

# 2024 Sustainability Report

Jungfraubahn Holding AG





# Sustainability Report

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## Dear Shareholders

**Located at the heart of the UNESCO World Heritage Site of the Swiss Alps Jungfrau-Aletsch, the Jungfrau Railway Group enjoys a special status as the most significant mountain railway company in Switzerland with its historical and state-of-the-art railways and cableways, and the highlight of any trip, Jungfraujoch – Top of Europe. The Group bears an important responsibility with respect to the economy, environment and society as well as for the sustainable development of the tourism industry. The Board of Directors and the Executive Board have defined framework conditions in the form of a sustainability strategy to embed the sustainable use of ecological resources – an aspect that the company has already been paying attention to for many decades – in a visible way in the business model.**

Sustainability is part of the Jungfrau Railway Group's DNA. Since the construction of the Jungfrau railway more than 100 years ago, environmental and social concerns have been an integral part of business operations. The Group is thus following the vision of Jungfrau Railway founder Adolf Guyer-Zeller, who wanted to make the unique Alpine landscape more accessible to the wider population to ensure they understood why such a landscape needed to be protected. This also includes cooperation with the International Foundation High Alpine Research Stations Jungfraujoch and Gornergrat (HFSJG), which was founded in 1930.

This report was prepared in accordance with the standards of the Global Reporting Initiative (GRI), which include environmental, social and governance (ESG) criteria. Furthermore, the decision-makers at the Jungfrau Railway Group have identified seven UN Sustainable Development Goals (SDGs) that are particularly relevant to the company. This selection is based on the business significance and the findings from stakeholder interactions. The Group can make a significant contribution to these goals. On this basis, Jungfraubahn Holding AG ensures compliance with the legal requirements for non-financial reporting in accordance with Article 964a of the Swiss Code of Obligations (CO).

The Jungfrau Railway Group's sustainability strategy integrates environmental, social, and economic responsibility under the guiding principle "Top of Tomorrow." The focus is on people and the environment. A respectful, appreciative, service-orientated work environment is the foundation of visitor satisfaction. Equally important is the commitment to cli-

mate protection. Employee development, adherence to strong business ethics, and responsibility towards stakeholders are just as important as the use of renewable and local energy sources to achieve a long-term reduction in the environmental footprint.

In 2024, sustainability remained a key focus for the Jungfrau Railway Group. For the first time, the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) were incorporated into the reporting. This included, in particular, a transition plan (net-zero roadmap) aligned with Swiss climate targets and an assessment of the financial impacts of climate-related risks and opportunities. Targeted investments were also made in climate protection measures. Among other initiatives, three properties were equipped with photovoltaic systems which have a total installed capacity of 355 kW. In addition, an oil heating system was replaced with an efficient heat pump. A major milestone was the launch of a local forest climate protection project in close collaboration with the district forester in Grindelwald. Active forest management not only enhances the protection and sustainable use of the forest, but also contributes to biodiversity and the stability of the regional ecosystem. At the same time, it strengthens the forest's resilience to the impacts of climate change. The Jungfrau Railway Group will continue along this path in the current year, investing in regional and sustainable projects.



Heinz Karrer  
Chairman of the  
Board of Directors

Urs Kessler  
Chief Executive Officer

## The Jungfrau Railway Group at a glance

As a renowned player in the Swiss railway and tourism sector, the Jungfrau Railway Group offers comprehensive services and an unparalleled travel experience amid the majestic Alpine landscape. The company looks back on a tradition of more than 125 years in Alpine tourism. The main activity of the Jungfrau Railway Group is the operation of tourist railways, cableways and winter sports facilities in the Jungfrau region. The most significant offering is the trip to Jungfraujoch – Top of Europe. This includes “Jungfrau – Top of Europe,” a brand name that has evolved over generations, is known worldwide, and enjoys an excellent reputation. The **sustainability video** produced in 2024 and published on the company’s website showcases the diversity of the Jungfrau Railway Group from the perspective of its employees.

### Value creation and business segments

The Jungfrau Railway Group generates value in the areas of transport, energy, food & beverage, shopping, parking, services, and the letting of residential and commercial properties. Its business activities are divided into three segments, along with other ancillary operations.

**Jungfraujoch – Top of Europe segment:** This segment is the strategic centrepiece of the company. The main attraction is the highest railway station in Europe. It is located 3,454 m above sea level, in the Swiss Alps Jungfrau-Aletsch UNESCO World Heritage site. Here, visitors can experience an Alpine world amidst imposing mountain peaks, glaciers and snow.

**Winter Sports segment:** The winter sports facilities around Kleine Scheidegg-Männlichen, Grindelwald-First and Mürren-Schilthorn are part of the Jungfrau Ski Region fare network. Through its infrastructure, the Jungfrau Railway Group holds a stake of over 60% in this network. Together with its partner companies, it manages and operates one of the most important ski resorts in Switzerland.

**Experience Mountains segment:** The Experience Mountains are a strategic ancillary offering. The mountain railways and the adventure worlds – some of which were created and are maintained by the mountain railways – form a solid basis for the local tourism industry, while taking into account the agriculture closely tied to it. This segment includes the attractions Grindelwald-First (Top of Adventure), Harder Kulm (Top of Interlaken), and Winteregg-Mürren (Top of Family).

**Ancillary activities:** As a regional grid operator, the power plant provides energy supply services. In this way, it supports the long-term independence of the Jungfrau Railway Group with regard to one of the most important and sparse resources – energy. Thanks to its location at the railway junction, the Lauterbrunnen multi-storey car park, which has a capacity of 940 parking spaces and charging points for electric vehicles, is the central hub for transfers between private transport and the car-free resorts of Mürren and Wengen. The multi-storey car park Grindelwald Grund is directly connected to the terminal. It offers more than 1,000 parking spaces as well as charging points for electric vehicles.

### Strategic direction and business partnerships

The company’s long-term goal is to develop from a pure transportation company into an integrated leisure and service company. By integrating shopping and dining options, in particular, it plays a key role in expanding the service chain. Jungfrau Gastronomie AG has assumed responsibility for the restaurant operations along the route to Jungfraujoch – Top of Europe and operates a strategically located production kitchen to enhance the efficiency of food & beverage operations within its core business. In the already established shopping sector, the presence along tourist routes is being expanded with Top of Europe Shops, and the product range is continuously upgraded.

Any remaining gaps in integration are filled by cooperating with reliable, preferably regional partners (including hotels, travel agencies, tourism organisations and renowned local and national brands). The Jungfrau Railway Group and Berner Oberland-Bahnen AG maintain a strategic alliance to take advantage of synergies. A network of around 1,500 suppliers – primarily based in Switzerland with a limited number in other European countries – also contributes to value creation.

In the reporting year, the Jungfrau Railway Group, headquartered in Interlaken, employed 880 people as at 31 December 2024 and generated operating revenue of CHF 295 million and an operating result (EBIT) of CHF 95 million. Further information can be found in the management report and financial report sections of the annual report.



## Sustainability strategy “Top of Tomorrow”

The Jungfrau Railway Group is firmly rooted in the Jungfrau Region. With its public transport services, it promotes sustainable mobility in Switzerland and provides access to the region’s unique natural environment. The company therefore bears a special responsibility towards the environment, society and its stakeholders.

