



WARNOWTUNNEL
DIE Abkürzung in Rostock

schnell · günstig · sicher · bequem



Warnow Tunnel

The first privately-funded road infrastructure project in Germany

Essential for Rostock's transport infrastructure



Welcome to the Warnow Tunnel

Your short cut in Rostock

Dear Sir or Madam,

The aim of this brochure is to provide you an overview of the Warnow Tunnel, the first privately-funded road construction project in Germany, which connects the western and eastern part of the Hanseatic city of Rostock and significantly improves the infrastructure in the region.



Director Matthias Herrmann

Highest quality, in every area, is our top priority. It is reflected in the definition of our quality goals, by which we measure ourselves each year; first and foremost directly by our customers, but also through reports and audits of our shareholders, banks, the Dekra and ADAC. The results, such as the repeated excellent ISO certifications, qualifying as the best road tunnel in the ADAC tunnel test in 2009, and winning the TOP JOB award in 2008 show that we are on the right path.

We pay special attention to the sustainability of our activities. We have defined seven main goals for economy, social responsibility and environmental issues, which include clearly defined targets and are guidelines for our actions.

A separate brochure provides you with the concrete focus, objectives, measures and results of our approach to sustainable development.

Efficient activity is a necessity to survive as an enterprise. But one also has to assume social responsibility and this is a matter close to our heart, in keeping with our motto "From the region, for the region"

We wish you great joy in reading!

Matthias Herrmann (Chief Executive Officer)





A visionary infrastructure project with a history of 60 years

Since September 2003, the Warnow Tunnel is supporting optimal traffic flow on Rostock's main roads. You arrive quickly and safely at your destination. At the same time, you do not burden the environment.

The idea of the Warnow crossing originated in the sixties. In 1974, the initiative emerged under the name Warnow crossing "North" as part of the general zoning plan of the city of Rostock. Since then, the required spaces were kept clear as far as possible by the Hanseatic city of Rostock.

Especially in the period after reunification, development opportunities opened up across the whole Baltic Sea area. Since the beginning of the 1990s, there was a massive increase in the traffic volume due to development in the economy and tourism in Mecklenburg-Vorpommern. This demanded a re-organisation of the transport infrastructure, which followed in the general transport infrastructure plan of the Hanseatic city of Rostock 1993/94.

The introduction of the Private Financing of Highway Construction Act in 1994 transformed the idea of the Warnow crossing into reality. It is the first privately-built, financed and operated route in Germany. Since then, the Warnow Tunnel, as a showcase project shapes the transport infrastructure in Rostock and the region, and thus forms an essential building block for further economic growth of the regional metropolis of Rostock.

The Warnow Tunnel consists of six waterproof concrete elements, which have been positioned in the Warnow riverbed using the immersed-tube and sunken-tube method, which is unusual for Germany. This process was used because the bedrock was not suitable for a bored tunnel. Including both gate constructions at the start and exit, the tunnel has a total length of 790 metres. Our tunnel is a sophisticated construction, of which we are especially proud.

Warnow Tunnel – certainly safe!

So that you arrive unscathed at your destination

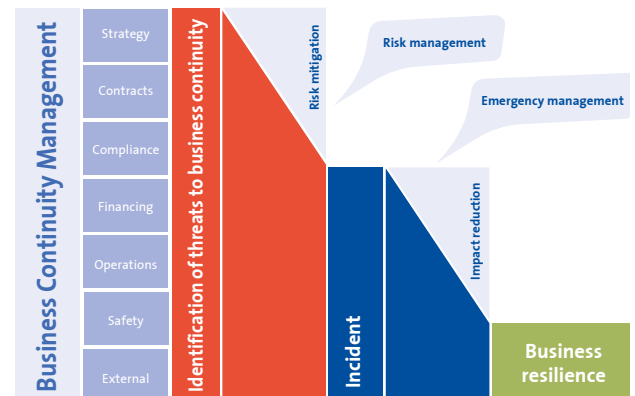


High technology for tunnel safety

As the first privately-operated toll underpass, the Warnow Tunnel emerged as the winner of the ADAC tunnel test with a top score for safety. The modern and automated safety engineering as well as the regularly trained personnel in the control room maintain both the tubes of the tunnel at all times under close supervision around the clock. If an accident occurs despite diligent safety regulations and technical systems, the employees and warning systems of the Warnow Tunnel immediately initiate rescue measures. In case of a fire, an automatic fire detection system triggers sufficient ventilation, the closing off of the tunnel, and alerting the fire department. Well-marked emergency escape routes aid tunnel users to rescue themselves.

