



Inspiring People

PRODUCTS AND SERVICES
RELATING TO RAILWAY OPERATIONS

WELCOME TO THE WORLD
OF ÖBB-INFRASTRUKTUR

WE WANT TO GET AS MANY PEOPLE
AS POSSIBLE INTERESTED IN RAILWAYS

NETWORK ACCESS

ENVIRONMENTALLY FRIENDLY
ENERGY SUPPLY

FREIGHT CENTRES AND TERMINALS

5,000 km RAIL NETWORK

1,000 TRAIN STATIONS

7,000 TRAINS A DAY

9 HYDROPOWER PLANTS

100 % OF TRACTION CURRENT COMES
FROM RENEWABLE ENERGY SOURCES

7 FREIGHT CENTRES AND TERMINALS

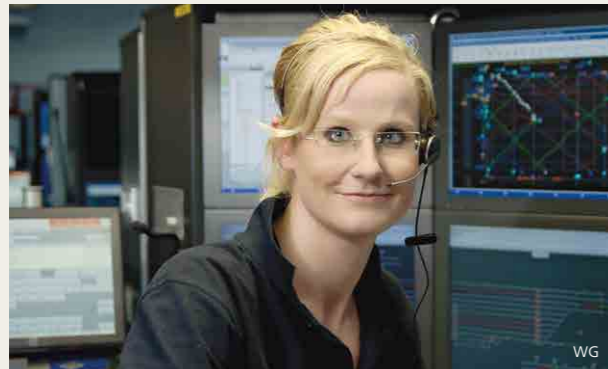
100 SHUNTING LOCATIONS



OUR SERVICE.

/ 5,000 KILOMETRE RAIL NETWORK // 1,000 TRAIN STATIONS
/// 9 HYDROPOWER PLANTS //// 7 FREIGHT CENTRES/TERMINALS

WELCOME TO THE WORLD OF ÖBB-INFRASTRUKTUR



»Our product range has everything you need for successful business operations.«

Whether you are interested in train paths, traction current, container handling or other services relating to rail travel: ÖBB-Infrastruktur offers you a broad selection of services for the train station, terminal and railway line. Our product range has everything that railway undertakings (RUs), shippers, operators, shipping

companies or carriers need for successful business activity. As the largest railway infrastructure operator in Austria, we are your competent partner for sustainable and reliable mobility and logistic services.

/// 4,000 TIMES AROUND THE EARTH

More than 160 million train kilometres are covered by around 70 domestic and foreign railway undertakings on our rails every year. We make sure that this network is operational at all times throughout the year. On this infrastructure passengers and goods reach their destination safely and in an environmentally friendly manner.

/// WE PLAN, BUILD AND OPERATE INFRASTRUCTURE

/// We are pioneers of modern rail transport in Austria. ÖBB-Infrastruktur ensures punctuality, security, cleanliness and open access to the rail system. We thereby provide the right conditions for an efficient and reliable passenger and freight service by rail.

With around 18,000 employees, we plan, develop, maintain and operate the entire ÖBB rail infrastructure; train stations, routes, buildings, terminals, telecommunication systems and hydropower plants for environmentally friendly traction current. In addition, we manage properties and buildings in the ÖBB Group.

The majority of ÖBB apprenticeships and the railway-specific, operational and technical training are integrated into our company.

On behalf of the federal government, we invest around 3 billion euros into the Austrian rail network each year and provide state-of-the-art railway technology. ÖBB-Infrastruktur AG is a 100 percent subsidiary of ÖBB-Holding AG, which is wholly owned by the Republic of Austria.

- /// **EVERYTHING FROM ONE SOURCE**
- /// We provide rails, train stations and systems.
 - /// We bring infrastructure capacity to market and plan an economical route utilisation.
 - /// We manage the operation of 7,000 trains on a daily basis.
 - /// We work around the clock to ensure an efficient and safe railway infrastructure.
 - /// We produce traction current from hydro, wind and solar power.
 - /// We ensure safety, cleanliness and customer information in our train stations.