A comprehensive sustainability strategy is essential for the company to meet its responsibility and the different requirements of the various stakeholder groups. The strategy applies to both the Jungfrau Railway Group and Berner Oberland-Bahnen AG. As an external basis, the Executive Board has identified seven SDGs that are particularly relevant to the company. This selection is based on the company’s strategic priorities and insights gained from stakeholder interactions. The sustainability strategy was approved by the Board of Directors of Jungfraubahn Holding AG, ensuring its strategic integration. This not only aims for sustainable development, but also integrates economic success with social and environmental responsibility.

The sustainability strategy covers climate-related topics, such as setting climate protection targets and assessing the financial impact of climate-related risks and opportunities.

The sustainability strategy of the Jungfrau Railway Group comprises nine priorities. All current and future goals and activities are aligned with these priorities. The priorities outlined below cover the economic, ecological and social dimensions of sustainable development and characterise the commitment to sustainability of the entire Group.



## Material topics

### **Business activities in the context of economy, environment and people**

The Jungfrau Railway Group plays a central role in promoting the regional economy by creating jobs and fostering partnerships with local suppliers. Through tourism, it contributes significantly to the economic growth of the region, thereby strengthening the local economy.

The company is actively committed to climate protection by using energy-efficient technologies and implementing targeted measures to reduce CO<sub>2</sub> emissions. At the same time, the environment directly impacts business activities, particularly through climate change and its effects on Alpine regions. Extreme weather events and the melting of permafrost pose challenges that will influence the Jungfrau Railway Group's business model in the long term.

For the people living in the region, the company not only offers jobs, but also improves quality of life by providing infrastructure and attractive leisure activities. At the same time, growth in tourism leads to social challenges such as greater strain on infrastructure, higher consumption of resources and damage to nature. The increased volume of traffic, rising cost of living and limited availability of tourist infrastructure can be a burden for local people. The Jungfrau Railway Group is therefore committed to better direct the flow of guests and promoting sustainable tourism that creates long-term, balanced benefits for locals and visitors without jeopardising sensitive Alpine ecosystems.

### Stakeholder analysis

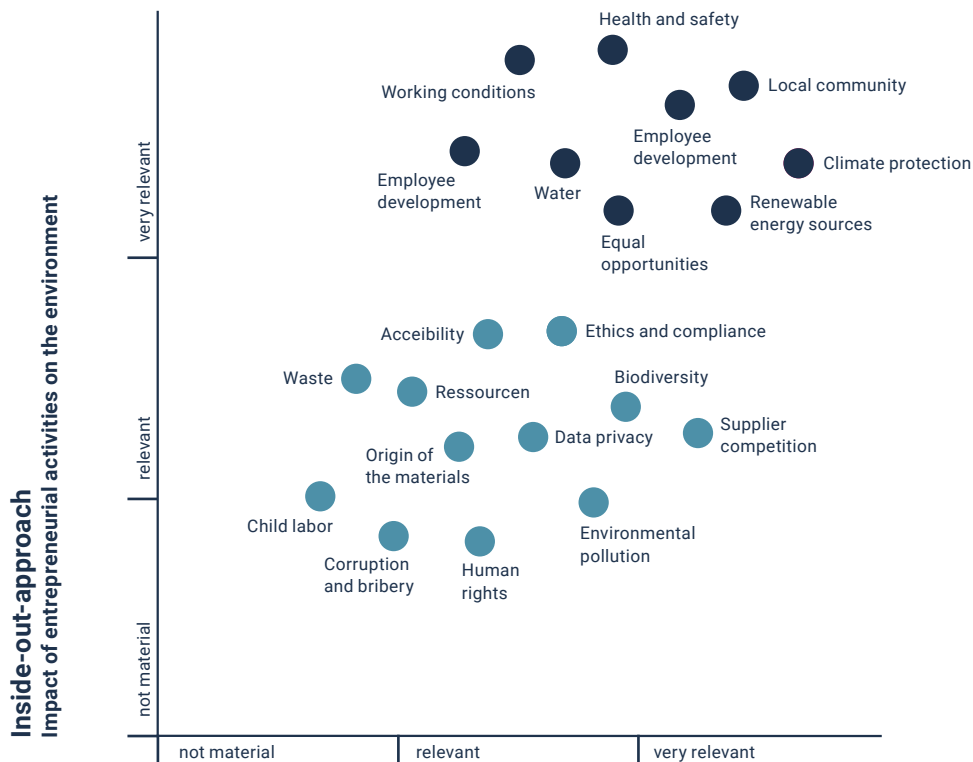
A stakeholder analysis forms the basis of sustainability management and reporting. The following table outlines who the stakeholders are, the touchpoints related to ESG topics, and how often the Jungfrau Railway Group communicates with or involves these stakeholders.

| Stakeholders   | Material topics  | Dialogue   | Frequency  |
|--|--|--|--|
| Shareholders and investors   | <ul style="list-style-type: none"> <li>– Long-term competitiveness</li> <li>– Risk management</li> <li>– Ethics and integrity</li> <li>– Transparency and compliance</li> </ul>        | <ul style="list-style-type: none"> <li>– Annual General Meeting</li> <li>– Investor conference</li> <li>– ESG ratings</li> <li>– Sustainability report</li> </ul>                                  | Annual<br>Annual<br>Annual<br>Annual                 |
| Supervisory authorities and communities, canton and federal government | <ul style="list-style-type: none"> <li>– Transparency and compliance</li> <li>– Prohibition of corruption and bribery</li> </ul>   | <ul style="list-style-type: none"> <li>– Regular communication</li> <li>– Regular reporting</li> <li>– Cooperation in committees</li> </ul>  | Ongoing<br>Annual<br>Annual                          |
| Population   | <ul style="list-style-type: none"> <li>– Local community</li> <li>– Long-term competitiveness</li> <li>– Sustainable development</li> </ul>  | <ul style="list-style-type: none"> <li>– Information events</li> <li>– Personal meetings</li> <li>– Digital platforms: social media, website</li> </ul>  | Ongoing<br>Ongoing<br>Ongoing                        |
| Visitors   | <ul style="list-style-type: none"> <li>– Relaxed travel</li> <li>– Travel safety</li> <li>– Accessibility</li> <li>– Intact landscape and environment</li> </ul>                       | <ul style="list-style-type: none"> <li>– Visitor surveys</li> <li>– Digital platforms: social media, website</li> <li>– Local visitor services</li> <li>– Sales trips to target markets</li> </ul> | Annual<br>Ongoing<br>Ongoing<br>Ongoing              |
| Land owners and Alpine cooperatives                                    | <ul style="list-style-type: none"> <li>– Preservation of the landscape</li> <li>– Biodiversity</li> <li>– Climate protection</li> </ul>  | <ul style="list-style-type: none"> <li>– Regular talks</li> <li>– Proactive exchange of information</li> <li>– Participation in meetings</li> </ul>  | Ongoing<br>Ongoing<br>Annual                         |
| Suppliers  | <ul style="list-style-type: none"> <li>– Long-term collaboration</li> <li>– Supply chain</li> <li>– Fair competition</li> </ul>  | <ul style="list-style-type: none"> <li>– Regular communication</li> <li>– Supplier meetings</li> <li>– Supplier Code of Conduct</li> </ul>   | Ongoing<br>Ongoing<br>One-time                       |
| Local economy  | <ul style="list-style-type: none"> <li>– Consideration for local businesses</li> <li>– Fair competition</li> </ul>   | <ul style="list-style-type: none"> <li>– Regular talks</li> <li>– Cooperation in committees</li> </ul>   | Ongoing<br>Ongoing                                   |
| Media  | <ul style="list-style-type: none"> <li>– Transparency</li> <li>– Reporting</li> </ul>  | <ul style="list-style-type: none"> <li>– Press releases and conferences</li> <li>– Interviews/statements</li> </ul>  | Ongoing<br>Ongoing                                   |
| Employees  | <ul style="list-style-type: none"> <li>– Equal opportunity</li> <li>– Fair compensation</li> <li>– Development plan for employees</li> <li>– Occupational health and safety</li> </ul> | <ul style="list-style-type: none"> <li>– Employee survey</li> <li>– Internal staff committee</li> <li>– Individual development meeting</li> <li>– Team-building activities</li> </ul>              | Every 3 years<br>Every 2 months<br>Annual<br>Ongoing |
| Proxy advisors, rating agencies  | <ul style="list-style-type: none"> <li>– Transparency</li> <li>– Reporting</li> </ul>  | <ul style="list-style-type: none"> <li>– Proactive communication</li> <li>– ESG survey</li> <li>– ESG ratings</li> </ul>   | Ongoing<br>Annual<br>Annual                          |
| (Environmental) associations, NGOs                                     | <ul style="list-style-type: none"> <li>– Climate protection</li> <li>– Biodiversity</li> <li>– Environmental pollution</li> </ul>  | <ul style="list-style-type: none"> <li>– Personal meetings</li> <li>– Involvement in projects</li> </ul>   | Ongoing<br>Ongoing                                   |



