

Intermodal Services Emergency Guidelines



Preamble

The following content is to be understood as guidelines for all involved operational parties in case of any bigger deviations in daily operations may occur. The mentioned cases and times are to be understood as example and for orientation. These guidelines are European Cargo Logistics (ECL) quality orientated approach to standardize not standardize able single emergency cases. They are clearly not to be understood as legal binding in any case.

1. Introduction

All intermodal services provided by ECL are prepared and planned in a professional way to secure the efficiency and reliability as promised to our customers. Never the less in daily operations unplanned and unexpected incidents can occur, which impact the train runs punctuality and/or reliability.

2. Problem description

Various unexpected internal and/or external technical, human or environmental based issues could eventually impact a train run in a negative way. Delays of a train runs provided by railway suppliers to ECL directly impact the service level of ECL to its customers in a negative way.

3. Objective

It is the goal of the intermodal operations department of ECL and its suppliers to reduce the delays caused by unexpected internal and/or external technical, human or nature based issues to an absolute minimum and handle these efficiently as soon as they appear, while keeping the customers informed about the status at all times.

4. Emergency Plan

The emergency plan contains the following subjects:

- A. Train run disturbing issue
- B. Delay prediction
- C. Mitigation actions
- D. Communication

4.1. Train run disturbing issue

Train disturbing issues can be split up to internal or external origin and categorized to technical, human or environmental caused as follows:

	Technical	Human	Environmental
Internal	<ul style="list-style-type: none"> ▪ Locomotive defect ▪ Wagons defect ▪ Tarpaulin defect 	<ul style="list-style-type: none"> ▪ Illness of employees 	
External	<ul style="list-style-type: none"> ▪ Safety systems ▪ Traffic control 	<ul style="list-style-type: none"> ▪ Suicide ▪ Accidents 	<ul style="list-style-type: none"> ▪ Storm ▪ Lightning ▪ Landslides ▪ Flooding

Train run disturbing issues with an internal origin are less complex to solve than those with an external origin, which means the need of another approach.

4.1.1. Internal origin

Train run disturbing issues with an internal origin are to be solved as soon as possible by using the internally supplied mitigation measures.

4.1.2. External origin

Train run disturbing issues with an external origin are outside the span of control of ECL. In case such an issue appears it is our task to support the external parties in solving the issues, while keeping our customers informed regarding the progress.

4.2. Mitigation measures

ECL and its railway suppliers have preventively taken measure to mitigate train run disturbing issues with an internal origin. The preventively taken measures are described in the table below:

train run disturbing issues with an internal origin	Mitigation measures
Locomotive defect	<ul style="list-style-type: none"> ▪ Spare locomotives ▪ Shunt locomotives with homologation for Netherlands and Germany ▪ Trust agreements with other traction provider for exchange of locomotives
Wagons defects	<ul style="list-style-type: none"> ▪ Contracted mobile repair team for wagons ▪ Simplification of fleet to enable exchange of wagons between different routes ▪ Spare wagons available on several locations
Employee illness	<ul style="list-style-type: none"> ▪ Drivers available on different locations ▪ Several external staff suppliers contracted

4.3. Delay prediction

Based on the type of train run disturbing issue a general to be expected delay can be given. These delay time are approximate figures, which can differ due to the details of the actual circumstances:

Main issues	Sub issues	Approximate delay
Locomotive defect (at departure)	<ul style="list-style-type: none"> ▪ Repairable ▪ Use of spare locomotive ▪ Use of third party locomotive 	<ul style="list-style-type: none"> 2 – 4 hours 4 – 8 hours 6 – 12 hours
Locomotive defect (during train run)	<ul style="list-style-type: none"> ▪ Use of spare locomotive ▪ Use of third party locomotive 	<ul style="list-style-type: none"> 4 – 8 hours 2 – 12 hours
Wagons defect (at departure)	<ul style="list-style-type: none"> ▪ Spare wagon ▪ Shunt out 	<ul style="list-style-type: none"> 2 – 6 hours 2 – 6 hours (train) > 12 hours (cargo on wagon)
Wagons defect (during train run)	<ul style="list-style-type: none"> ▪ Shunt out 	<ul style="list-style-type: none"> 2 – 6 hours (train) > 12 hours (cargo on wagon)
Tarpaulin defect (during train run)	<ul style="list-style-type: none"> ▪ Shunt out 	<ul style="list-style-type: none"> 2 – 6 hours (train) >12 hours (cargo on wagon)
Illness of employees (at departure)	<ul style="list-style-type: none"> ▪ Replacement driver nearby 	<ul style="list-style-type: none"> 2 – 4 hours
Illness of employees (during train run)	<ul style="list-style-type: none"> ▪ Replacement driver with >4 hours travel 	<ul style="list-style-type: none"> >8 hours
Safety systems	<ul style="list-style-type: none"> ▪ Limited train capacity ▪ No train capacity 	<ul style="list-style-type: none"> 1 – 2 hours 2 – 6 hours
Traffic control	<ul style="list-style-type: none"> ▪ Limited train capacity ▪ No train capacity 	<ul style="list-style-type: none"> 1 – 2 hours 2 – 6 hours
Suicide		<ul style="list-style-type: none"> > 4 hours
Accidents		<ul style="list-style-type: none"> > 4 hours
Storm	<ul style="list-style-type: none"> ▪ Medium storm ▪ Heavy storm 	<ul style="list-style-type: none"> > 6 hours > 12 hours
Lightning	<ul style="list-style-type: none"> ▪ Limited train capacity ▪ No train capacity 	<ul style="list-style-type: none"> 1 – 2 hours 2 – 6 hours
Landslides	<ul style="list-style-type: none"> ▪ Detour available ▪ Blockage 	<ul style="list-style-type: none"> 6 – 12 hours > 12 hours
Flooding	<ul style="list-style-type: none"> ▪ Detour available ▪ Blockage 	<ul style="list-style-type: none"> 6 – 12 hours > 12 hours

4.4 Communication

When deviation arise proper and swift communication is always the most important to establish and continue this ongoing until the issues has been solved.

4.4.1 Communications in case of larger delays

When larger delay occur proper communication between all involved parties is of the upmost importance for all.

INTERMODAL SERVICES – EMERGENCY GUIDELINES

As soon as larger delay occurs, ECL’s Intermodal Services Team will actively inform its customers concerning the delay and prognoses during the operation times (Mon-Fri 7-22h, Saturdays 08-16h and on demand & Sunday on demand) as follows:

Hrs	Topic	Context
00:00	train run disturbing issue occurs	
01:00	Announcing to customer	Information regarding delay
01:00	Informing customer	First prognoses delay
02:00	Informing customer	Actual status & prognoses delay
04:00	Informing customer	Update
06:00	Informing customer	Update
12:00	Informing customer	Update
...

4.4.2 Emergency contacts

In case of urgent matters the operations of ECL Intermodal Services can be contacted by email or telephone:

- ✓ Monday – Friday: 8:00 until 22:15 o’clock
- ✓ Saturday: 08:30 – 16:00 o’clock
- ✓ Sunday: in case via emergency number

Booking Contact	E - Mail Contact	Phone Numbers
Verona Shuttle	veronashuttle@ecl-online.de	0049 (0) 45023075445
Rhein Neckar Shuttle	rns@ecl-online.de	0049 (0) 4502 3075440
Bavaria Shuttle	bavariashuttle@ecl-online.de	0049 (0) 45023075430
Ruhr Shuttle	ruhrshuttle@ecl-online.de	0049 (0) 45023075460
All Shuttle from 18 o'clock on	E-Mail Contacts as mentioned	0049 (0) 1514 6736557

4.4.3 Escalations

In case the developments require management attention, the enclosed table provides the details regarding who can be contacted how.

European Cargo Logistics GmbH, Lübeck
<p>Supervisor Intermodal Operations: Andreas Jurgeleit Phone: +49/4502/3075-420 / mobile: +49 171 308 27 83 E-Mail: andreas.jurgeleit@ecl-online.de</p>
<p>Head of Intermodal Services Tobias Behncke Phone: +49/4502/3075-400 / mobile: +49 151 151 49 248 E-Mail: tobias.behncke@ecl-online.de</p>
<p>Managing Director Jörg Ullrich Phone: +49/4502/3075-100 / mobile: +49 170 901 09 21 E-Mail: joerg.ullrich@ecl-online.de</p>