



JUNGFRAUBAHN HOLDING AG

25 HOURS

2017



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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 Jungfraujoch – 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 Jungfraujoch, 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 Jungfraujoch. Any snowfall determines the programme in the early morning.

Ruedi and Christine Käser are the managers of the research station on the Jungfraujoch. The married couple work on the Jungfraujoch for around 21 days at a time, before they return home to Grisons for 11 days. They supervise and maintain the premises of the Jungfraujoch 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.

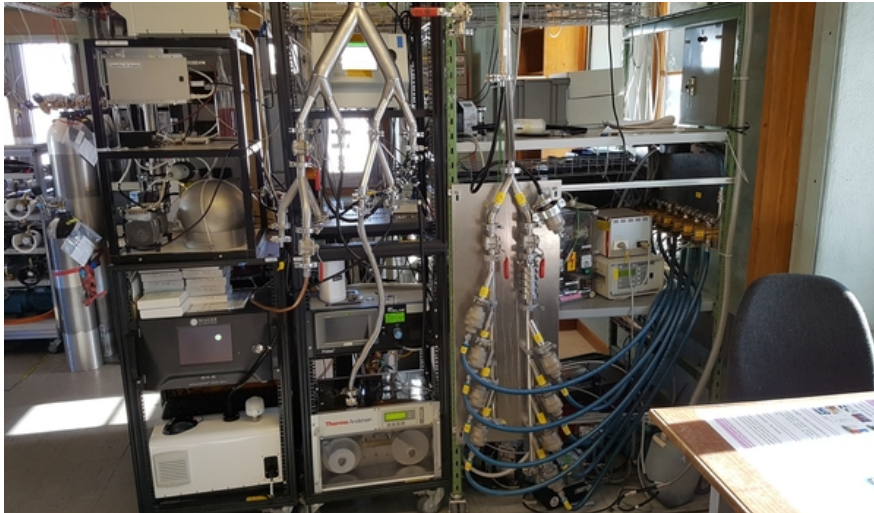


Ruedi and Christine Käser on Sphinx Terrasse

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 Jungfraujoch 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.

FOR OUR GUESTS

For our guests

25 HOURS FOR OUR GUESTS

Jungfrau Railways welcomes visitors from all cultures: 365 days a year and 25 hours a day. Whether Chinese, Japanese, French or English: if you wish, we will provide you with a travel companion who speaks your language. Learn more about Emad, who takes care of the needs of Arabic visitors. Our Rail Info staff are always on hand for all kinds of questions. They not only sell tickets, but also provide weather advice, give shopping tips and listen to their customers' concerns. In order that our guests do not have to go out of their way, Jungfrau Railways has offered Rail Info and the Top of Europe Shop at one location in the heart of Interlaken since the summer of 2017.

For our guests

HOSPITALITY IN ARABIC

Thursday, 21.00 h. Many Arabic guests stroll across the Höhematte in Interlaken: just arrived from a Swiss airport or on a day trip in the Jungfrau Region and full of expectations as to what they should expect over the next few days. In the centre of Interlaken you can see an information point with Arabic lettering, which makes it clear at first glance that travellers like them can be well looked after here.



Emad in a sales-oriented consultation

"As a tourism enthusiast, working in sales at Jungfrau Railways is a passion for him."

Emad Boutrous is part of the sales team at Jungfrau Railways, and he is in charge of looking after Arabic guests throughout the summer season at the Höhematte in Interlaken. The family man works at his information and sales stand at the Jungfrau Railways Rail Info entrance, gives Arabic visitors tips on outings, advises them on their plans and sells them the necessary tickets for Jungfrau Railways.

Language promotes trust

In his daily work, the native Egyptian always encounters new challenges. His customers want to be largely independent and travel without specific guidelines – this is not always easy with fixed timetables and seat reservations on the Jungfrau Railway in summer. As Emad addresses his guests and explains the circumstances to them, he can inspire them time and again to take excursions in the region – all in Arabic, of

For our guests

course.



Top of Europe Shops and RailInfo of Jungfrau Railways

The naturalised Grindelwalder masters the Arabic language perfectly and so wins the confidence of guests much faster, whose English skills are often not very good. After their initial consultation with him, most of the tourists turn to the 35-year-old again and again during their stay. Emad receives unpaid leave from his employer for his work during the summer season. The sales job at Jungfrau Railways is a passion for him as a tourism enthusiast.