### Process of determining material topics (GRI 3-1)

In 2023, a double materiality analysis was carried out for the first time with the involvement of the relevant stakeholders. The organisational context of the Jungfrau Railway Group was analysed to understand the specific challenges and opportunities in the area of sustainability. Taking into account market needs, the value chain and the sustainability context, a list of industry-relevant and company-specific topics was created. The positive and negative impacts of business activities were assessed and prioritised based on stakeholder feedback. A total of nine topics were identified as particularly relevant.



### Outside-in-approach Impact on the company

- Topics without specific prioritization
- Material topics for future developments

**List of material topics (GRI 3-2)**

On this basis and taking into account materiality thresholds, a selection of material topics was made. These topics are regularly reviewed as part of an annual management review, updated by the Executive Board and presented to the Board of Directors. The selected topics are explained in detail from page 119, including the disclosures in accordance with GRI 3-3 (Management of material topics).



| CO              | Environmental and climate matters  | Employees and social matters   | Due diligence  |
|-----------------|--|--|--|
| GRI             | Environment  | Social issues  | Corporate governance & culture   |
| Material topics | <ul style="list-style-type: none"> <li>– Energy (GRI 302)</li> <li>– Water and effluents (GRI 303)</li> <li>– Emissions (GRI 305)</li> </ul> | <ul style="list-style-type: none"> <li>– Occupational health and safety (GRI 403)</li> <li>– Training and education (GRI 404)</li> <li>– Diversity and equal opportunity (GRI 405)</li> <li>– Local community (GRI 413)</li> </ul> | <ul style="list-style-type: none"> <li>– Economic performance (GRI 201)</li> </ul> |

## Overview of goals and status

In line with its sustainability strategy, the Jungfrau Railway Group has set 10 sustainability goals. The existing goals are evaluated once a year. The target status is reported in the following target cockpit. The year 2023 is considered the base year.

- ▶ Planned
- ↗ On course
- ↘ Not on course
- × Critical

[illegible]

|   | Description of the strategic goals (KPIs)  | Measurement parameter   | Value 2024 | Value 2023 | Target value | Target year | Target status | Page |
|---|--|---|------------|------------|--------------|-------------|---------------|------|
| <b>Corporate governance &amp; culture</b> | Training of all employees on specific topics of responsible corporate governance | Participation in %  | 85         | 80         | >80          | Annual      | ↗             | 112  |
|   | Assessment   | Group-wide e-learning was conducted on the topic of sustainability in the reporting year. The target for participation in e-learning was adjusted to 80% to ensure feasible and efficient implementation. |            |            |              |             |               |      |
|   | Signing of the Supplier Code of Conduct <sup>3</sup>                             | Signed Supplier Codes of Conduct in %   | 71         | 40         | >90          | 2025        | ↗             | 136  |
|   | Assessment   | The integration of the Supplier Code of Conduct in industries with elevated country risk was successfully continued during the reporting year.  |            |            |              |             |               |      |

1 Subsequent adjustment of previous year's balance sheet due to improved data basis. Difference 2023: 34 t CO<sub>2</sub>e.

2 In 2023, the visitor survey was conducted over the course of a month for the first time.

3 Suppliers with an elevated country risk from the textile, food & beverage, and souvenir sectors.



## Corporate governance & culture

### Organisation and responsibilities

The basic organisation, responsibilities and principles of conduct of the Jungfrau Railway Group are set out in the Articles of Association, the organisational regulations and the **Code of Conduct**. With the existing ISO 9001 and ISO 14001 certifications, the company has also introduced an effective quality and environmental management system that ensures continuous improvement of its quality and environmental performance. The Code of Conduct forms the basis of its corporate culture. It sets out clear rules and standards of behaviour that must be followed by all employees and are also imposed on external parties. This promotes the integrity of employees and counteracts misconduct. All employees receive e-learning training on the content of the Code of Conduct from the Compliance Department.

Within the Jungfrau Railway Group, the Board of Directors of Jungfraubahn Holding AG bears overall responsibility for the company. It has delegated management to the Executive Board and is regularly informed about sustainability issues at meetings of the Board of Directors. It should be emphasised that climate issues are an integral part of the sustainability agenda and are always considered under this heading. A two-day strategy conference is held annually, at which risk management and thus also opportunities and risks in the areas of sustainability and climate are discussed. The annual sustainability report ensures transparency towards stakeholders and the general public.

The Executive Board plays a central role in implementing the sustainability strategy and is responsible for identifying, assessing and managing risks and opportunities. The Sustainability Office is responsible for all sustainability-related matters and serves as the central coordinating body. Key tasks include providing and analysing data, developing proposals for measures, and preparing reports. The Sustainability Officer reports directly to the Head of Quality and Risk Management, who in turn reports directly to the CEO. In addition, regular dialogue takes place between the Sustainability Office and the CEO.

The departments and all employees of the Jungfrau Railway Group play a key role in implementing the sustainability strategy. They actively contribute to integrating sustainable practices into their day-to-day work. Employees are encouraged to contribute their ideas and work towards sustainable development through training, awareness-raising measures and open dialogue.

| Level                 | Responsibility   |
|-----------------------|--|
| Board of Directors    | Definition of the sustainability strategy (including climate-related topics), approval of the annual sustainability report |
| Executive Board       | Management and implementation of the sustainability strategy (including climate-related topics)                            |
| Sustainability Office | Integration, control and sensitisation function for sustainable business operations  |
| Departments           | Implementation of the adopted measures   |

### Information and control instruments

The Board of Directors, the Executive Board, the senior management and all employees must ensure compliance with all the relevant laws and regulations. Various information and control instruments have been implemented to ensure responsible corporate management and culture. This includes comprehensive risk management, an internal control system, and a compliance management system. Detailed information on the individual instruments can be found in the corporate governance chapter of the annual report.

