



JUNGFRAUBAHN HOLDING AG

25 HOURS 2017

Part 1: For our partners



*Table of contents***TABLE OF CONTENTS****1 FOR OUR PARTNERS**

1.1	25 HOURS FOR OUR PARTNERS	3
1.2	THE HOSTS ON ALPIGLEN	4
1.3	WORKING AT 3,454 METERS ABOVE SEA LEVEL	7

FOR OUR PARTNERS

For our partners

25 HOURS FOR OUR PARTNERS

Jungfrau Railways sees itself as a service provider for its partners in order to achieve success together. Its trains transport tonnes of material for major events in the region and ensure supplies for numerous restaurants. It works hand-in-hand with the research station on the Jungfraujoch, taking the utmost care in daily operations by using neutral machinery and providing support with infrastructure and transport services. The time of day hardly plays a role. Jungfrau Railways is willing to run its trains 25 hours a day if it means succeeding with its partners. Jungfrau Railways sees itself as a service provider for its partners in order to achieve success together. Its trains transport tonnes of material for major events in the region and ensure supplies for numerous restaurants. It works hand-in-hand with the research station on the Jungfraujoch, taking the utmost care in daily operations by using neutral machinery and providing support with infrastructure and transport services. The time of day hardly plays a role. Jungfrau Railways is willing to run its trains 25 hours a day if it means succeeding with its partners.

For our partners

THE HOSTS ON ALPIGLEN

It is 6:45 am. In the dark and bitter cold, the latest fresh products are delivered punctually at Grindelwald Grund for transport to the mountain. Then the heavy freight train of the Wengernalp Railway (WAB) gets rolling and sets off on the trip to Kleine Scheidegg. Also included are the goods ordered for the Berghaus Alpigen, which are unloaded on the way back to the valley at the eponymous station at over 1600 metres above sea level. The tenant Corinne Binggeli has been informed by the WAB staff. She stands punctually on the small platform at 8:15 am, ready with the "Horischlitten" (horn sledge) to empty the pallets as quickly as possible and pull the sledge over the snow to the restaurant. This is Corinne Binggeli's daily morning exercise. It's 6:45 am. In the dark and bitter cold, the latest fresh products are delivered punctually at Grindelwald Grund for transport to the mountain. Then the heavy freight train of the Wengernalp Railway (WAB) gets rolling and sets off on the trip to Kleine Scheidegg. Also included are the goods ordered for the Berghaus Alpigen, which are unloaded on the way back to the valley at the eponymous station at over 1600 metres above sea level. The tenant Corinne Binggeli has been informed by the WAB staff. She stands punctually on the small platform at 8:15 am, ready with the "Horischlitten" (horn sledge) to empty the pallets as quickly as possible and pull the sledge over the snow to the restaurant. This is Corinne Binggeli's daily morning exercise.



Two seasons - two faces

Together with her partner André Portmann, the 39-year-old from Matten near Interlaken has been managing the Berghaus Alpigen since December 2015. As a trained chef, André Portmann takes care of the preparation of culinary delicacies created from regional products. Quality is paramount. Even the chicken nuggets for the kids are home-made. Corinne Binggeli takes care of the seven double rooms, the dormitory room, the administration and the catering for the guests. She is a housekeeper by trade, later graduating from the College of Tourism and obtaining the excise licence. She is supported by a small team and temporary help. The hosts spend most of the year on Alpigen. The winter season lasts until after the Jungfrau Railways' season-closing event, SnowpenAir. As soon as most of the snow has melted and the weather has attracted the first hikers, the young host couple will be back at the foot of the Eiger North Face at the beginning of May. The effort is worthwhile. The number of visitors, in particular regulars, has increased steadily in recent years. Nevertheless, the 7-day operation is a major challenge. Weekend trips, short breaks or just relaxing for a day – the tenants do not get to enjoy that. For the partnership to work in such a small space, there is a recipe for them: the clear division of

For our partners

tasks. Together, they look forward to the longer autumn break, when they like to travel to warm countries.

"The effort is worthwhile. The number of visitors, in particular regulars, has increased steadily in recent years."

In winter, Binggeli and Portmann mostly welcome sledging fans, usually on weekends or during holidays. They spend a lot of time eating. With mulled wine at the Run Bar, a good wine with meat dishes or delicious desserts, guests often linger until late in the evening. The night-time illuminated "Eiger Run", a sled run from Jungfrau Railways, is a hit.

In summer, the mountain hotel is constantly busy. The most popular dish is home-made rösti in 10 different variations. There is a bigger mix of guests, often with English-speaking travellers, increasingly also Asians. All have one thing in common: they go to bed early to continue hiking after breakfast the next morning.

Hand in Hand with the WAB

Since Alpiglen is only accessible to guests by train or on foot, there is close cooperation with WAB, which is part of the Jungfrau Railway Group. Above all, Corinne Binggeli appreciates the great amount of flexibility. In an emergency, she can order fresh food from her vegetable supplier until 2 o'clock in the morning, confident that the goods will arrive on the same day on the WAB freight train on Alpiglen.



For our partners

"The shuttle trains operated by WAB, which transport sledges between Alpiglen and Brandegg in the evening, are worth their weight in gold for the tenants."