Sustainable management for economic security

This entails analysing potential changes and threats as well as their impacts on our company in great detail with our own risk and emergency management system. It enables us to continuously improve our performance. We can thus react quickly and appropriately in case of an accident or a crisis. Our Business Continuity Management ensures that we stay in business in the event of a contingency, so that as usual you can arrive at your destination fast, economically, safely and comfortably also in the future.



Employee health for tunnel safety

The management of WQG actively supports its employees with individual health programs such as Metabolic Balance, a metabolism-based program for the promotion of good health. Based on a blood analysis, each employee receives an individual diet plan which is ideal for the metabolism. Chi Gong seminars, stress management courses and a lot more are regular offerings.

This monitoring has enabled employees to feel healthier, more energetic and motivated. Overall, personal performance and the concentration capacity increased. All participants were thrilled with this WQG initiative and also to further contribute in this way to your safety.



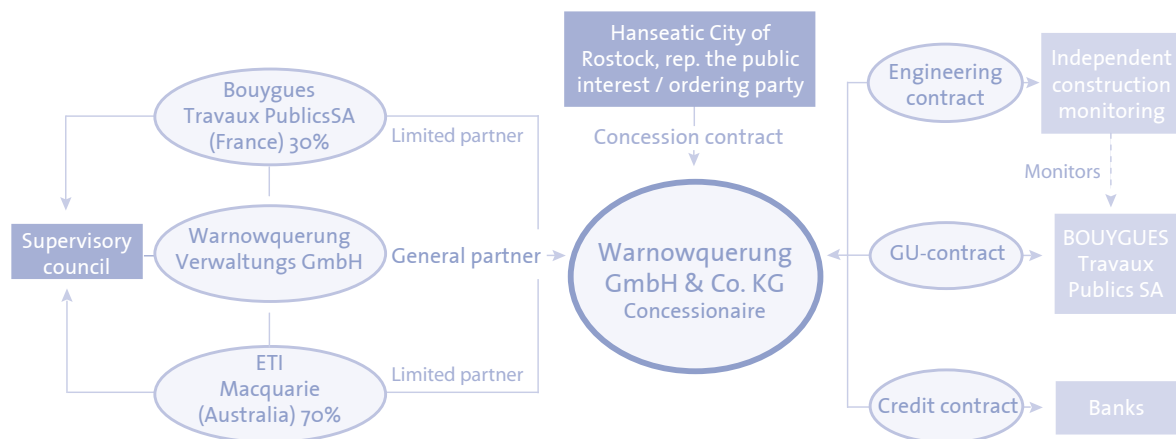


PPP-Public Private Partnership

A strong partnership for your journey

PPP is a form of cooperation between public administration and private undertakings.

WQG was pleased to assume the responsibility as a private contractor to plan, execute and operate the Warnow Crossing project for the Hanseatic City of Rostock.



The advantages of privately-financed transport infrastructure projects are:

- Combination of various competencies
- Independence from political and budgetary constraints
- Faster decision-making capacity
- Higher efficiency in operations
- Time saving during creation
- High quality and excellent maintenance during the concession period
- Financing
- Suitable distribution of risk across appropriate key personnel
- Life cycle concept



Essential for the region of Rostock

Tunnel

- Two 790 metre long tubes, each with two lanes in each direction
- Passage height: 4.5 m
- Total weight: Approximately 200,000 tonnes
- Approximately 80,000 m³ concrete and 7,000 tonnes of steel used in the construction of the 6 elements, each with a length of 120m
- In the sinking-tube method, these elements were positioned on the bed of the Warnow river and covered with a layer of stones.
- Construction period: March 2000 to September 2003
- Official opening on 12/09/2009 by the Federal Minister of Transport, Mr. Stolpe
- Total investment: 215 million Euros
- 2008 Revenue: Approximately 7 million Euros
- Users: Approximately 11,000 vehicles (average) per day, up to 15,000 vehicles per day at peak times

