SUBJECT: Information on conditions for guaranteeing rail transport services

Dear customers, business partners, dear colleagues,

In the last few days we have been facing a situation that is new to all of us, one that we have not come across before. We would like to let you know that even during this covid-19 related crisis situation we have been performing our services without significant problems.

SŽ Group has been striving to provide continued services to the best of our abilities, but we have to stress that our priority is protecting our co-workers’ health. As a consequence we have adopted several measures, some related to instructions given by state institutions, some implemented by SŽ Group, to prevent the spreading of the coronavirus, to help keep our co-workers healthy, and to perform our services as optimally as possible.

For the purposes of containing the spreading of the coronavirus, we have limited our activities, and thereby the number of employees, to only those absolutely necessary for safe rail transport and related services. We have also optimised and adapted the technological processes in operative transport realisation. This means that we will be discussing the optimal transport organisation in the current situation with you, and we will need your support and flexibility in certain circumstances.
We have to be aware that it is not easy to guarantee services in the current circumstances; our workers do their job in demanding conditions which is why we are exceptionally proud of them, since they are working hard to guarantee continuous services.

Together with our co-workers, we are available for any additional information. We will keep you updated on all important matters.

We wish for all of us get through this crisis as successfully, as fast and with as few health problems as possible.

With best regards,

Melita Rozman Dacar, M. Sc.
Director