WE WANT TO GET AS MANY PEOPLE AS POSSIBLE EXCITED ABOUT RAILWAYS



»Customer feedback is an incentive to consistently maintain our quality initiative.«

Our employees are specialists with a strong customer focus. We want more traffic on the railway. More customers and satisfied customers. "We want to get as many people as possible excited about railways." Customised infrastructure services involving mobility and logistics are distinctive features of our services. From individual services to comprehensive, customer-specific packages.

/// HIGH STANDARDS OF QUALITY

We value high quality so that we can win over even more rail customers. Our goal involves shorter journey times, greater capacity, connecting Europe, effective linking of rail and road and of course a top-class service. In terms of punctuality and security, we are among the leading companies in international rail transport. With the construction of new routes, we are expanding our

services precisely where the demand will increase in the coming years. At the same time, we are modernising our stations for even more comfort and accessibility and investing in the expansion of our terminals. In addition, the use of new technologies, the automation of operations management and environmental protection are at the top of our agenda.

/// **YOUR OPINION MATTERS** Alongside personal customer meetings, we carry out marketing and opinion research for both business partners and consumers of our standard programme, to make further improvements to our range of services. The results are an additional incentive to consistently implement our quality campaigns.

QUALITY IS THE SECRET TO OUR SUCCESS

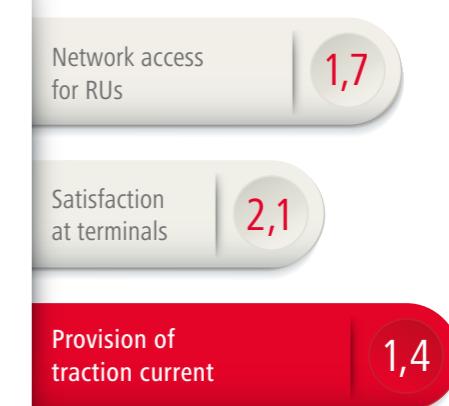
/// CERTIFICATIONS
ÖBB-INFRASTRUKTUR AG

- // Quality management acc. to ISO 9001
- // Environmental management acc. to ISO 14001
- // Occupational health and safety acc. to ISO 45001
- // Asset management acc. to ISO 55001
- // Safety management acc. to EISG or VO (EU) 2018/762

/// PASSENGER SURVEY



/// BUSINESS PARTNER SURVEY



NETWORK ACCESS

We organise the access and operational management for routes, train stations, marshalling yards and infrastructure facilities.



/ TRAIN RUNS

Infrastructure capacity (similar to a slot in the aviation sector) is the authorisation for a specific train (length, weight, profile, speed) to use a given route on the rail network at a fixed time. Railway undertakings submit their requests for freight and passenger trains online.

// STATION STOPS FOR PASSENGER TRAFFIC

When requesting infrastructure capacity, RUs can book station stops for passenger trains at our 1,000 train stations and stops. The four station categories are assigned on the basis of the existing range of services. The equipment of our stations and stops is continuously adapted to the requirements, renewed, expanded and subsequently made barrier-free.

/// SHUNTING AND TRAIN PREPARATION

We offer a number of services in marshalling yards and other selected locations. Our core services include train composition, train disassembling, vehicle delivery and vehicle removal. Outside marshalling yards, services include shunting at specific shunting locations, and train preparation at borders.

