Learning & Training Solutions for Deutsche Bahn and the Railway & Transport Markets Worldwide

DB Mobility Logistics AG
DB Training, Learning & Consulting
International Business
Frankfurt am Main, April 2015
Corporate learning is DB wide bracketed under DB Training & DB Akademie

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<thead>
<tr>
<th>Corporate Functions</th>
<th>Service Functions</th>
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<tbody>
<tr>
<td>DB AG Management Board</td>
<td>DB Mobility Logistics AG Management Board</td>
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<tr>
<td>Chairman and CEO</td>
<td>Chairman and CEO</td>
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<td>Finance/Controlling</td>
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<td>Compliance, Privacy, Legal Affairs and Corporate Security</td>
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<td>Human Resources</td>
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<td>Rail Technology</td>
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<td>Passenger Transport</td>
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<td>DB Training / DB Akademie</td>
<td>Services</td>
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As of August 1, 2013; 1 Servicecenter provide services for business units of the respective division; 2 Business Unit DB Bahn Arriva operates under the firm name „Arriva“
Corporate learning for railway excellence, top employer attractiveness and sustainable development

Leadership
- Leadership Programs
- Management Programs
- Managerial Effectiveness Programs
- Dialogue Forums and Executive Talks

Railway Management Expertise
- Infrastructure
- Vehicles
- Operations
- Intermodal Transportation Systems
- Future of Transportation Systems

Training Centre
- Initial Vocational Education
- Vehicle Engineering
- Train Driver Education
- Infrastructure & Train Operations
- Soft Skills & Business Know-how

Leadership & Administrative Structures / Supportive Processes:
Human Resources / Facility / Quality Management, Strategic & Innovation Management
DB Training is the provider of integrated learning & training solutions for DB Network and international customers around the world

Facts & Figures about us

- incorporated company of Deutsche Bahn
- one of the leading learning solution providers in the European Mobility and Logistics market
- strategic partner for organisational and individual learning, development- and change
- more than 250,000 participants per year
- Embedded consulting for safety, quality management, process design and performance improvement
- full-service offering portfolio with more than 1,500 different courses in technical, managerial and soft-skill education
- more than 950 employees at 70 locations
- 720 trainers & instructors, 70 consultants, 20 psychologists, 60 simulator instructors
- a network of 1,000 freelance trainers, instructors & consultants
DB Training has set up the Training Organisation / School of Rail for DB starting in 1994 and is continuously adapting learning solutions to new challenges.

Focus is well beyond DB Network: DB Training provides DB experience in designing and realising integrated learning solutions for operative staff and executives for partners and customers all over the world.

DB Training trains people
DB Training qualifies companies
DB Training maximises value added processes

Experience in designing & setting up learning solutions since 1994

- 20 years of experience
- 3 mill. trainees
- 300,000 courses conducted
- 65,000 consulting days
- 4 int. awards gained

Proven expertise to establish **integrated learning solutions** for railway and logistics companies

DB Training’s expertise is ready to use for supporting the setting up of training organisations for rail, transport & logistics companies worldwide.

German Rail Reform: DB AG is founded

DB AG operates worldwide transportation networks of the future

1994
Worldwide experience in establishing learning solutions for railway & logistics networks - A selection of DB Training’s recent international projects

**DB Training**

**Worldwide Expertise**

- Supervising Train Drivers (Simulator) for SNCF & SNCB
- Study Tour „DB Network“ for Qatar Rail Executives & Engineers
- Concept of Etihad / RTA School of Transportation (UAE)
- Trainings for ERDBO staff
- Supporting the Set Up & Implementation of a SENAI School or Rail
- Safety Management & Culture etc. - Transnet Freight Rail (TFR)
- Study Tours and Training Programs: Management Models for Transportation Services, Enterprise IT & Asset Management
- Infrastructure Trainings & Workshop on Safety Awareness & SMS for TCDD
- Train Driver Education (Velaro)
- Locomotive Maintenance Training for KORAIL
- Cooperation with GUtech Oman
- Quality Assurance CBT (Simulators, Cassidian)

Projects are typically realised in cooperation with DB International
**Broad experience for holistic corporate learning and consulting: DB Training’s customers within DB Network and beyond**

<table>
<thead>
<tr>
<th>Infrastructure Providers &amp; Service Providers</th>
<th>Transport Services Providers &amp; Corporate Functions</th>
<th>Non-DB Market</th>
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<tr>
<td>319 Customers</td>
<td>605 Customers</td>
<td>740 Customers</td>
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<td><strong>DB NETZE</strong></td>
<td><strong>DB BAHN</strong></td>
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<td>Fahrweg</td>
<td>Regio</td>
<td>Non-DB railway &amp; logistics companies</td>
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<td>ProjektBau</td>
<td>Fernverkehr</td>
<td>Non-DB construction companies</td>
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<td>Personenbahnhöfe</td>
<td>Arriva</td>
<td>Manufacturers of railway technology</td>
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<td>Energie</td>
<td>Vertrieb</td>
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<td><strong>DB SCHENKER</strong></td>
<td><strong>DB</strong></td>
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<tr>
<td>Rail</td>
<td>Logistics</td>
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<td>Logistics</td>
<td>Corporate Group Funcions</td>
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<td>Dienstleistungen</td>
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**Foreign Markets**
- Non-DB railway & logistics companies
- Non-DB construction companies
- Manufacturers of railway technology
- International Projects
Agenda