In winter, the regular arrangements in difficult weather conditions are enormously helpful. If the WAB cannot operate because of high winds or avalanche danger, then the tenants are contacted immediately. Whenever possible, guests are transported to the valley early on in a special train so they do not miss their flights. Corinne Binggeli admits that sometimes they benefit from the strong wind on the summits when the WAB only runs to Alpiglen. The shuttle trains, which transport Schlittler between Alpiglen and Brandegg station in the evening, are very important to the tenants. Binggeli mentions another point of contact to the Jungfrau Railways in relation to first aid. As a former SOS chief of the railway company, she regularly trains her staff in providing emergency first aid.

For our partners

WORKING AT 3,454 METERS ABOVE SEA LEVEL

Friday, 5:30 am. "Day watch" on the Jungfrauoch – Top of Europe First of all, a look outside to check if snow has fallen during the night. The railway staff, who have stayed overnight on the Jungfrauoch, just like the attendant at the research station, are ready to go at 6:00 am. At least two people from research and one employee of Jungfrau Railways are present overnight at the Jungfrauoch. Any snowfall determines the programme in the early morning.

Ruedi and Christine Käser are the managers of the research station on the Jungfrauoch. The married couple work on the Jungfrauoch for around 21 days at a time, before they return home to Grisons for 11 days. They supervise and maintain the premises of the Jungfrauoch research station and support the research teams working there. In addition to weather observations, they are also responsible for the correct operation of the research equipment and independently change certain components of the research facilities in good time.

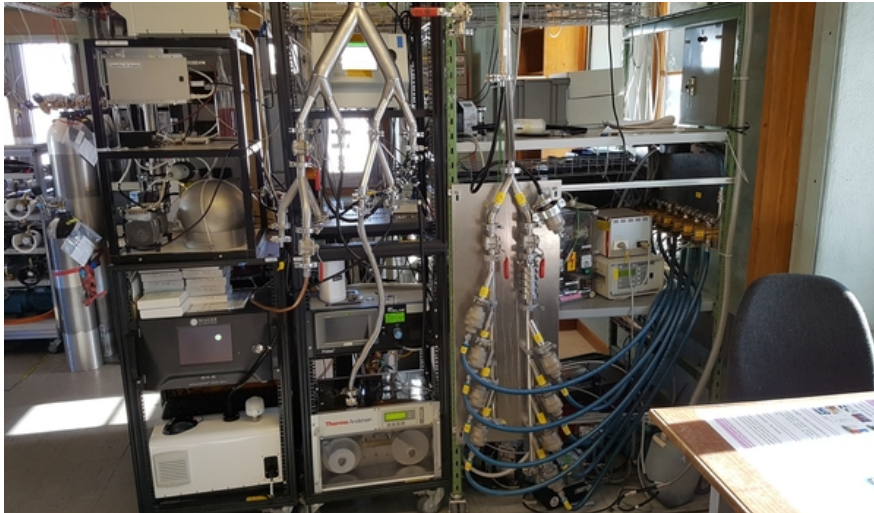


Ruedi and Christine Käser on Sphinx Terrasse

Flawless cooperation

Enthusiastic mountain hikers can always count on the support of Jungfrau Railways staff. This often includes snow removal. This is carried out jointly by the attendant and railway staff, whereby the areas to be cleared are clearly divided. The meeting point is on the upper research terrace. While the company manager Ruedi Käser clears the area towards the Meteo terrace, the railway staff takes care of the area towards the tourist terrace. Afterwards, they clear the Meteo Terrace of snow as a group. Finally, the railway staff clears the tourist terrace – a tourist attraction of every Jungfrauoch journey. By this time, Ruedi Käser is already doing the first meteorological observation for Meteo Switzerland.

For our partners



"The cooperation with Jungfrau Railways is very pleasant and runs flawlessly."

Of course, Jungfrau Railways also supports the research station in other ways. They take particular care when it comes to the use of equipment. The snow blower is purposefully electrically operated and therefore emission-free. If, for any other reason, emissions from the operations on the Jungfrauoch occur and are noticed, a message is immediately sent to the operation managers so that the incident can be taken into account in the research results. Jungfrau Railways also supports the research station with the postal service (sending and receiving) and works with them in the event of a fire alarm.

Christine Käser is a trained biomedical analyst, Ruedi Käser is a surveyor and engineer. As a result, they are perfectly suited to working as plant managers at the research station. They first became aware of this job in 2010 and the desire to take on this challenge has stayed with them ever since. As luck would have it, Ruedi had been informed about a possible opening at exactly the right time, shortly before the activity was put out for tender again. They can now live their dream job in the field of research, at the same time at an altitude of 3,454 metres above sea level, every day.

RESPONSIBLE PUBLISHER

Jungfraubahn Holding AG
Harderstrasse 14
CH-3800 Interlaken
Schweiz

CONTACT

Media

Patrizia Bickel
patrizia.bickel@jungfrau.ch

Investor Relations

Christoph Seiler
christoph.seiler@jungfrau.ch

Tourist Information

Rail Info
info@jungfrau.ch

More on
WWW.JUNGFRAU.CH/BUSINESS-REPORT