»We make sure that your train gets reliably from A ————— to B.«

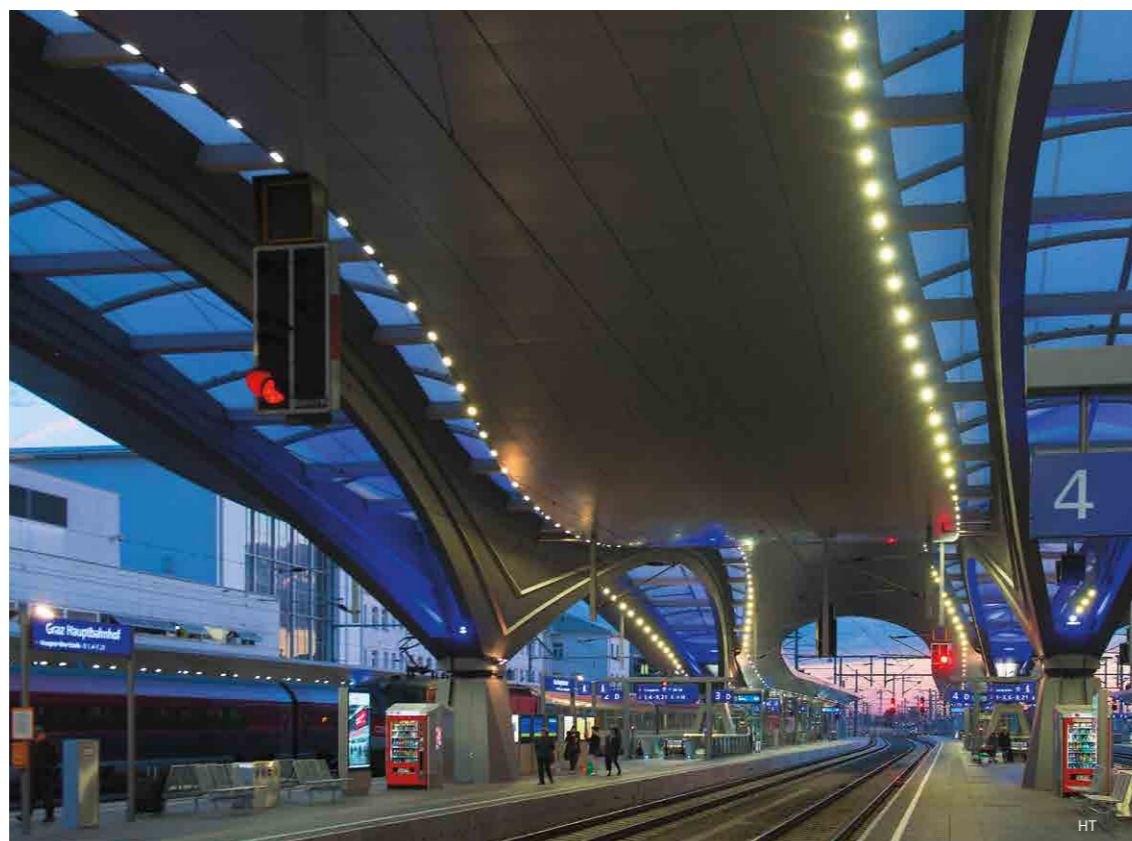


OUR SERVICE.

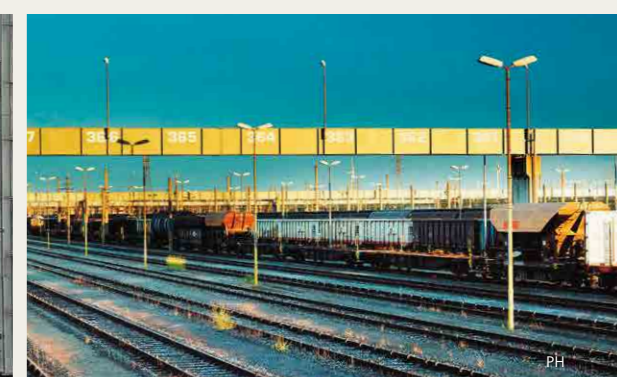
/ ROUTES // TRAIN STATIONS /// OPERATIONAL MANAGEMENT //// FACILITIES

Network access

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//// RAILWAY SIDINGS AND FACILITIES

If you would like your goods to be loaded/unloaded, we will provide you with loading tracks and sidings. In the terminal locations and dispatch offices for the ROLA (Rolling Road), you can use tracks for loading and unloading. In addition, we offer you pre-heating, washing facilities, water supply, sewage removal, as well as motorail facilities. Weighing facilities, petroleum and LNG facilities complete our service.