**Progress measurement and targets**

The annual Group-wide e-learning programme on specific topics relating to responsible corporate governance and culture was successfully carried out in the reporting year. The focus was on the three dimensions of sustainability and their significance for the Jungfrau Railway Group, with a participation rate of 85%.

In addition, the risk management system was comprehensively revised to ensure that it meets current requirements. This allows potential risks to be analysed and managed even more precisely. The Articles of Association and various internal regulations were also updated to ensure that they comply with legal requirements and internal company guidelines. An update of the Code of Conduct is planned for the coming year, within the scope of further consolidating clear guidelines for responsible and ethical behaviour within the Jungfrau Railway Group.

## Environmental and climate matters

The dependence of the business model on the unspoilt Alpine nature of the Jungfrau region means that the Jungfrau Railway Group has a special responsibility with regard to environmental and climate issues. One of the Group's declared goals is to reduce the environmental impact of business activities along the value chain. The primary focus is on measures that contribute to reducing CO<sub>2</sub> emissions and lowering the consumption of resources.

The Jungfrau Railway Group is certified according to ISO 14001 and has a structured environmental management system. The certification underlines the company's endeavours to systematically take environmental aspects into account and use resources efficiently. Targeted measures reduce emissions, optimise energy and material consumption and meet legal requirements.

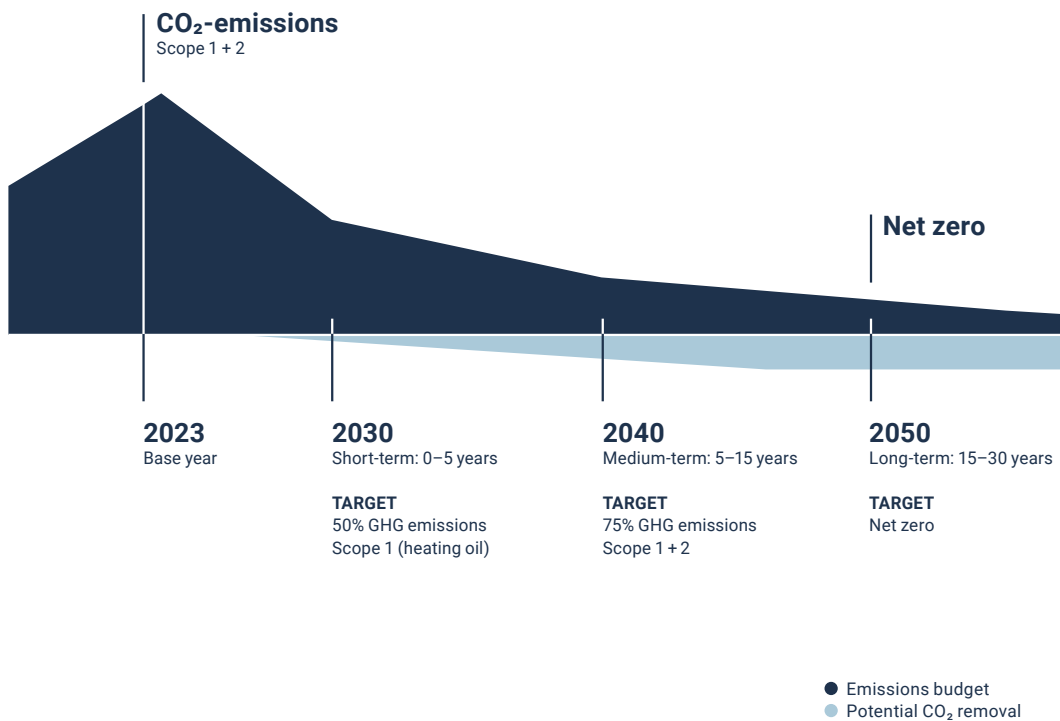
Moreover, the Jungfrau Railway Group is active in the field of environmental protection. As a co-initiator, it is also a member of the Swiss Alps Jungfrau-Aletsch UNESCO World Heritage Foundation. The Group supports the foundation financially with annual contributions for joint and sustainable UNESCO World Heritage projects. Furthermore, the Group closely cooperates with the International Foundation High Alpine Research Stations Jungfraujoch and Gornergrat (HFSJG), which was founded in 1930 and dedicates a large part of its work to environmental and climate research. In addition, the V-Cableway Sustainability Fund, which was set up in 2021, supports and finances local sustainability projects. More information about the V-Cableway Sustainability Fund is provided on page 134.

As part of its sustainability strategy, the Jungfrau Railway Group is actively committed to local climate protection. Forest maintenance work was carried out with its financial support in the early summer of 2024. This was done in cooperation with the local forestry company on an area of around 6 hectares below the Brändegg station in Grindelwald. This is aimed at increasing the resilience of forests to the effects of climate change and promoting biodiversity. The objective is to promote active forest management on a total area of 30 hectares by 2030. A **company video** published on the website demonstrates this commitment, which will continue in the future. Further initiatives are planned, including at the Harder Kulm in Interlaken in 2025.

An overview of the sustainability goals and progress made with respect to environmental matters can be found in the target cockpit on page 109 and under the environmental indicators from page 144.

### Transition plan (net zero roadmap)

The Jungfrau Railway Group is aligned with Switzerland's climate targets, which aim for a gradual reduction of greenhouse gas (GHG) emissions to net zero by 2050. The company is focusing on key interim targets to ensure continuous decarbonisation and contribute to the national and global climate strategy. The goal here is a 75% reduction in Scope 1 and Scope 2 emissions by 2040 and reduction to net zero by 2050.



The top priority is the elimination of fossil fuels. Where this is not yet feasible, the long-term focus will be on technologies for permanent carbon or carbon dioxide storage. Only as a final step, once these options have been exhausted, will remaining emissions be offset by negative emissions, i.e., the removal of greenhouse gases from the atmosphere. These measures are not yet relevant, but will be proactively integrated into strategic planning in the future.

The Board of Directors is responsible for approving and monitoring the transition plan. An explanation of the individual scopes and a detailed overview of the emissions generated in the reporting year can be found on page 124.

The following table provides an overview of the specific targets and measures on the way to net zero. The status of each target is indicated on page 109. The year 2023 is used as the base year.



| Target description                             | KPI   | Targets                                | Measures   |
|--|---|--|--|
| Complete power supply from renewable sources   | renewable sources in %  | 100% renewable electricity             | <ul style="list-style-type: none"> <li>– Guarantee of origin for renewable electricity</li> <li>– Construction of and electricity production at Hintisberg Alpine solar plant</li> <li>– Expansion of photovoltaic systems across roofs and façades</li> </ul> |
| Reduction in fuel oil consumption              | Consumption in t CO <sub>2</sub> e  | 50% GHG reduction by 2030; 75% by 2040 | <ul style="list-style-type: none"> <li>– Replacement of oil heating systems with renewable energy sources</li> <li>– Energy efficiency measures for buildings</li> </ul>   |
| Reduction in fuel consumption                  | Consumption in t CO <sub>2</sub> e  | 75% GHG reduction by 2040              | <ul style="list-style-type: none"> <li>– Gradual conversion of road and piste vehicles to more environmentally friendly drive technologies</li> <li>– Conversion of the fossil diesel used by snow groomers to alternative fuels</li> </ul>                    |
| Promotion of local climate protection projects | Forest area in ha   | 30 ha by 2030                          | <ul style="list-style-type: none"> <li>– Financial support for local climate protection projects</li> <li>– Cooperation with local district foresters</li> </ul>   |
| <b>Commitment, initiatives</b>                 | <ul style="list-style-type: none"> <li>– Swiss Alps Jungfrau-Aletsch UNESCO World Heritage Foundation</li> <li>– High Alpine Research Stations Jungfraujoch and Gornergrat (HFSJG)</li> <li>– V-Cableway sustainability fund</li> <li>– Regional climate protection projects</li> </ul> |  |  |
| <b>Outlook</b>                                 | <ul style="list-style-type: none"> <li>– In the area of solar power production, an evaluation will be carried out in 2025, as additional targets are to be defined.</li> </ul>  |  |  |

This transition plan represents a first step on the way to net zero. In the coming reporting periods, the plan will be further developed and supplemented with additional targets and specific measures, which will gradually underpin the long-term transformation.