Toll station

There is one toll station located on the east side of the Warnow with:

- 11 traffic lanes:
 - 5 eastbound lanes
 - 5 westbound lanes
 - 1 bi-directional lane (night mode)

Employees

- 1 Chief Executive Officer
 - 1 Commercial/Personnel Manager and Authorised Officer
 - 2 Technical Division Managers
 - 1 Marketing Coordinator
 - 1 Secretary
 - 1 Controller
 - 1 Accountant (female)
 - 2 Customer Service Representatives
 - 1-2 Trainees as office administrators
 - 9 Toll booth Cashiers
 - 5 Shift Supervisors
 - 3 Technicians
-
- 28 Employees



The Warnow Tunnel at a glance

Personal service in the cash lane



Lane 1,2,5,6 – as per display

Here, we accept all forms of payment for all cars. You can also purchase and charge your Oscar here. Routex, UTA, DKV, EC and many other credit cards are accepted.

Cash payment at the coin-operated machines



All lanes except lane 4

Please toss the amount (coins) into the basket provided (the machine will return change). The barrier will open and you can pass through.

RFID or TAG payment (tele-toll)



All lanes

All lanes can be used with RFID and TAG. The barrier opens automatically; the car goes through at a crawl, without stopping. The TAG is applied to the windscreen.

Payment with OSCARD



All lanes except lane 4

With the Oscar, using the tunnel is fast and easy. Just hold the card up close to the scanner.

EC cards and fleet card payment



All lanes except lane 4

You can pay with many EC cards in these lanes. Credit cards are accepted only in the cash lane.

Credit cards



lane 1,2,5,6 – as per display

Only in cash lanes and free of charge, starting from 10 Euro.





Our service for you

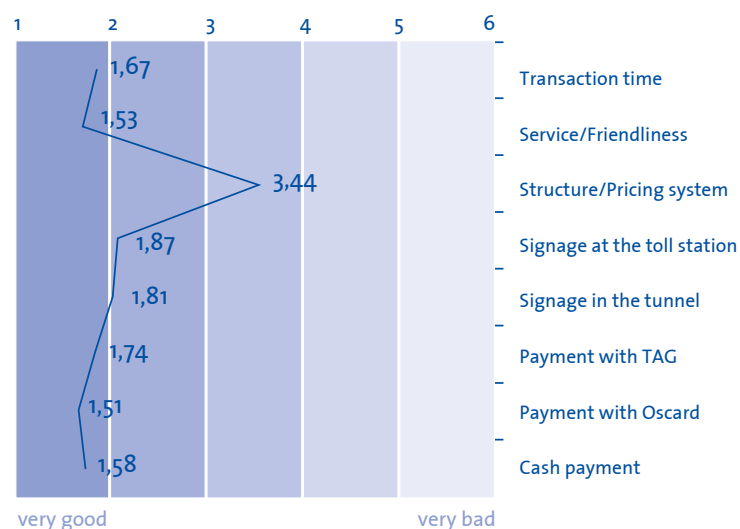
Competence in customer satisfaction

We are satisfied, only if our customers are satisfied too.

You are in the right hands at the Warnow Crossing. Our permanent goal is to inform you and guide you personally about the passage and payment options, our technology and systems or in general about us. From time to time, you shall receive suggestions for excursions, directions and, if required, also a city map. We place a great emphasis on friendliness and helpfulness.

We desire to fulfil our customer's wishes and hence would like to get an insight into your desires and preferences. Since 2007, together with the University of Rostock, we carry out customer satisfaction surveys. For nearly all survey points, we have received consistent and positive feedback, which we are particularly proud of. With great motivation, we are committed to continuously increase this high level of customer satisfaction.