1. DB Training at a glance
2. DB Training’s service offering portfolio for organisational and individual learning
3. DB Training’s expertise in setting up integrated learning organisations
4. Balancing railway safety and cost efficiency – the crucial link to Certification
DB Training’s customer focused organisation structure guarantees rapid availability of flexible, high quality and pin-pointed solutions.
Integrated learning architecture & solutions for all function groups in all railway and logistics networks’ areas and disciplines

DB Training
Learning & Consulting

- Qualification of Executives, Management and Business Know-how
- HR-Strategy and -Management
- Consultancy in Safety Management Systems & Process Management
- Consultancy in Total Quality Management
- Training in Logistics
- Train Driver Education and Training
- Rolling-Stock Maintenance Training
- Training in Rail Operations & Infrastructure
- Initial Vocational Education

- Executive Academy
- DB Institute of Technology
- Training Center

- Executives
- Specialists in Operations (Engineers etc.)
- Commercial / Service Staff
- Trade Employees
- Apprentices / Vocational Trainees
Initial vocational education and training – educating apprentices

Initial Vocational Education

- Industrial and Technical Education
- Commercial and Service-oriented Education
- More than 6,000 trainees a year
- Technical and commercial professions
- Comprehensive skill development
Train driver education and training

- Initial train driver education
- Further education and assessment
- Full-motion simulators and CBT
- Cross-boarder training
- More than 40,000 participants per year
Vehicle engineering and rolling stock maintenance training

- More than 20,000 participants a year
- Certified process of learn-management
- International trainings
- Close cooperation with manufacturers and Deutsche Bahn AG engineering
- 90 highly qualified Trainers
- More than 20,000 participants a year

Rolling Stock
More than 70,000 participants a year

Civil engineering

Signalling, train control systems

Operational rules and safety orientation, human factors

Initial and further education

More than 70,000 participants a year
Qualification of executives, Management and Business Know-how

Management

- Management skills
- Social and personal skills
- Service skills and orientation
- Project management, work techniques & methods
- More than 35,000 participants a year

More than 35,000 participants a year

Project management, work techniques & methods

Social and personal skills

Service skills and orientation

Management skills
Consulting Services

Consulting

- Total quality management, integrated management systems (IMS)
- Business excellence, Process management
- Safety management, Human factor
- Crisis and disaster management
- Change management, organisational development
- Management diagnostics, assessment centers, skill profiling, innovation / ideas management
The 4 Pillars of the DB Institute of Technology

**System Knowledge**
- Transfer of knowledge regarding technology within interdependent DB network
- Overview of the system's interrelations
- Deeper understanding of each business area's role within and contribution to the success of the overall DB network

**Expert Knowledge**
- Basic knowledge in the various areas and disciplines
- Updating and enhancement of special knowledge in the various areas and disciplines
- Improvement of didactical and methodical competences

**Expert Dialogues**
- Interactive networking platforms, differing in depth of knowledge
- Exchange of knowledge and innovative ideas with specialists in universities, technical colleges, research facilities and associations

**Excellence**
- Stimulating and promoting motivation for knowledge transfer and expertise sharing
- Designing models for DB experts' and engineers' personal (individual) development
DB Training favors holistic training concepts – and deploys and explores innovative approaches like WBT, Distance Learning, Tablets etc.
Smart Learning – DB Training deploys modern IT technologies for designing innovative learning processes and learning management systems.

### Computer Based Trainings (CBT)
- Offline Learning Programs
  - graphic animation
  - rigid
  - no interaction

### Web Based Trainings (WBT)
- Online Learning Programs
  - flexible
  - approach to online communication
  - interaction

### Blended Learning
- Integration of Presence Learning and E-Learning within overall Learning Arrangements

### Smart Learning & Learning Management
- Blend of Classroom Training, E-Learning, Information Management and Communication Platforms (chats, forums, etc)
- Learn Management Systems - smart systems for managing integrated education programs
- E-Procurement of Training Resources (trainers, systems, materials, facilities)
- Tablet Solutions for Integrating Personnel Management and Learning

5 years ago

Today
More than 2,500 individual customer solutions per year, more than 2,000 standard courses – DB Training’s excellence in solutions development

Approx. 5,000 man days for training development p.a.
- Curricula
- manuals
- reader
- learning designs
- learning modules

Research & Development
Cooperating with numerous universities and research institutes: TU Dresden, TU Darmstadt, University of Kaiserslautern, Karlsruher Institute of Technology (KIT), TU Kaiserslautern, VW Group Academy, RWTH Aachen and many others
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4. Certification: balancing railway safety and cost efficiency
DB Training’s School of Rail / Rail Academy Model: Training and education on three levels