### Risks and opportunities due to climate change

The World Economic Forum's Global Risks Report 2025 lists these as the most important global risks to humanity in the 10-year perspective: first, "extreme weather events", second, "biodiversity loss and ecosystem collapse" and third, "critical change to earth systems". Accordingly, the Jungfrau Railway Group assumes that climate change will have a significant impact on economic conditions in the medium and long term.

The Jungfrau Railway Group has integrated climate-related risks into the overarching risk management system to assess and manage them as part of the strategic and operational risks. Risks are regularly analysed, prioritised and integrated into all of the company's strategic and operational planning and decision-making processes. Specially identified climate risks are categorised into transition risks, such as regulatory and technological changes or changes in demand and market conditions, and physical risks, such as extreme weather events. Risks are assessed annually on the basis of their potential impact on the company's strategy, finances and operations. To ensure that climate-related strategic risks are addressed appropriately, they are reported to the Executive Board and the Board of Directors to ensure that they are dealt with at the highest level. This approach guarantees that climate-related risks are treated equally throughout the risk management process.

Monitoring ensures that all current and future statutory requirements are met. This also includes legal requirements in climate-related areas such as emissions and energy, as well as reporting. Any changes in legislation and their impact on the business model are regularly assessed so that proactive adjustments can be made.

The Jungfrau Railway Group discloses the financial impacts of its climate-related opportunities and risks, along with the measures it has taken, in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)<sup>1</sup>.

| Type  | Impact<br>Risk/opportunity  | Time horizon              |                             |                            | Probability of<br>occurrence<br>Low/medium/<br>high | Financial impacts<br>Low/medium/high  | Ongoing measures  |
|---|---|---------------------------|-----------------------------|----------------------------|---|---|---|
|   |   | Short-term<br>(0-5 years) | Medium-term<br>(5-15 years) | Long-term<br>(15-30 years) |   |   |   |
| Physical risks and opportunities  |   |                           |                             |                            |   |   |   |
| Acute   |   |                           |                             |                            |   |   |   |
| Extreme weather events such as storms, floods, landslides or avalanches   | <b>Risk</b><br>Extreme weather events could necessitate the temporary suspension of railway and/or gondola operations. Moreover, tracks and infrastructure facilities could be damaged.                 | x                         | x                           | x                          | Medium  | <b>Medium</b><br>– Loss of income due to suspension of operations<br>– Increase in costs due to higher personnel and material expenses for infrastructure maintenance | <ul style="list-style-type: none"><li>– Investments in infrastructure protection</li><li>– Regulations to ensure safe railway/gondola operations in case of snowfall, landslides or if there is a risk of avalanche</li><li>– Monitoring of weather forecasts</li><li>– Ongoing maintenance of existing infrastructure and all facilities</li><li>– Business interruption insurance</li></ul> |
| Chronic   |   |                           |                             |                            |   |   |   |
| Long-term regional impacts of climate change, such as rising average temperatures, changing precipitation patterns, and more extreme weather patterns | <b>Risk</b><br>Rising average temperatures can shorten the winter sports season and reduce the appeal of winter sports activities.  |                           | x                           | x                          | High  | <b>Medium</b><br>– Loss of income due to decline in the winter sports business segment<br>– Higher operating costs for snow-making facilities                         | <ul style="list-style-type: none"><li>– Continuous review of the strategy to identify alternatives early and adapt to changing conditions</li><li>– Ongoing investments in resource-efficient, energy and water-saving machinery and equipment</li></ul>  |
|   | <b>Risk</b><br>At higher altitudes, rising temperatures and the more frequent freeze-thaw cycles may lead to more frequent landslides and rockfalls, potentially reducing the availability of services. | x                         | x                           | x                          | Medium  | <b>Medium</b><br>– Cost increase due to increased investment in protective measures<br>– Loss of income due to reduced service availability                           | <ul style="list-style-type: none"><li>– Regular monitoring of high-risk areas by external experts</li><li>– Investments in facilities to adapt existing infrastructure to changing climatic conditions</li></ul>  |
|   | <b>Risk</b><br>A sharp retreat of the Aletsch Glacier leads to an increase in meltwater and could therefore cause damage to the infrastructure and impair the range of services available to visitors.  |                           | x                           | x                          | High  | <b>Medium</b><br>– Rise in costs due to increased investments<br>– Loss of income due to reduced service availability   | <ul style="list-style-type: none"><li>– Investments in facilities to adapt existing infrastructure to changing climatic conditions</li></ul>  |

<sup>1</sup> The TCFD distinguishes between physical and transition risks. Physical risks refer to the direct consequences of the climate change, such as acute risks like weather events and chronic risks like constantly higher temperatures or recurring heat waves. Transition risks comprise political, legal, technological, market-related and reputation-related events that could have a negative impact on the financial situation of companies.

