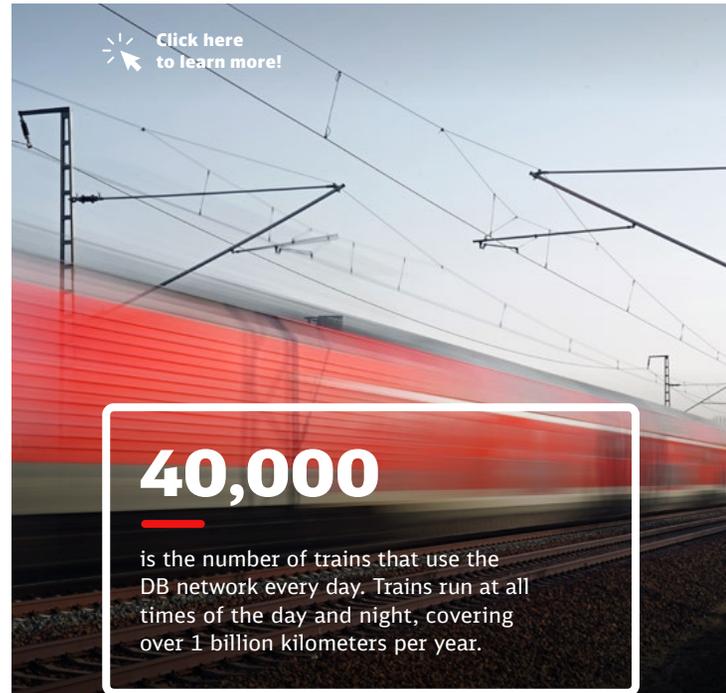
... that DB, together with the German government and other partners, is investing **EUR 12.7 billion in 2021 to modernize** the existing rail network, stations and energy facilities, and to fund projects for new construction, upgrades and digitalization?

... that nearly **460 rail companies** use **DB's rail network**?

... that DB used **28,000 smart switches** to detect and prevent **some 5,000 malfunctions** at an early stage in a single year and is continuing to advance **predictive maintenance**?

... that in the future, **several hundred digital rail signaling facilities** will control trains in the entire rail network and will replace the **2,600 signaling facilities currently in use**?

... that DB spends some **EUR 125 million** on **vegetation management** every year? More than **1,000 forestry experts and workers** are helping to weatherproof rail transport. Thanks to their efforts, **storm damage** caused by trees falling on tracks and overhead lines is already **down 25%**.

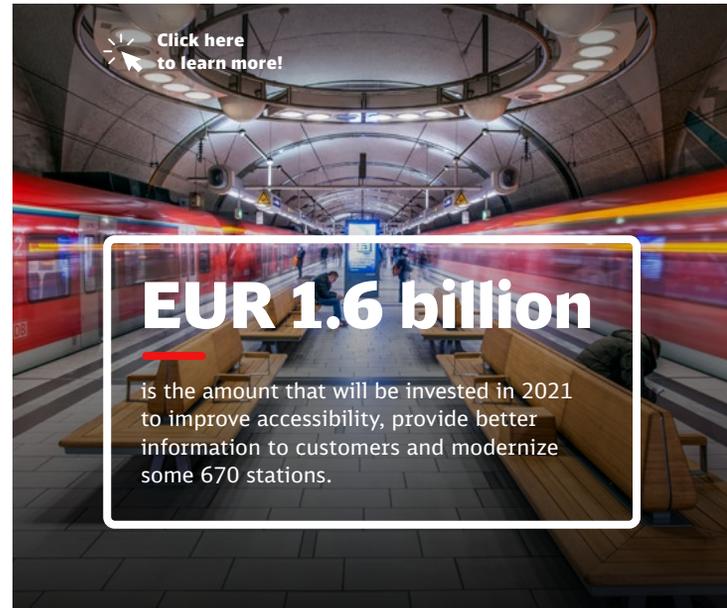


# Stations

## Did you know ...

- ... that DB runs **5,700 stations** in Germany?
- ... that trains stop at DB platforms **420,000 times each day**?
- ... that DB **modernized more than 620 stations** in Germany in 2020?
- ... that customers at **roughly 500 stations can use WhatsApp** to notify DB of areas that need cleaning?
- ... that some **79% of platforms can be accessed without using stairs**?
- ... that there is a feature in the “**Bahnhof live**” app and on **www.bahnhof.de** that lets you check in real time whether an elevator is working? DB has **2,450 elevators** and **1,000 escalators**, and all of them are monitored remotely by sensors. Repairs are initiated automatically.
- ... that DB operates Germany’s “**green stations,**” located in Lutherstadt Wittenberg and Horrem? Both the stations are carbon-neutral. Additionally, 33 stations – including the 15 largest stations in Germany – **run on renewable energy.**

- ... that DB is testing **over 100 new ideas** for its customers at 16 stations of the future?
- ... that DB **assists passengers** with reduced mobility roughly **875,000 times** at its stations each year?
- ... that DB offers a total of **21,000 luggage lockers** for passengers to use at some **220 of its stations**?
- ... that DB has more than **80 lost and found offices** that collect the **250,000 items** left behind at DB stations and on DB trains each year?



# Services and security

Did you know ...

... that DB Services Facility Management maintains **400,000 pieces of technical equipment** and cleans some 24 million square meters of space at rail stations and stops? That is the approximate equivalent of **3,500 soccer fields**.

... that DB invests over **EUR 170 million** in **security** for its customers and employees each year?

