



Ukraine: Largest relief operation in DB history

Special trains, buses and free tickets • Rail bridge to war-torn country • Hundreds of employees helping at stations and elsewhere

(Berlin, April 2022) As hundreds of thousands of people flee the war in their homeland, Deutsche Bahn (DB) is helping to ensure that people reach Germany safely and that urgently needed goods are transported to Ukraine. Since the outbreak of war, DB has launched the largest relief operation in its history and is taking action in multiple areas:

Free tickets and special trains: The #helpukraine ticket has so far enabled some 280,000 people from Ukraine to travel free of charge on trains and buses. It is now also available as a digital ticket. Refugees can use eight EC trains to travel between Polish stations and Berlin. DB Regio is running special trains to Germany from the Ukrainian border in Poland. To relieve the pressure on Berlin, special trains are also running directly to the German city of Hanover. Another hub where passengers can transfer to buses and trains is Cottbus main station. Information is being provided in Ukrainian, English and German – in information leaflets on trains, in station announcements, in press releases and on a telephone hotline.

Rail bridge to Ukraine: For a good four weeks now, DB has been bringing aid supplies directly into the areas affected by the war. Container trains – loaded with food, blankets, first aid kits, power banks and warm clothing – are transporting urgently needed goods via Krakow directly to terminals near Kyiv. More than ten thousand tons of supplies have already been transported via the rail bridge. DB Schenker has set up collection points at various locations in Germany where companies and many private individuals have donated items to be sent.

Flexible bus fleet: DB is ensuring fast transport on flexible routes with its bus fleet in Poland as well as within Germany. DB Regio Bus has coordinated activities with its mid-sized business partners to provide up to 300 buses that can be used flexibly to transport approximately 13,000 people at short notice every day. The buses run between Warsaw and Germany, within Germany and to destinations in neighboring European countries.

Helping hands: Hundreds of DB employees are supporting the relief efforts, even outside their working hours: from drawing up timetables to looking after the arrivals and coordinating the countless volunteers and aid organizations at stations. Psychological support is also being provided. The work is being managed by a Group-wide task force. In an unbureaucratic process, DB employees with Ukrainian relatives are being offered time off to care for their families. Companies and employees are also helping through DB's employee welfare partner, the BSW & EWH foundation family, which is offering general assistance and help with social integration, and is welcoming refugees in its hotels and resorts.



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Concrete help with finding a new job: Deutsche Bahn and the German Federal Employment Agency opened career advising centers for Ukrainian refugees in Cologne, Berlin and Frankfurt in the first week of April. Labor market experts from DB and the Agency are on site every weekday from 10:00 am to 1:00 pm to discuss career options in Germany. Refugees can obtain information on specific jobs at DB, and receive help from DB with applications. The first job offers have already been made. DB also has a hotline in place to offer personal guidance on railway occupations. The hotline is staffed Monday to Friday from 8:00 am and 10:00 am. The number is +49 (0) 30 297-34949. The German Federal Employment Agency has also set up a hotline in Ukrainian and Russian to answer questions about the German labor market. It is staffed Monday to Thursday from 8:00 am to 4:00 pm and Friday from 8:00 am to 1:00 pm. The number is +49 (0) 911 178-7915.