//// PERSONNEL SERVICES

Do you require experts or project managers, additional support for operations, customer information, security or cleaning staff? We will provide you with our qualified staff.

///// CLEAR CHARGING SYSTEM

We offer RUs an extensive demand-orientated service portfolio. These include in particular the use of infrastructure capacity (train run) or service facilities and services (stations, shunting and technical facilities). A detailed description of the service portfolio and charges is published in the network statement of ÖBB-Infrastruktur AG.

EVERYTHING FROM ONE SOURCE

- /// // Access to the rail network
- // Timetables and infrastructure capacity
- // One Stop Shop and personal customer service
- // Usage-based charges
- // Traffic management and operational management of trains
- // Service for special transports
- // Displays and speakers for customer information
- // Security, cleanliness, service
- // 100 shunting locations in Austria



infrastruktur.oebb.at/schienennetz

OUR SERVICE.

/ TRACTION CURRENT FROM HYDROPOWER // HIGH RELIABILITY
/// CUSTOMISED OFFERS //// EUROPE-WIDE ENERGY DATA MANAGEMENT

Environmentally friendly energy supply

ENVIRONMENTALLY FRIENDLY ENERGY SUPPLY

*The railways have been pioneers in electric mobility for more than a hundred years.
Clean power produced by hydropower ensures environmentally friendly transport.*



»Clean electricity from hydropower for sustainable and environmentally friendly mobility.«



/ MAXIMUM POWER FOR OUR CUSTOMERS

We operate a modern energy infrastructure for a reliable and fail-safe traction current supply. One third of the traction current demand in Austria is generated in our hydropower plants. The traction current mix of 100 per cent Austrian renewable energy consists mainly of hydropower (own hydropower plants, partner plants and purchase agreements).

// EUROPE'S ENERGY SERVICE PROVIDER FOR THE FUTURE OF RAIL TRANSPORT

We offer a dynamic service programme to all railway undertakings and infrastructure managers as well as their customers in Europe. As a supplier of environmentally friendly traction current, we provide competent and individual advice for all questions concerning power supply. Our Europe-wide approved energy metering system for cross-border traffic, the railpower box, records the exact energy demand per rail vehicle, as well as the matching local data per country through GPS. The railpower box is therefore the optimum basis for energy and cost-saving measures.

We are your reliable contact in creating individual and efficient energy-use and energy-saving potential

models. Services such as international data exchange and data evaluation complement our service. Furthermore, we provide energy for the heating and cooling of trains as well as switch points.

/// ENERGY FOR TRAIN STATIONS AND FACILITIES

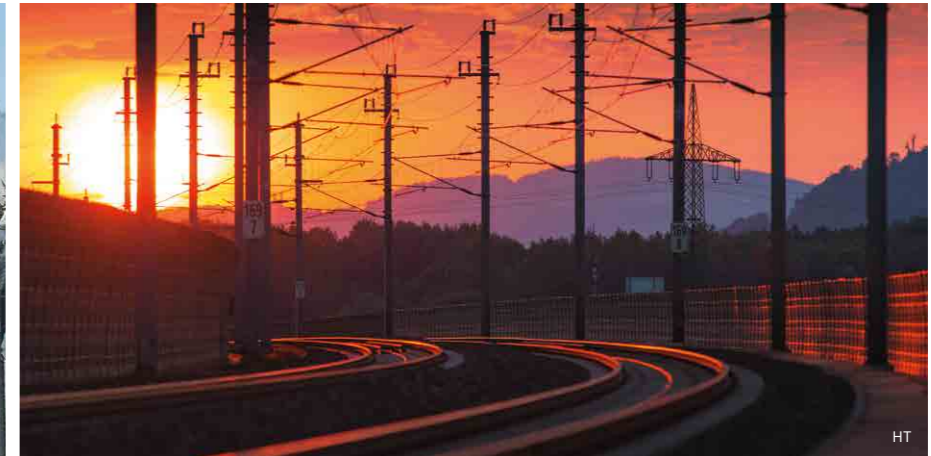
Whether a bakery, tabacconist or business, our team of experts knows the supply needs of the market and the site-specific requirements. We advise and support our customers with the choice of a branch-specific solution for a safe and affordable power supply. In some locations we also offer natural gas and environmentally friendly heating and cooling.