... that the **employees of DB Communications Technology** are responsible for maintaining and repairing some **5,700 ticket machines**?

... that DB equips its security staff with **body cameras** at stations in **13 major cities** to better ensure the **safety** of its customers and employees? And it's working. Employees with body cameras are much less likely to be attacked. DB is also testing body cameras for train attendants.

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

... that **DB Systel** manages over **600 IT systems** that keep traffic moving?

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

... that **DB's heavy maintenance depots will be updating the design of 87 ICEs and 172 local trains** by 2022?

... that nearly **33,000 CCTV cameras** are installed on DB's regional and local trains? They offer **enhanced security on nearly two-thirds of the trains in the fleet**.



Click here  
to learn more!

## 8,000

is the number of **CCTV cameras** DB operates at its stations. Recordings of the footage are used exclusively by the German Federal Police to investigate crimes.

# Logistics

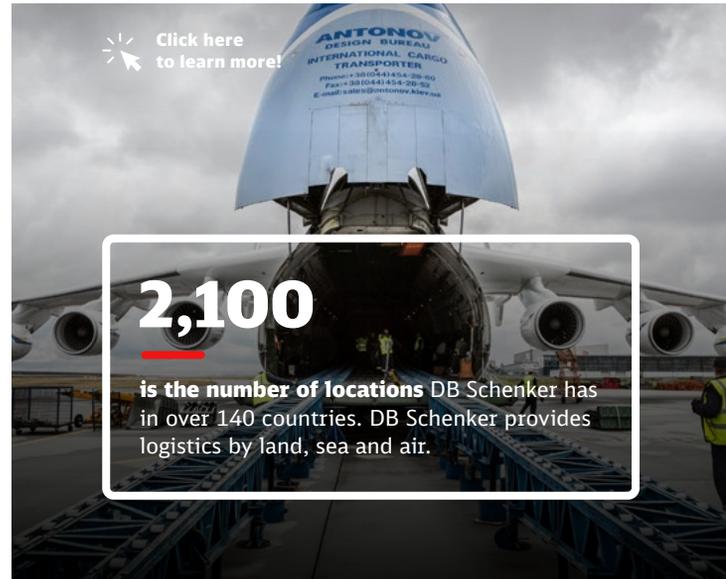
Did you know ...

- ... that DB Schenker's **contract logistics** unit manages more than **8.7 million square meters of freight storage space** and operates the first fully solar-powered warehouse in Dubai?
- ... that DB Schenker uses **self-driving forklifts**, **smart picking glasses** and **virtual reality training for employees** at multiple locations in Germany?
- ... that DB Schenker has developed its own **no-touch signature** function to ensure **safe documentation of deliveries** – while complying with coronavirus distancing requirements?
- ... that the **first fully electric 16 metric ton truck** from Volvo is in use at DB Schenker's **Sustainable City Hub** in Oslo?
- ... that all DB Schenker employees use **Ecosia** as their **default search engine**, helping to plant trees across the globe?
- ... that the **world's first fully self-driving**, purely **electric, street-legal truck** runs between two of DB Schenker's locations in Sweden?

... that DB Schenker is providing logistics services to help build a **1,100-meter-long particle accelerator** for the Helmholtzzentrum für Schwerionenforschung in Darmstadt, where researchers from around the world conduct experiments on heavy ions?

... that DB Schenker's customers can conveniently order **logistics services** in a few steps using the **Connect 4.0** online platform?

... that DB Schenker is working with **drone manufacturer Volocopter** to develop a heavy-lift drone called **VoloDrone**?



# Deutsche Bahn Foundation

Did you know ...

... that the **Deutsche Bahn Foundation** helped people in need, including unhoused people, with an **extensive aid package** during the cold winter months?

... that **78% more young people** contacted the digital [sofahopper.de](https://sofahopper.de) social work center for help last winter? With the support of the Deutsche Bahn Foundation, the **Off Road Kids** foundation has **helped more than 7,000 young people** gain new opportunities through this center.

... that the **Deutsche Bahn Foundation** helped combat learning inequality while students attended school from home last year through **monetary donations** and laptops, contributing to **more equitable education**?

... that the **Deutsche Bahn Foundation** runs the **DB Museum** and you can explore its main location in Nuremberg from home with digital 360° tours?

... that the **EHRENSACHE program** has supported DB employees involved in some **900 charitable projects**?

... that **the Deutsche Bahn Foundation** devotes resources to support emotional well-being?

... that the **Deutsche Bahn Foundation** teamed up with countless DB employees in an initiative called **WUNSCHERFÜLLER** (wish granter) to give more than **3,000 presents** to people in need last Christmas?



Click here  
to learn more!

**1.6 million**

**visitors** used the stories made available by the Deutsche Bahn Foundation and German Reading Foundation at [www.einfachvorlesen.de](https://www.einfachvorlesen.de) in 2020.

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## **Publishing details**

Deutsche Bahn AG  
Communications and Marketing  
Potsdamer Platz 2, 10785 Berlin, Germany

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Photographs: DB AG/Max Lautenschläger (Title), Wolfgang Klee (p. 5), Dominic Dupont (p. 7, 21, 27), Faruk Hosseini (p. 9, 11), Volker Emersleben (p. 13, 23, 25, 33), Michael Neuhaus (p. 15, 39), Antje Wittig (p. 19), Pablo Castagnola (p. 29), Patrick Kuschfeld (p. 31), Andreas Varnhorn (p. 35), Hans-Christian Plambeck (p. 37), Adobe Stock (p. 41)

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(from April 2021)

Last modified in March 2021

