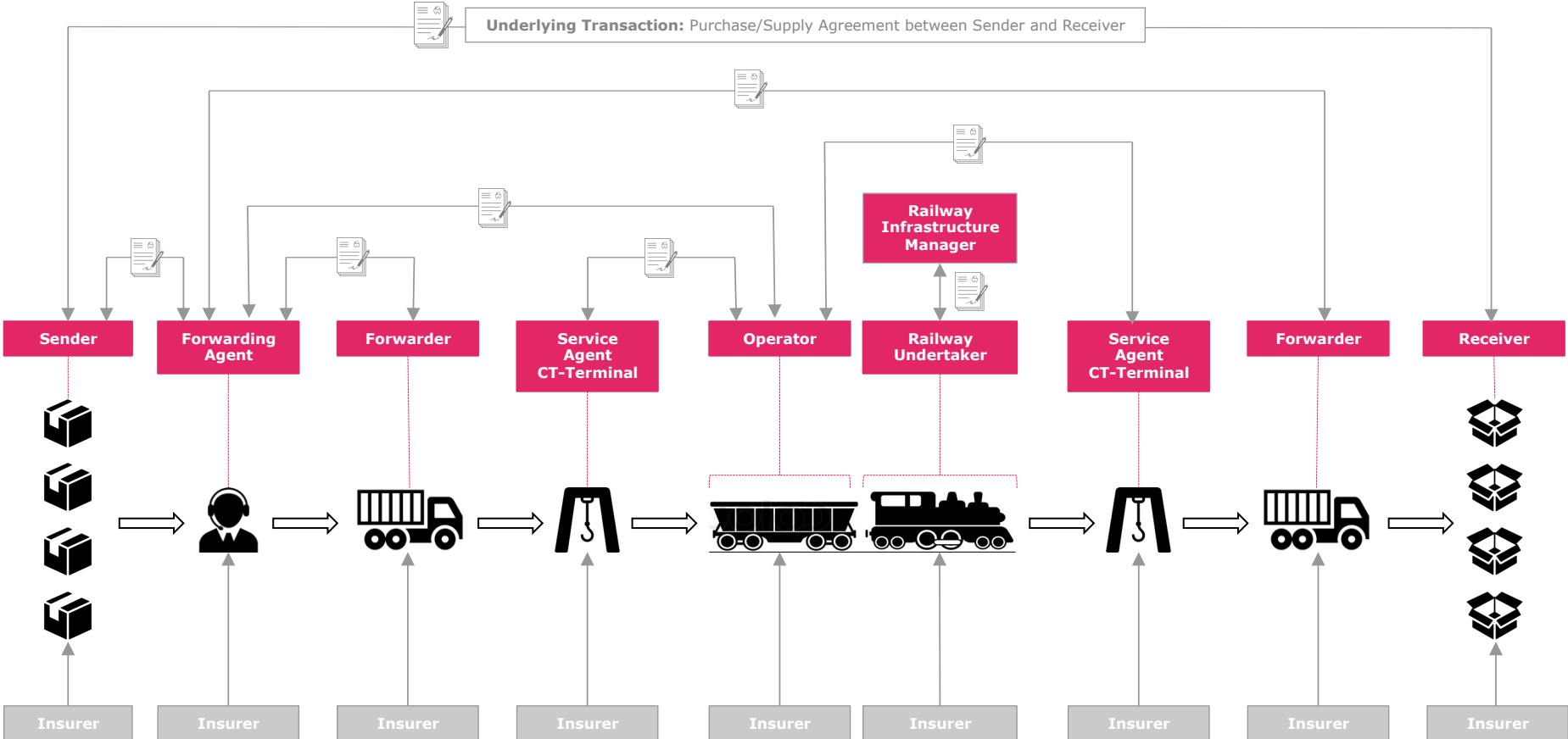


Railway Line Blocking in Rastatt/DE

Your Potential for Damage Reduction

Affected Parties



Trouble-Shooting Phases

August 12th, 2017
Railway Line Blocking Incident
(Section Rastatt/Baden-Baden)

October 2nd, 2017
Planned
Re-Opening

1st Phase

2nd Phase

Standard Operation

Limitation of Damage

Claims Handling



Immediate Measures for the 1st Phase

Approach re Contracting Parties

- Communicate openly without admitting any fault or liability
- Review contracts carefully:
 - Clarify your own commitments and responsibilities
 - Consequently recognize and indicate potential breach of contract
- Check incoming invoices carefully and, if necessary, dispute them
- Reject claims consequently
- Come up with solutions which minimize the potential damage for both you and your contracting partner in a collaborative way without recognizing any fault or liability

Internal Measures

- Promptly appoint a single contact point:
 - Centralized documentation
 - Centralized communication
- Document the orders in the context of trouble-shooting consistently
- Document the losses caused by the incident (e.g. missed orders) comprehensively

Approach re Insurer(-s)

- Assess insurance policy (damage cover)
- Immediately notify the insurer of all cases of loss or damage and claims made against you

Our Offer

We are happy to support you with the structuring of the first phase in order to be prepared for the second phase.



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