Results of the 2009 customer satisfaction survey



Code of ethics

Style of working and leadership with high standards

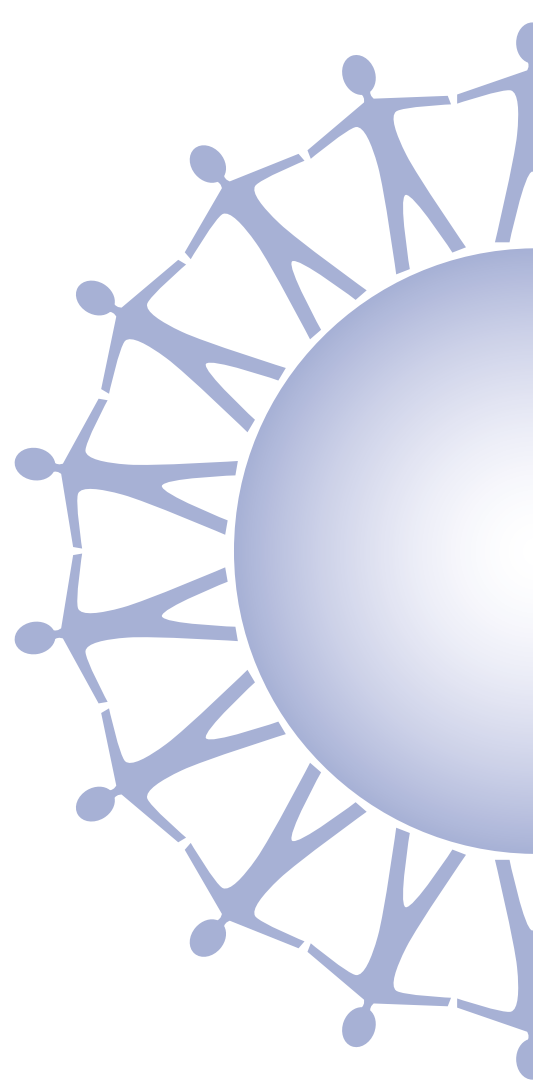
WQG as the operator of the first road tunnel financed according to the FstrPrivFinG (law on privatisation concerning the construction of trunk roads) has set the goal to always adapt its quality standards to the requirements of the market and ideally surpass it. A high level of integrity is essential to live up to this vision. The code of ethics at WQG serves as our guide.

- Compliance to the regulations
- Respect for others
- Transparent and reliable corporate communication
- Protection of assets
- Internal checks and risk management
- Trustful relationship with our customers and suppliers
- Sustainable development
- Political neutrality of WQG, but promotion of democratic engagement
- Social Responsibility
- Regional promotion
- Implementation of the code of ethics
- Report non-compliance, deliberate or through an oversight

WQG encourages honest and ethical conduct in all its business activities. In particular, this means to act in good faith and with responsibility, diligence, caution, authority and commitment.

A conscientious style of working and management demands high standards from all employees. It requires for each of us to constantly evolve and improve.

The code of ethics at Warnowquerung GmbH & Co. KG is available on our website: www.warnowtunnel.de/ethikkodex





ISO 9001:2008

Quality objectives of Warnowquerung

The quality policy of the company is summarized in the following **binding principles**:

1. The safety of every user of the tunnel is, at all times, the highest priority of each employee of Warnowquerung GmbH & Co. KG, and is subject to continuous monitoring and improvement.
2. The Warnow Tunnel is "The shortcut in Rostock". It is one of our company's highest objectives to always keep the vehicle processing time short and to minimize restrictions in traffic.
3. Warnowquerung GmbH & Co. KG is a service provider. As such, customer orientation and customer satisfaction are of utmost importance. Friendliness and helpfulness are values lived by each employee.
4. The employees are the heart of the company. Employee motivation is the number one factor for success.
5. Warnowquerung GmbH & Co. KG views its dealings with business partners, governmental institutions and public authorities as a partnership structured according to the principle of sustainable development.
6. The significance of financial investors – both shareholders and banks – is recognized by all employees. Consequently, the interests of these investors are always considered in all important decisions taken by the company.
7. Internal processes are continuously reviewed with a view to their expediency as well as their potential for failure and optimisation, and are modified if necessary.
8. For the long-term survival of Warnowquerung GmbH & Co. KG, cost reduction is among the most important goals. The employees continually evaluate the processes of the company and are involved in continuous improvement measures.

These principles are reflected in the quality slogan of WQG:

"We are the shortcut in Rostock. Our customers arrive quickly at their destinations, have chosen the most convenient route, and have a pleasant and safe trip."

