

Press Release

Toward digital wagon hire with extended service portfolio: New tool for VTG's customer platform traigo

- **New “Wagon Hire” tool now available**
- **Users can check wagon availability and submit inquiries with no obligations**

Hamburg, May 10, 2021. VTG, Europe's biggest privately owned provider of freight wagons for hire, last year put digital fleet management on the rails in the shape of traigo. After posting a variety of information around the wagon hire business on the new platform, the company is now taking the platform a step further by facilitating interaction with users. Starting now, the “Wagon Hire” tool allows users to check wagon availability and request offers with no obligations. “Our aim with traigo is to digitalize rail, yes, but also to create a whole new customer experience,” says Sven Wellbrock, Chief Operating Officer Europe & Chief Safety Officer of VTG AG. “We want to make rail more transparent, more efficient and easier for our customers to use.”

New digital application for efficient rail traffic

In addition to established traigo functionality such as the “Mileage Forecast” and “Status Monitoring”, a new “Wagon Hire” tool now lets users see immediately what wagons are available and ask about them directly. This service is currently available for intermodal wagons. Users can filter inquiries by wagon type – for pocket wagons and container carriers – as well as by location and various technical parameters. It is also possible to select the intended mileage and the date as of which wagons are to be hired. Inquiries containing all these specifications can be submitted directly. A member of VTG's sales staff will then send a corresponding offer.

“To make rail more attractive in the long term, we are putting customers and their transportation needs at the center of everything we think and do,” says Thomas Dittmann, Head of Product traigo. “Customers expect faster, more transparent and more tailor-made solutions – solutions that are available online and at any time. Our response is traigo, which enables rail to go digital.”

Further functions in the pipeline

traigo serves as a digital counterpart to the analogue services provided in the past. VTG is already working hard to develop and deliver more functions, such as online wagon hire functions, damage reports and additions to the “Status Monitoring” feature. Going forward, it also plans to open up its offerings to non-VTG customers.

Anyone who is interested can visit www.traigo.com to find out about existing and new applications. Alternatively, feel free to mail any questions to our service desk at servicedesk@traigo.com.

About VTG:

Headquartered in Hamburg, VTG Aktiengesellschaft is a global asset owner and logistics company with a strong focus on rail. Besides hiring out rail freight wagons and tank containers, it also provides multimodal logistical services and integrated digital solutions. The company's fleet includes around 94,000 rail freight wagons – mostly

tank wagons, intermodal wagons, standard freight wagons and sliding-wall wagons – as well as about 9,000 tank containers.

This diversified service portfolio gives VTG's customers a robust platform for international freight transportation, based on which the company develops made-to-measure logistical solutions for any and every industry. Over many years, VTG has accumulated granular expertise across the entire transport chain – expertise that is now flanked by smart technology. The Group likewise combines a wealth of experience with a specialized knowledge of the transportation of liquid and sensitive goods in particular. Its customers include a plethora of leading companies representing the chemicals, petroleum, automotive and paper industries, agriculture and virtually every other sector besides.

VTG posted revenue of EUR 1,218 million and an operating profit (EBITDA) of EUR 492 million in the 2020 financial year. The Hamburg-based company's subsidiaries and affiliates give it a sizable footprint in Europe, North America, Russia and Asia. Effective December 31, 2020, VTG employed around 2,100 people worldwide.

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