- Managerial Effectiveness
- Scientific Research & Education
- Operational Excellence & Safety

1. Training Center
2. University
3. Executive Academy

Networking
DB Training’s School of Rail / Rail Academy Model: Organisational structure, training and education programs

1. Training Center (Core Units)
   - Initial Vocational Education
   - Vehicle Engineering
   - Train Driver Education
   - Infrastructure & Train Operations
   - Soft Skills & Business Know-how

2. Rail University (Faculties)
   - Railway Sciences
     - Infrastructure
     - Vehicles
     - Operations
   - Transportation Sciences
     - Intermodal Transportation Systems
     - Future of Transportation Systems

3. Executive Academy (Programs)
   - Leadership Programs
   - Management Programs
   - Managerial Effectiveness Programs
   - Dialogue Forums and Executive Talks

Leadership & Administrative Structures / Supportive Processes:
Human Resources / Facility / Quality Management, Strategic & Innovation Management
The Training Center’s main business units – well-proven structure for ensuring operational excellence & safety by means of training

Training Center – Business Units

- Initial Vocational Education
- Train Drivers
- Vehicle Engineering & Rolling-Stock Maintenance
- Infrastructure & Train Operations
- Soft Skills & Business Know-how

Consultancy, Safety Management, HR-Strategy and -management

Function groups

- Lower / middle management
- Apprentices, trade employees, operational staff
2. Rail University for Scientific Research & Education – specialists build on up to date knowledge and explore new solutions

- Educating Young Academics & further Training of Graduate Engineers
- Employing state of the art Operations and Information & Communication Technology

Applied Research is the Backbone of Education
- Increases reputation, regionally & globally
- Enables state of the art education and knowledge
- Increases cooperation with universities, governments and companies worldwide

Function groups
- Young Academics
- Graduate Engineers

Faculties
- **Railway Sciences**
  - Infrastructure
  - Operations
  - Vehicles

- **Transportation Sciences**
  - Intermodal Transportation Systems
  - Future of Transportation Systems
An Executive Academy for ensuring managerial effectiveness - learning organisation for executives and top executives

Function groups

- Executives
- Accomplishing Business Excellence
- Networking

Topics

- **Leadership-Programs:** Active engagement of a holistic leadership understanding within the company, throughout all top management positions
- **Management-Programs:** Preoccupation with strategic corporate management as well as the advancement of the implementation oriented approach of the area of responsibility
- **Managerial Effectiveness-Programs:** Strengthening of the individual leadership competence through an intensive examination of the effectiveness within different leadership situations
- **Dialogue Forums and Executive Talks:** Communication platforms for top executives, concerning different comprehensive topics as well as the possibility of active networking

... and many others
### DB Training’s approach for setting up a learning organisation (1/2): Fields of action

<table>
<thead>
<tr>
<th>Objective</th>
<th>Fields of Action</th>
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| Setting up a learning organisation according to international standards of professional education and railway safety requirements | - Assessing the status quo  
- Investigating the requirements and expectations of the company  
- Exploring the framework & context  
- Designing the overall structure, organization and processes of the learning organisation  
- Practical project management: detailing a roadmap for implementing the learning organisation  
- Implementing the learning organisation |
Step I
Assessing the status quo & the objectives of the company

- Target group analysis
- Requirements analysis (company’s objectives)
- Railways specific rules & regulations
- Assessing existing educational systems and the qualification of trainers and other staff

Step II
Designing the structure of the learning organisation

- Learning targets and curricula
- Organisational structures & processes
- Staff: trainers, researchers etc.
- Units, faculties, departments
- Management, administrative & supportive processes
- Facilities & equipment

Step III
Elaborating a roadmap for implementing the learning organisation

- Detailing the project structure, incl. timeline
- Deducing specific actions and measures
- Division of work & supportive structures
- Resource planning (budgeting & funding)

Step IV
Implementing the learning organisation

- Setting up organizational and physical structures
- Recruitment of staff
- Training and further education of staff
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How DB Training supports its customers in producing and sustaining railway safety

- Virtually all functions and operations in the railway and logistics business are highly safety relevant.
- Therefore safety requirements have to be integrated into occupational profiles and training curricula – paying attention to relevant laws, guidelines & standards.
- Training programs / curricula and education practice must be checked and assured methodically by a coherent system of product and personnel certification.

Safe railway operation is generated in the concurrence between:
- Human factor and infrastructure
- Human factor and rolling stock
- Infrastructure and rolling stock
- Cf. e.g. the European Railway Safety Directive (2004/49/EC)

Global Learning Solutions
Central focus is SAFETY
The 2 basic factors of DB Training’s investment approach

1. Education as an investment into a company’s performance
   - Certification of training courses and trainers
   - Certification of personnel

2. Safety as constitutive element of education programs in the mobility & logistics market
   - Quality Management – Certification according to DIN ISO 9001:2008

Best Practice
- Cooperating with an independent and neutral certification body - for realising the certification of training courses and personnel
- Assigning our partner TrafficCert or another independent certification body
For further details please contact:

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