OUR SERVICE.

- / TRACTION CURRENT FROM HYDROPOWER // HIGH RELIABILITY
- /// CUSTOMISED OFFERS //// EUROPE-WIDE ENERGY DATA MANAGEMENT

Environmentally friendly energy supply

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//// ENVIRONMENTALLY FRIENDLY

We make the world greener. With 100 percent renewable energy, we are one of the most environmentally friendly railway infrastructure managers in Europe. Our premium product railpower zero is also CO₂-free throughout the entire process chain of traction power generation.

//// LOOKING TO THE FUTURE

In terms of technology, we are already working today on the solutions for tomorrow. The largest solar power plant for traction current in Austria is located south of Vienna. Solar panels feed the generated energy directly into the overhead line. This means trains are supplied with environmentally friendly, green energy. With our wind power plant in Höflein, traction current is also produced with wind energy for the first time.

EVERYTHING FROM ONE SOURCE

- /// // Traction power from hydro, wind and solar power
- // Environmentally friendly traction current
- // Energy management and consultation
- // Products and quotations tailored to the customer
- // Internationally usable energy meter
- // Electricity for workshops, offices and businesses
- // Affordable energy supply due to large purchasing volumes
- // Competent point of contact and a nationwide service

OUR RANGE OF PRODUCTS



100 % Austrian renewable energy

railpower basic

CO₂-free mobility in Austria

railpower zero

The leading energy metering system

railpower box

Web application for energy data management

railpower box client

50 Hz three-phase current from 100% hydropower

railpower site zero



OUR SERVICE.

/ 7 LOCATIONS // LINKING ROAD AND RAIL /// GOODS HANDLING
//// AVAILABLE FOR EVERYONE

FREIGHT CENTRES AND TERMINALS

ÖBB-Infrastruktur relies on effective and efficient handling for shippers. Flexible – neutral – Austria-wide: We are your reliable partner for goods handling and many other terminal services.