| Type                                      | Impact<br>Risk/opportunity  | Time horizon              |                             |                            | Probability of<br>occurrence<br>Low/medium/<br>high | Financial impacts<br>Low/medium/high  | Ongoing measures  |
|---|---|---------------------------|-----------------------------|----------------------------|---|---|---|
|   |   | Short-term<br>(0-5 years) | Medium-term<br>(5-15 years) | Long-term<br>(15-30 years) |   |   |   |
|   | <b>Opportunity</b><br>Milder temperatures could extend the peak tourist season and attract more tourists, especially in spring and autumn.  | x                         | x                           |                            | High  | <b>Medium</b><br>– Increased earnings thanks to season extension and resulting higher sales figures       | – Targeted alignment of the corporate strategy with the goal of a “12-month season”<br>– Development of new offers as an alternative to skiing  |
| <b>Transition risks and opportunities</b> |   |                           |                             |                            |   |   |   |
| <b>Politics and law</b>                   |   |                           |                             |                            |   |   |   |
| Changes in environmental regulations      | <b>Risk</b><br>Insufficient knowledge of new CO <sub>2</sub> regulations could lead to them not being implemented in time, resulting in illegal conduct and possible sanctions.   | x                         | x                           | x                          | Low   | <b>Low</b><br>– Increased administrative costs<br>– Penalties and fines                                   | – Continuous monitoring of legal developments to allow for the development of adaptation strategies at an early stage   |
|   | <b>Opportunity</b><br>Political measures to promote renewable energies, environmentally friendly technologies and sustainable tourism could open up new opportunities for implementation and receive financial support. | x                         | x                           | x                          | Medium  | <b>Medium</b><br>– Less dependence on future fossil fuel price increases                                  | – Planning and construction of the Hintisberg Alpine solar plant as part of the amendments to the Energy Act<br>– Continuous monitoring of legal developments to identify funding opportunities at an early stage     |
| <b>Technology</b>                         |   |                           |                             |                            |   |   |   |
| Investments in new technologies           | <b>Risk</b><br>Increased costs for new vehicles or systems with climate-friendly technology.  | x                         | x                           |                            | High  | <b>Low</b><br>– Rising procurement costs for renewable alternatives                                       | – Thanks to a high level of investment, the switch to environmentally friendly systems can take place where the state of the art allows   |
|   | <b>Opportunity</b><br>The introduction of environmentally friendly technologies could reduce emissions and the ecological footprint.  | x                         | x                           | x                          | High  | <b>Medium</b><br>– Long-term reduction in current operating and maintenance costs                         | – Expansion of photovoltaic systems<br>– Conversion to renewable heating systems  |
| <b>Market</b>                             |   |                           |                             |                            |   |   |   |
| Changes in visitor needs and preferences  | <b>Risk</b><br>Decline in visitors due to lack of adaptation to changing needs and preferences towards sustainable tourism.   |                           | x                           | x                          | Low   | <b>Low</b><br>– Decrease in revenue due to the drop in visitors<br>– Need for investment in new offerings | – Continuous orientation of offers and services towards sustainable tourism<br>– Broader diversification in terms of products and geographic regions helps not to be too dependent on an individual product or market |
|   | <b>Opportunity</b><br>Focus on sustainable business practices could open the door to new markets and new target groups.   |                           | x                           | x                          | High  | <b>Medium</b><br>– Increased earnings through better competitive positioning                              | – Active cooperation with local travel agencies and tour operators<br>– Transparent communication of sustainability efforts   |

| Type   | Impact<br>Risk/opportunity  | Time horizon              |                             |                            | Probability of<br>occurrence<br>Low/medium/<br>high | Financial impacts<br>Low/medium/high  | Ongoing measures   |
|--|---|---------------------------|-----------------------------|----------------------------|---|---|--|
|  |   | Short-term<br>(0-5 years) | Medium-term<br>(5-15 years) | Long-term<br>(15-30 years) |   |   |  |
| <b>Reputation</b>  |   |                           |                             |                            |   |   |  |
| Changes in expectations of employees, visitors and society | <b>Risk</b><br>In the long term, non-sustainable practices can lead to a loss of image, especially if competitors increasingly focus on sustainability. | x                         | x                           |                            | <b>Low</b>  | <b>Medium</b><br>– Decrease in revenue due to the drop in visitors<br>– Difficult recruitment and retention of qualified personnel<br>– Declining confidence among the population | – Regular review of sustainability strategy to promote sustainable business practices<br>– Regularly conducting employee and visitor surveys<br>– Transparent communication of the sustainability efforts that have been practised for decades |

The supplementary scenario analysis, which is part of the recommended scope of reporting as defined by the TCFD, will be prepared in the 2025 reporting year due to its complexity and the time required. This is accompanied by an in-depth analysis of the financial impact.

Overall, climate change brings both opportunities and challenges for the Jungfrau Railway Group. While risks, such as the impact of extreme weather events on Alpine infrastructure or the rise in temperature and its consequences for winter tourism, should not be underestimated and are constantly monitored, the opportunities outweigh the risks. Stricter environmental regulations, the promotion of sustainable mobility and growing environmental awareness among travellers are creating greater demand for climate-friendly and resource-saving means of transport. Due to the altitude (over 2,000 metres above sea level) and the extensive snow-making facilities, winter sports operations are guaranteed in the medium term. The Jungfrau Railway Group is well positioned to benefit from these developments. Electrically powered lifts, innovative energy-saving measures and a focus on nature and adventure offerings in sensitive Alpine regions are central components of the company's policy. In addition, investments in sustainable infrastructure and relevant technologies could secure competitive advantages in the long term.



## Energy (GRI 302)

### Description of the topic

Energy is of central importance to companies, as it has a direct impact on both climate protection and the environment, and also has a significant impact on business costs if the company's own consumption is high. The consumption of fossil fuels leads to considerable CO<sub>2</sub> emissions. However, a drastic reduction in CO<sub>2</sub> emissions is essential to limit global warming and avoid long-term ecological damage. In addition, the consumption of fossil fuels harbours potential business risks in connection with rising energy costs, but also reputational risks, as this consumption is associated with environmentally harmful effects. Switching to renewable energies and improving energy efficiency are therefore crucial to minimising these risks and impacts. At the same time, opportunities are opening up – through the responsible use of energy, by reducing both energy costs and our own CO<sub>2</sub> emissions through lower consumption and the use of renewable, green energy. These measures can also eliminate dependence on fossil fuels and strengthen the company's reputation.

### Description of the current status

The companies of the Jungfrau Railway Group utilise both renewable and non-renewable resources to provide their services. The main energy sources include electricity, fuel and combustibles. Electricity consumption is attributable in particular to the operation of trains and cable cars and to the supply of buildings such as workshops and restaurants. In addition, fossil fuel is required for winter sports, road vehicles and heating buildings. These factors lead to an overall high energy consumption, which is necessary for the operation of the various systems and facilities.

### Progress measurement and targets

In view of the high energy requirements, the Jungfrau Railway Group's long-term strategy aims to substantially reduce consumption and increase the proportion of renewable energy sources. A particular focus is on promoting local, renewable energy to reduce dependence on external sources and increase market independence. To reduce the carbon intensity and increase energy efficiency, the operations of the Jungfrau Railway Group agreed on binding targets with the Swiss Federal Office of Energy (SFOE), in line with the federal Energy Strategy 2050. Together with the Energy Agency of the Swiss Private Sector (EnAW), the Jungfrau Railway Group has developed an efficiency path with various energy efficiency measures identified to be of economic significance. In the annual EnAW monitoring, energy consumption and the status of the implementation of measures are checked by benchmarking the values achieved and the targets set.

In the reporting year, the Jungfrau Railway Group made further progress towards fulfilling its climate targets. All of its operations obtain their electricity from renewable sources (primarily hydropower from Switzerland). In addition, the expansion of the local, renewable power supply was subsidised by three additional photovoltaic systems with a total installed capacity of 355 kW across various buildings. An oil heating system was also replaced by an efficient heat pump. There has also been progress in the rolling stock fleet, as modern, more energy-efficient trains have replaced the old vehicles of the Lauterbrunnen-Mürren mountain railway.

Electricity consumption in the reporting period totalled 30.7 million kWh, which is almost the same as the previous year's figure. The amount of energy recuperated rose by 8.7% to 3.9 million kWh. These effects are attributable to optimised processes and improved energy efficiency. Fuel consumption totalled 17.6 terajoules, an increase of 19.7% compared to the previous year. This is mainly due to the more intensive use of snow groomers in winter sports operations, which was caused by an increase in the volume of natural snow. Fuel consumption totalled 7.5 terajoules, which represents an increase of 1.1% compared to the previous year. The effect of the aforementioned heating system replacement will not be felt until the following year. The Jungfrau Railway Group wants to cut heating oil emissions (Scope 1) by 50% by 2030.