For our guests

BLM - SMALL RAILWAY WITH GREAT TRANSPORT

Monday, 09.21 h. A train of the Lauterbrunnen-Mürren mountain railway (BLM) arrives at Mürren station. On the rear car is a concrete trough. As soon as the guests have alighted, Thomas Stäger sets the course, climbs the train and gives the train driver the sign for the departure. The concrete load is unhurriedly pushed onto the goods ramp. Once there, the railway employee attaches the crane to the trough and carefully lifts it from the train car to the waiting van. The driver of the electric van gives his thanks and makes his way towards the construction site.

Material transport for locals, guests and animals

Daily, the various goods are transported by BLM to car-free Mürren: from building materials, food, drinks to animal feed. A maximum of six tonnes of material with a maximum length of 5 metres, 2.20 metres in width and 2 metres in height can be transported per train. The railway employees in Mürren unload the deliveries with the help of a crane or a pallet trolley. The deliveries are either picked up immediately or temporarily stored in the underground garage. The railway employees inform the customer when the delivery is ready for collection.



"The former hut keeper has been working at BLM for five years and appreciates the contact with international guests."

200 pieces of luggage per day

For our guests

Luggage is also often transported by train to Mürren. Especially in winter, guests like to use this service and only travel with their hand luggage in the ski holidays. The heavy equipment will be sent to Mürren by train in advance. In high season, train staff unload around 200 pieces of luggage per day from the train, transport them to the station building and sort them alphabetically. The luggage is picked up either by the guests or the hotels.



Patient packages

Packages delivered by courier services also travel to Mürren by rail. The shipments are sorted and the recipients notified. But this is often difficult. There is usually only an address on the package, but no phone number. If the recipient is not known to a railway employee and is not listed in the telephone directory, it may take a few weeks before the package is finally picked up by the owner.



Versatile work in a multi-cultural environment

Thomas Stäger likes the versatile and physical work. Aside from the coordination of freight and luggage transport, he sets the overall course, cleans the station square and toilets and takes on snow removal in winter. The former hut keeper has been working at BLM for five years and appreciates the contact with international

For our guests

guests. The 56-year-old has already travelled to many foreign countries and his travel experience has brought a lot of understanding for other cultures. During his travels through New Zealand, Australia, Asia and Canada, he was often dependent on the help of locals, which is why he is also happy to help others.

IN OUR OPERATIONS

In our operations

25 HOURS IN OUR OPERATIONS

In order to ensure that winter sports visitors are able to enjoy perfectly prepared pistes every day, our Pistenbully drivers are on the slopes into the wee small hours. The on-call service of our power plant in Lütschental is ready for anything around the clock. During major events, our trains run outside the timetable so that helpers and athletes can get to the mountain before dawn and spectators can enjoy a perfectly organised event in comfort. Our working days are 25 hours long for our visitors and partners.

In our operations

HEROES OF THE NIGHT

It's 3 o'clock in the morning. The Pistenbully team is travelling over dense snow to Grindelwald-First. The snow has already started in the afternoon and there is 15 cm of fresh snow on the slopes. The men sit in their machines and drive to their assigned areas. The fresh snow is soft. The task of preparing the slopes perfectly is difficult today.

Giving the best, whatever the weather

Just as the weather forecast predicted, the snowfall slowly subsides. The Pistenbullys move track by track, and gradually the slopes become visible again. Pascal Hallauer sits in one of the powerful vehicles and hopes that the sky clears up as quickly as possible. Thus, the temperatures will fall and the slopes will become even harder before the first winter athletes make their marks. Dawn slowly approaches, night turns to day and the Pistenbully drivers finish their work. The first winter sports enthusiasts are already sitting in the gondolas and are looking forward to a perfect day in the snow-covered ski area.



Pascal Hallauer in front of his Pistenbully

"You wait until the end of the run, take the machine and start preparing your area. For me it's like freedom. At work, I experience moments that you cannot even dream about. A lot has to go wrong for me not to look forward to going to work."

In our operations

Depending on the weather, the slope preparation can be easier or trickier. With sufficient snow and cold temperatures, the slopes can be prepared as desired. However, if it gets warmer or if there is rain, it is often difficult and the slopes cannot be perfectly prepared even with the greatest effort. This is just as frustrating for the machinists as it is for the guests. If the slopes are not perfect, it is certainly not due to the will or ability of the machinists, but the fact that it is simply no longer possible in difficult weather conditions.