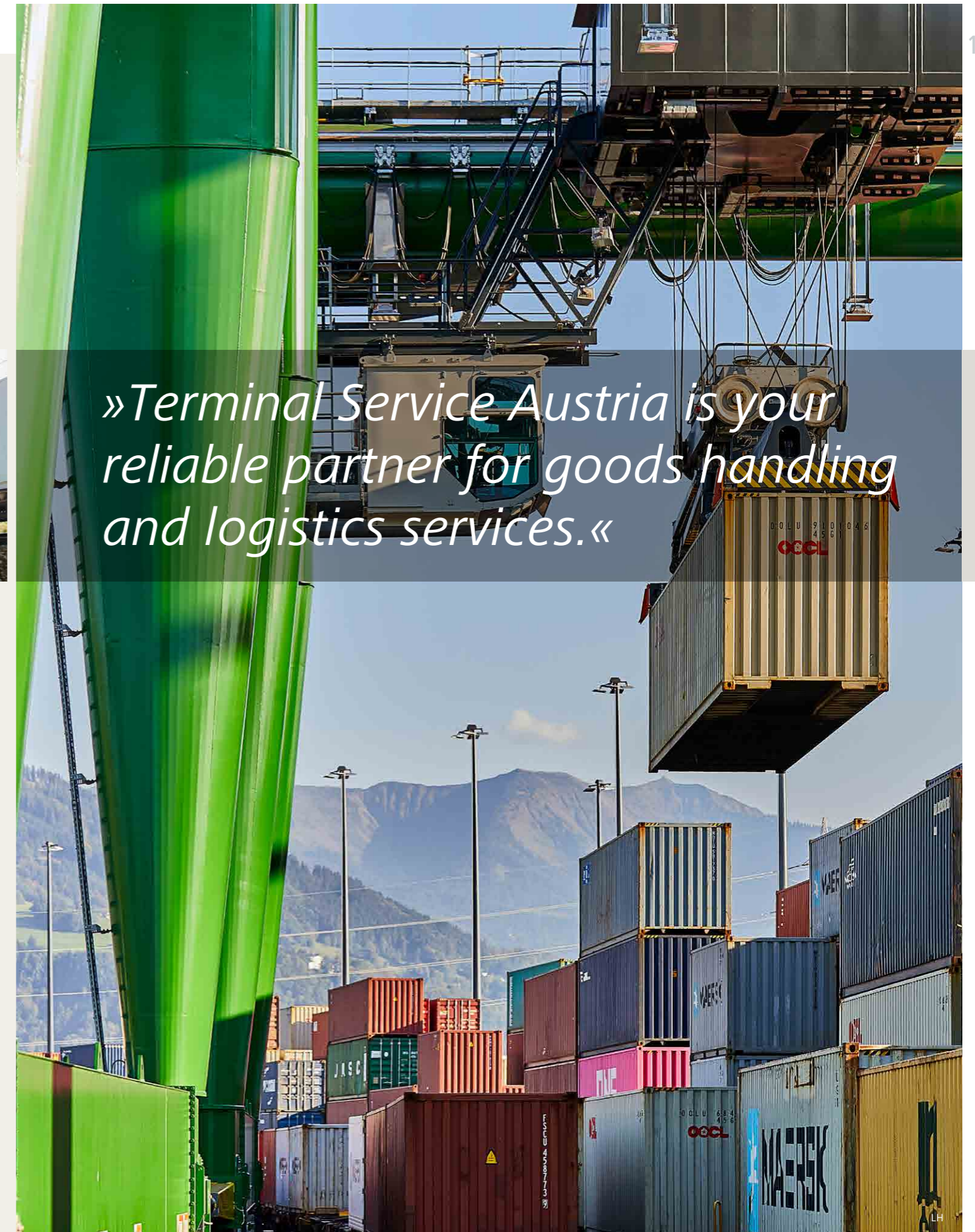
/ SOLUTIONS FOR COMBINED TRANSPORT

Your goods are in safe hands with us. We provide goods handling at the terminal and the perfect coordination among the shipper, carrier, operator, shipping companies and railway undertakings. Modern technologies and qualified personnel guarantee fast and safe handling.

// A WIDE RANGE OF SERVICES

Our main business in unaccompanied combined transport (UCT), concerns the handling of containers, swap bodies and semitrailers. We also offer special terminal services on request. From the handling of unit loads to the collection and delivery of trains and grouped wagons, with rail delivery points you receive the full range of services from one source.