**Hintisberg Alpine solar plant:** The Jungfrau Railway Group is planning a 11-ha Alpine solar plant in Lütschental. The goal is to produce about 12 GWh a year, which corresponds to the annual power demand of about 3,000 households. With the approval of the Alpine cooperative and the municipal assembly, the first hurdle in the implementation of the project has been cleared. The building permit application will be submitted at the end of March 2024. The establishment of an Alpine solar plant will support the development towards autonomous, sustainable power supply.

The key figures for electricity consumption as well as fuel consumption are documented on page 144. An overview of targets, status, and base year can be found on page 109.

#### **Facts and achievements 2024**

- Comprehensive supply of all operations of the Jungfrau Railway Group (railways, cableways and buildings) with power from renewable energy sources (mainly Swiss hydropower)
- Optimisation of recuperation efficiency and feeding braking power from several railways and cable cars back into the grid
- Installation of photovoltaic system on the Lauterbrunnen coach house building, Harder-Kulm restaurant and management building in Interlaken
- Replacement of lighting in head office building
- Replacement of the oil heating system in the Lauterbrunnen coach house with an electric heat pump
- Energy-efficient refurbishment of Wengen railway station

#### **Next steps and outlook**

- Further implementation of defined measures in the area of photovoltaic systems, replacement of lighting and energy-efficient refurbishments
- Further development of the Hintisberg alpine solar project
- Ongoing efforts to reduce the energy consumption by replacing old machinery with more energy-efficient equipment and by installing more efficient lighting

## Water and effluents (GRI 303)

### Description of the topic

Water is an essential resource for companies, both for the operation of their infrastructure and for the provision of services. A lot of water is needed, particularly in the areas of winter sports and energy production. The use of water for technical snowmaking on the ski slopes plays a key role in ensuring a high level of snow reliability, which is essential for winter sports. The use of technical snow enables a more durable and resistant covering of the slopes.

Efficient utilisation of water is not only of operational but also ecological importance. Excessive water consumption for technical snowmaking can put a strain on local water resources and lead to environmental and reputational risks, especially in extreme weather conditions or in years when water is scarce. The extraction of water from natural sources for snowmaking can lead to water scarcity and negative impacts on water ecosystems, especially if overused. Responsible use of this resource is therefore crucial to minimise environmental impact and at the same time has economic benefits.

### Description of the current status

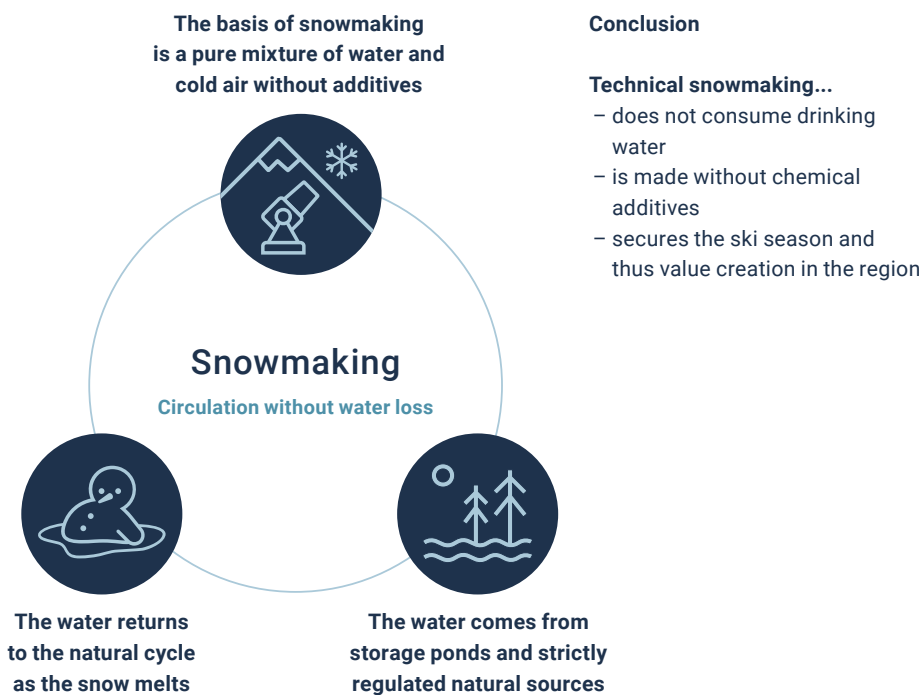
Efficient and resource-conserving use of water is a high priority for the Jungfrau Railway Group, particularly in the areas of snowmaking and piste preparation. The use of modern systems ensures optimised snowmaking and efficient slope grooming.

Thanks to the Jungfrau Railway Group's high-altitude winter sports areas, snow is guaranteed in the long term too. The use of a special snowmaking system makes sure that snow is produced when the weather conditions are suitable. Technical snow is usually produced in November, when water consumption in the holiday apartments and hotels in the surrounding communities and villages is lower than during the holiday season or during the sports weeks. The natural water cycle is supported, and chemical additives have been banned for many years. During snowmaking, water is drawn from nearby bodies of water, whereby the amount and type of water withdrawal is regulated by law. When the snow melts in spring, the water returns to its natural sources in the same quality.



The snow groomers are equipped with the SNOWsat system to measure the thickness of the snow cover. This means that no unnecessary snow is produced and the existing snow is distributed efficiently. Thanks to this modern technology, all produced snow is duly utilised. The snow measurement system also helps to minimise energy and water costs.

At the same time, the Jungfrau Railway Group operates its own hydroelectric power plant in Lütschental and thus acts as a distribution network operator and producer. With its own medium-voltage and distribution network, the power plant supplies the Jungfrau Railway, the Schynige Platte Railway, the Bernese Oberland Railway, the Wengernalp Railway, the Lauterbrunnen-Mürren mountain railway, numerous winter sports facilities and the communities of Lütschental, Gündlischwand and Zweilütschinen with renewable electricity. The water of the Lütschine is separated in Burglauenen for electricity production and flows back into the natural watercourse after utilisation by the power plant. This is a form of utilisation in which the water remains in continuous motion without being stored in a reservoir. This energy generation does not impair the ecological status of the watercourse. The water flow is channelled through a turbine that converts the energy of the flowing water into electrical energy. A system automatically monitors and regulates the flow rate. As the “cool water” is not stored after use, the water is constantly fed back into the natural flow without adversely affecting it. Legal requirements regulate how many cubic metres per second may be extracted to ensure that a minimum quantity remains in the river and that there are no negative effects on flora and fauna. The more water the Lütschine carries, the higher the electricity production. From spring to autumn, the volume tends to be greater than in winter, due to heavier precipitation and the melting of snow and glaciers.





**Progress measurement and targets**

The Jungfrau Railway Group continues to pursue the goal of optimising water consumption for both snowmaking and energy production. In the reporting year, water consumption for snowmaking amounted to around 476,000 m<sup>3</sup> (previous year: 586,000 m<sup>3</sup>). Thanks to the increased use of modern systems, consumption was reduced by 18.9%. In addition, the large amount of natural snow led to a reduction in the use of snowmaking equipment, which also contributed to a reduction in water consumption. The hydropower plant's energy production in 2024 was 66.6 million kWh, which corresponds to an increase of 1.4% compared to the previous year. This renewable energy reduces CO<sub>2</sub> emissions and significantly helps the company and the region to achieve their climate targets.