No normal working hours

In good weather, the slope preparation starts shortly after the last slope check. By 2 o'clock in the morning, the work is usually done. However, if fresh snow falls, the pistes are not prepared until the second half of the night, so that skiers and snowboarders encounter a well groomed slope in the morning despite the snowfall. For Pistenbully drivers, regular working hours are the exception; this only happens when the first snow falls and the area is still closed. Then the Pistenbully drivers work during the day. They drive up in the morning, break the snow and return to the valley in the evening. Once the area is open, the preparation team must be very flexible and set their work and sleeping times according to the weather forecast.



Daily work

Pistenbully fascination

Although great flexibility is required, Pascal Hallauer loves his job and describes it as extremely fascinating:

"I'm on the mountain, everyone is skiing. You wait for the slopes to close, take the machine and start to prepare your area. For me it's like freedom. Of course, I have my job to do, but actually I'm free. I have the whole mountain to myself and can enjoy the view and the vastness. At work, I experience moments that you cannot even dream about. I think of the beautiful views with sunsets or the animals that cross the path. You can probably compare this with Australian truckers. The vastness is simply the greatest. For me, working on First means freedom. A lot has to go wrong for me not to look forward to going to work. The job really gives me so much."

In our operations



Pascal Hallauer in the snow park at Grindelwald-First

"He tests the jumps that he builds with the Pistenbully himself."

Build jumps - then test them

The second great passion of the 25-year-old is skiing. He is on his skis practically every day before or after work, mostly in the park. As a Pistenbully driver, he is primarily responsible for the freestyle park. He tests the jumps he builds with the Pistenbully himself. He quickly notices what works and what does not. If necessary, the jumps in the evening are improved by the Pistenbully. Hallauer is already on his fourth winter season on First and he is still passionate about it: "Shaping a park is something you have to love doing. Sometimes you see variations or possibilities that you would not see if you treat it as just a job."

In our operations

NIGHT-TIME OPERATIONS FOR A SMOOTH RAILWAY OPERATION

Wednesday, 4 o'clock am: Work has been completed on re-feeding the overhead line at Rotstock in the Jungfrau Railway tunnel on the Kleine Scheidegg-Jungfrau route. The control centre in Mühleberg is contacted to switch the overhead line back on. Subsequently, this should be checked for functionality. The Jungfraubahn technical support staff did the necessary work during the night, so that the railway operations can be fully maintained during the day and the operation can be started as usual the next morning.

Adrian Castelberg is head of technical maintenance at Jungfrau Railway. His working day is always full of surprises. Usually, it includes a lot of office work, which is necessary for planning and organising the upcoming maintenance work. Not infrequently, the plans of the 52-year-old are thrown up in the air at short notice, however. Signal or switch breakdowns, ventilation and heating system malfunctions, or other technical equipment that does not work, make a quick repair by means of technical maintenance essential. This means that planned work must wait. In general, technical maintenance requires a high degree of flexibility.



Employees in the railway tunnel of Jungfraubahn

"Technical maintenance requires a high degree of flexibility."

In our operations

The trained mountain guide also calls upon additional specialist areas of the Jungfrau Railways to help out with his work, or in an advisory capacity – as in the case of the night-time work mentioned in the introduction. After contacting the control centre in Mühleberg, it transpired that the overhead line cannot be switched on again. Castelberg and his team immediately set off to assess any problems on site. After an intensive search without results, the electrician decided to call in the Jungfrau Railway power plant.

Nils von Allmen, head of technical systems and former head of the power plant, tried to help solve the problem by remote diagnostics on the phone, unfortunately without success. The man from Lauterbrunnen decided without further ado to drive with an employee to the Kleine Scheidegg. They were picked up there by technical maintenance and taken by train to the trouble spot. The four of them continued to search for the cause of the disturbance, which was luckily soon discovered. A bolt had fallen out of the locking system and was "hidden" behind the shelf. This had been caused by shaking during the work at night. After the bolt had been successfully reassembled and screwed back on, the overhead line could be switched on easily and the train service started punctually the next morning.

Adrian Castelberg is a trained electrician and carpenter. He also completed mountain guide training. Since some work takes place in high alpine terrain, this training gives him the ideal preparation for the activity as head of technical maintenance at the Jungfrau Railway. Castelberg appreciates his varied area of activity and is grateful that in addition to the specialists on his team, he can always count on the support of other departments at Jungfrau Railways.



Erich Friedli (l.) and Adrian Castelberg at Kleine Scheidegg

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