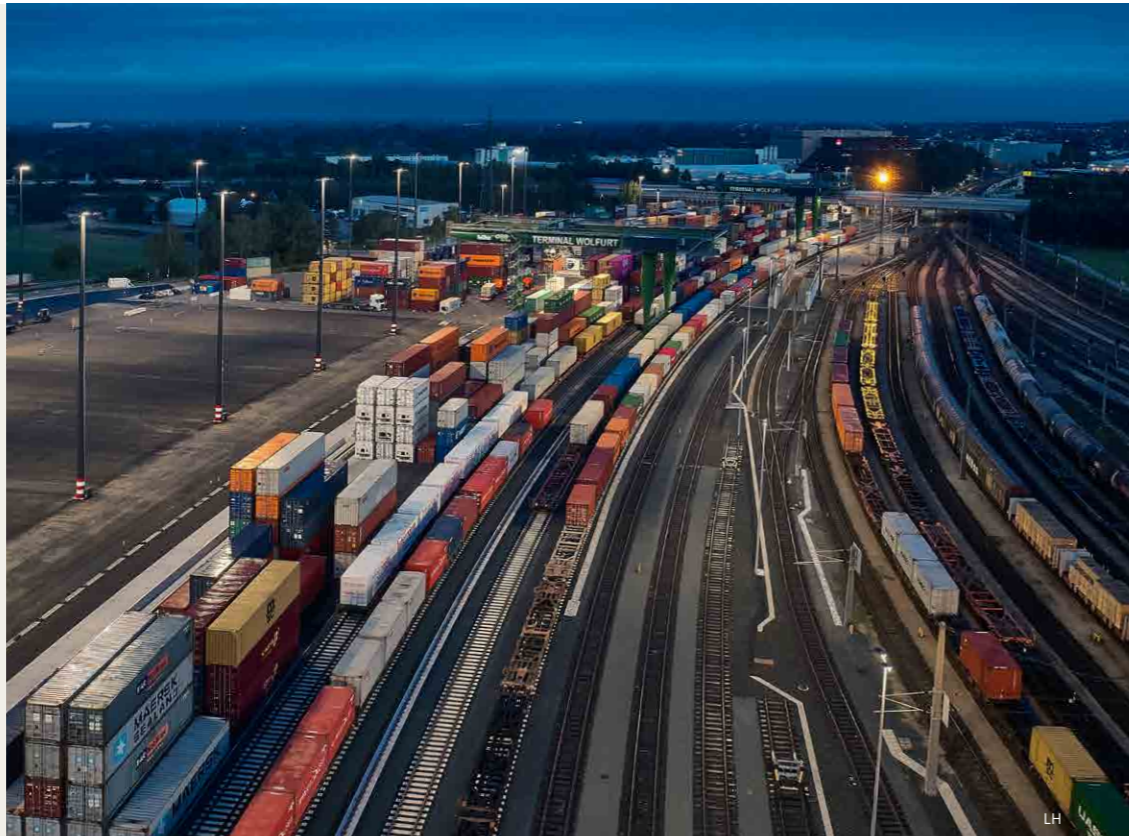
In our terminals for the Rolling Road, we organise the arrival and departure of trains. Trucks and entire semitrailers including their drivers, can therefore be transported by rail.



»Terminal Service Austria is your reliable partner for goods handling and logistics services.«

OUR SERVICE.

/ 7 LOCATIONS // LINKING ROAD AND RAIL /// GOODS HANDLING
 //// AVAILABLE FOR EVERYONE



/// SEVEN LOCATIONS

Seven terminals offer the best rail and road connections across Austria. A hub in the heart of Europe, we have the best connections to business centres and ports. Our maximum handling capacity per year is more