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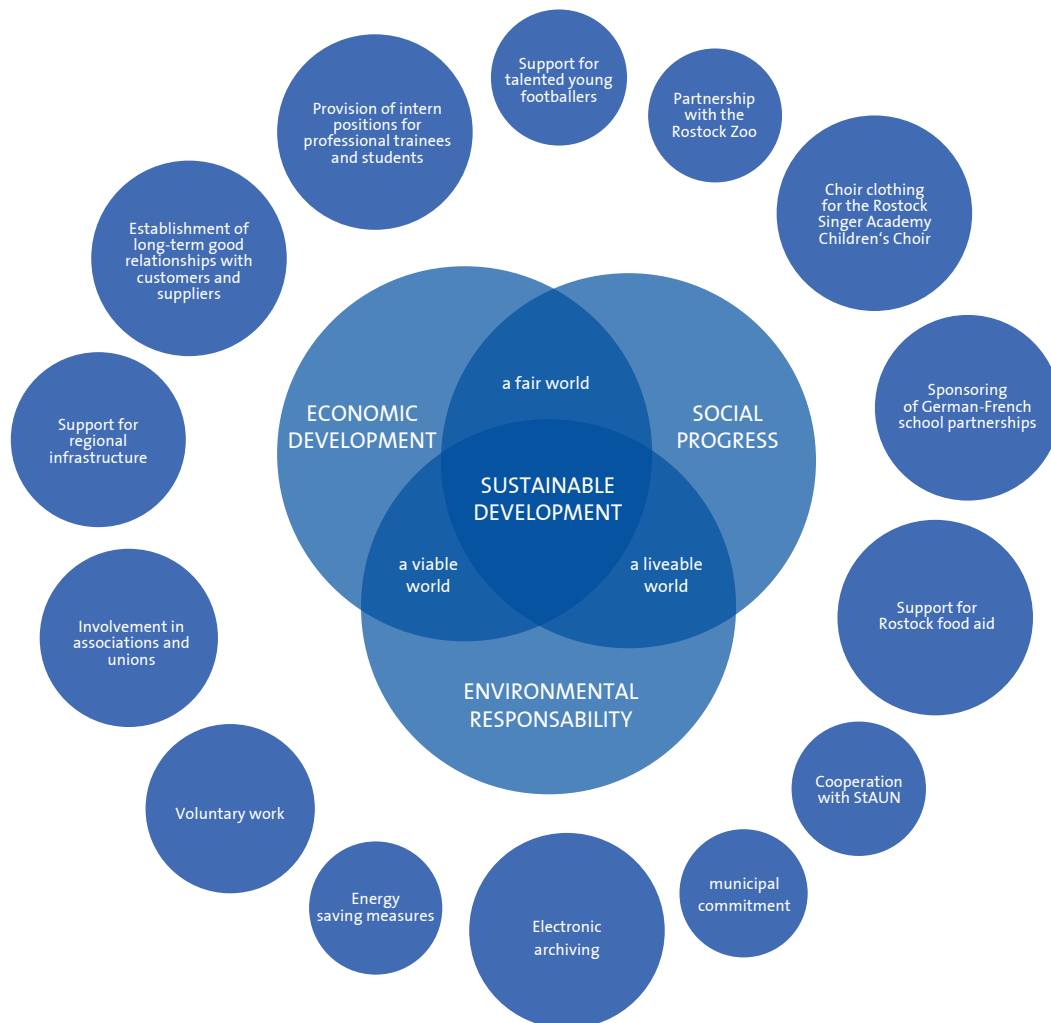


Sustainable development

Proactive contribution to the Rostock region

What does sustainable development mean to us?

To us, sustainable development means to act carefully and respectfully in dealing with our partners, customers and employees as well as with our environment. We actively participate in the economic and social life of our region. The inhabitants of Rostock and their guests should enjoy a good quality of life and excellent infrastructure.



Our desire is to fulfil the needs of the present generation. At the same time, we act with foresight and responsibility to create a good basis now, for future generations. Matthias Hermann, the chief executive officer, representative of all employees of WQG, supports full-heartedly the execution of all tasks ahead to ensure a sustainable development.

Promotion of long-term development/future prospects is simply close to our heart. We alone at Warnowquerung may not save the world, but we can certainly contribute to make the world viable and worth living in and ensure it stays that way. We have many ideas, which with vigour we transform into reality. It does not always require large amounts of money, even by encouraging and supporting classes, groups or people through many small actions or donations we can help.



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