

May 06, 2026

Customer Advisory: Hamburg Update

Dear Valued Customers,

Following the continued deterioration of the operational situation in Germany, and particularly in Hamburg, we would like to provide an important update.

Despite mitigation efforts over the May Day period, the network remains severely constrained and unstable. Ongoing infrastructure closures across the German-Czech and German-Polish borders, combined with additional operational disruptions, continue to heavily impact rail flows.

Current Operational Situation

- Limited/no access to Hamburg terminals
- Continued service cancellations and rescheduling required
- Reduced train length restrictions

Impact

- Network-wide congestion, especially across Hamburg access routes
- Significant delays and operational unpredictability
- Ongoing imbalance of equipment, locomotives, and crews

Therefore, to protect network stability and safeguard service reliability for cargo already in transit, we are enforcing the following:

Immediate stop of all import shipment acceptance via Hamburg, until further notice

This measure is necessary to prevent further congestion buildup and allow recovery of the current backlog.

We remain fully engaged with infrastructure operators and port authorities and will update you as soon as there is an improvement.

We appreciate your understanding and continued partnership during this highly challenging period. In case you wish to arrange direct truck for import direction, please contact your customer experience representative.

For releases to merchant haulage, standard DMR/DET and drop off conditions apply.

Sincerely,
Best regards