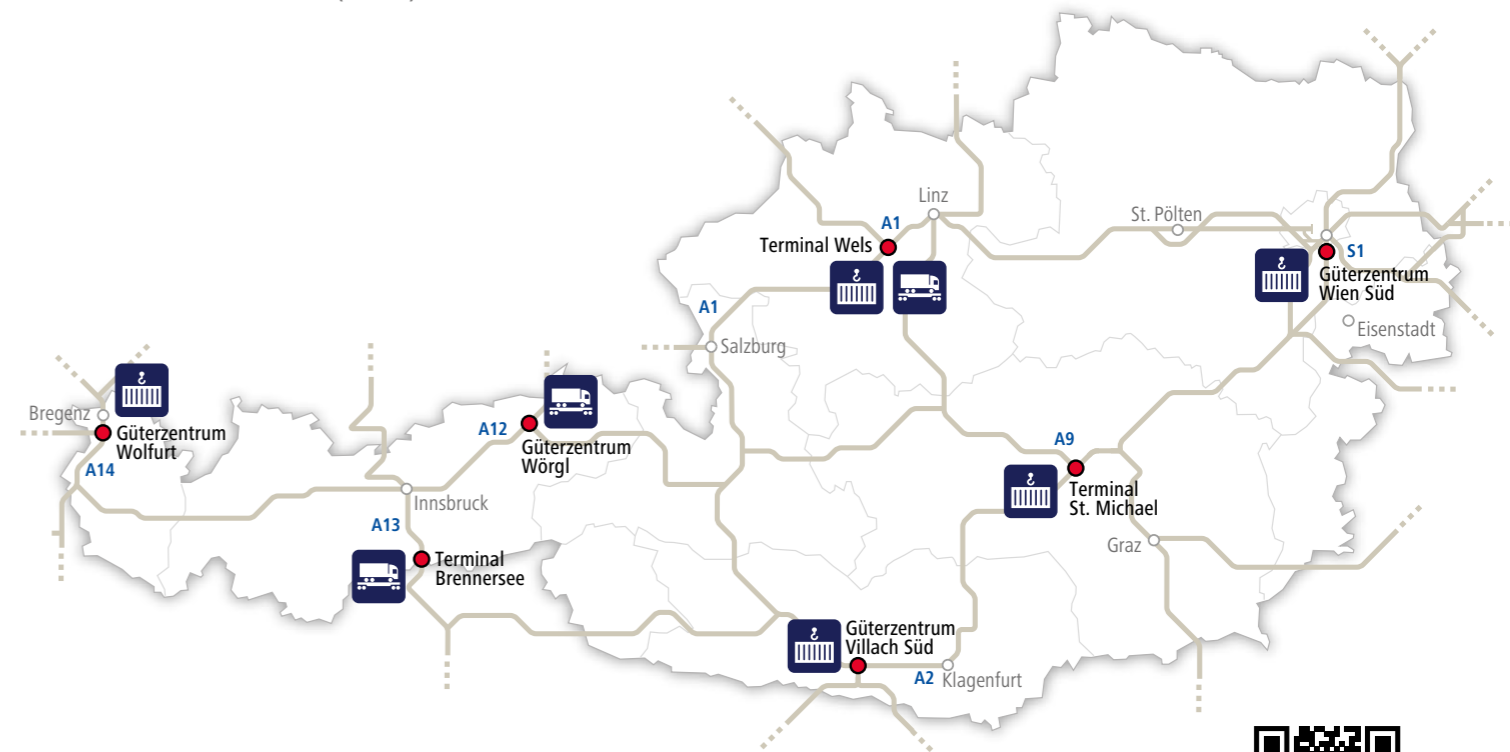
than one million TEU (twenty-foot equivalent unit). With investments in modern facilities, we are expanding our capacities for the market and accelerating processing times.

/// EVERYTHING FROM ONE SOURCE

- /// // Transfer service to and from the terminal, for trains and grouped wagons
- /// // Handling of intermodal transport units by means of gantry cranes or container stackers
- /// // Stabling and storage of containers
- /// // Depot management, cleaning and repair of containers
- /// // Agency services for train operators and RUs
- /// // Rolling Road terminal operation
- /// // Handling of non-craneable semitrailers (ISU)
- /// // Cooling and heating of containers, reefer service
- /// // Loading and unloading of containers incl. temporary storage of goods
- /// // Opportunities for customs clearance (authorised location of goods)
- /// // CSC verification, SOLAS weighing
- /// // Other location services



//// TERMINALS FOR UNACCOMPANIED COMBINED TRANSPORT (UCT) AND ROLLING ROAD (ROLA)



Terminal for rolling road (ROLA)

Terminal for unaccompanied combined transport (UCT)