The complete key figures are listed on page 144. An overview of the objectives, status and base year can be found on page 109.

**Facts and achievements 2024**

- More pistes covered using efficient, state-of-the-art snowmaking technology
- Ensuring that drinking water is safe by conducting bacteriological and chemical water tests at sources and the network
- For many years, sewers have been used for the wastewater of all mountain stations of the Jungfrau Railway Group
- Treatment of wastewater in accordance with legal requirements

**Next steps and outlook**

- Replacement of several snowmaking machines with more energy and resource-efficient machines
- Continuous optimisations in the field of snowmaking at all levels
- Paying attention to water protection zones when building new buildings and renovating railways, cableways and buildings

## Emissions (GRI 305)

### Description of the topic

As a company operating in Switzerland, the Jungfrau Railway Group is bound by the federal government's climate targets. Emissions play an important role here. A transition plan with corresponding measures is listed on page 114.

The creation of the carbon footprint was based on the principles of the Greenhouse Gas Protocol.



| Category | Definition  |
|----------|---|
| Scope 1  | Direct emissions resulting from the consumption of fuels in operations and transport, classified as fugitive emissions.       |
| Scope 2  | Indirect emissions generated from the use of purchased electricity, purchased steam, purchased heating, or purchased cooling. |
| Scope 3  | All other indirect emissions arising in a company's value chain due to its activities.  |

### Description of the current status

In 2022, a carbon footprint was prepared for the entire company for the first time. While it was largely based on estimates and projections, the data basis was significantly improved in the course of the 2023 and 2024 reports. The year 2023 is used as the base year, as earlier data is not comparable.

The Jungfrau Railway Group's carbon footprint in the reporting year was 9,379 t CO<sub>2</sub>e (previous year: 7,853 t CO<sub>2</sub>e). This represents an increase of 19.4%.

|                | Unit   | Change on previous year | 2024         | 2023          |
|----------------|--|-------------------------|--------------|---------------|
| Scope 1        | t CO <sub>2</sub> e                          | 17,5%                   | 1 932        | 1 644*        |
| Scope 2        | t CO <sub>2</sub> e                          | 4,8%                    | 44           | 42            |
| Scope 3        | t CO <sub>2</sub> e                          | 20,0%                   | 7 403        | 6 167*        |
| <b>Total</b>   | <b>t CO<sub>2</sub>e</b>                     | <b>19,4%</b>            | <b>9 379</b> | <b>7 853*</b> |
|                | t CO <sub>2</sub> e / CHF million in revenue |                         |              |               |
| Relative value |  | 12,8%                   | 31,8         | 28,2*         |

### Scope 1 and 2

|                            | Unit                     | Change on previous year | 2024         | 2023          |
|----------------------------|--------------------------|-------------------------|--------------|---------------|
| Fuel oil                   | t CO <sub>2</sub> e      | 1,1%                    | 554          | 548*          |
| Wood                       | t CO <sub>2</sub> e      | –                       | 3            | 3             |
| Petrol vehicles            | t CO <sub>2</sub> e      | 17,2%                   | 34           | 29            |
| Diesel vehicles            | t CO <sub>2</sub> e      | 19,7%                   | 1 274        | 1 064         |
| Leakage of refrigerant     | t CO <sub>2</sub> e      | –                       | 67           | –             |
| District heating           | t CO <sub>2</sub> e      | 4,8%                    | 44           | 42            |
| <b>Total Scope 1 and 2</b> | <b>t CO<sub>2</sub>e</b> | <b>17,2%</b>            | <b>1 976</b> | <b>1 686*</b> |

### Scope 3

|  | Unit                     | Change on previous year | 2024         | 2023          |
|--|--------------------------|-------------------------|--------------|---------------|
| <b>Other indirect emissions</b>                              |                          |                         |              |               |
| Raw material (track building)                                | t CO <sub>2</sub> e      | 57,7%                   | 3 254        | 2 063*        |
| Consumables (lubricants, uniforms, shop items)               | t CO <sub>2</sub> e      | 18,5%                   | 941          | 794*          |
| Capital goods (vehicles)                                     | t CO <sub>2</sub> e      | -10,1%                  | 852          | 948           |
| Provision of energy (emissions not included in Scope 1 or 2) | t CO <sub>2</sub> e      | 0,5%                    | 748          | 744*          |
| Catering   | t CO <sub>2</sub> e      | 0,4%                    | 554          | 552*          |
| Employee commutes  | t CO <sub>2</sub> e      | 7,2%                    | 433          | 404*          |
| IT equipment   | t CO <sub>2</sub> e      | 263,0%                  | 167          | 46            |
| Business trips (flights)                                     | t CO <sub>2</sub> e      | -2,0%                   | 150          | 153           |
| Waste  | t CO <sub>2</sub> e      | -32,8%                  | 121          | 180           |
| Print jobs   | t CO <sub>2</sub> e      | -44,9%                  | 108          | 196           |
| Water  | t CO <sub>2</sub> e      | -15,7%                  | 70           | 83            |
| Paper  | t CO <sub>2</sub> e      | 25,0%                   | 5            | 4             |
| <b>Total Scope 3</b>   | <b>t CO<sub>2</sub>e</b> | <b>20,0%</b>            | <b>7 403</b> | <b>6 167*</b> |

Obtaining reliable data, especially for Scope 3 emissions, is challenging as it involves many external partners and complex supply chains. Differences in data quality and a lack of standardisation make recording even more difficult. For this reason, optimisations and improvements are continually being made to refine the data basis and increase transparency. In this context, the figures marked with an \* in the previous year's reporting were adjusted retrospectively. The previous year's published balance was 6,432 tonnes of CO<sub>2</sub>e. The difference of 1,421 tonnes of CO<sub>2</sub>e is mainly due to Scope 3 emissions from raw materials (track construction) and consumables (shop items).

The means of transport used by visitors to arrive at their destination constitutes a significant factor for emissions in the tourism industry, the reporting and accounting of which is not mandatory under the Greenhouse Gas Protocol. The responsibility for ensuring sustainable outward travel to a given destination lies with many stakeholders. From the moment visitors arrive in the Jungfrau region, the Jungfrau Railway Group actively contributes to reducing emissions by focussing on renewable resources and promoting climate-friendly mobility solutions.

### Progress measurement and targets

In 2024, Scope 1 and Scope 2 emissions increased by 17.2%. The main reason for this was the increased fuel consumption of the company's own vehicles, in particular due to the increased use of snow groomers in winter sports operations in view of the larger quantities of natural snow. The effects of the aforementioned heating system replacement on heating oil will only be felt in the following year. Key measures to reduce emissions in the long term include the gradual replacement of oil heating systems and the conversion of vehicle drive systems from fossil fuels to renewable energy systems. The specific roadmap for reducing Scope 1 and Scope 2 emissions is presented in the transition plan on page 116.

Scope 3 emissions exceed Scope 1 and 2 emissions many times over. Around 40% of this is accounted for by the purchase of raw materials in the track construction sector and a further 23% by the purchase of consumables, such as lubricants, workwear and shop items. The current focus is on improving data collection and clarifying the emission factors. The company endeavours to continue to examine and implement measures to reduce Scope 3 emissions in the future where possible and appropriate.

The complete key figures can be found on page 145. An overview of the objectives, status and base year can be found on page 109.

## Employee matters

With 880 employees in 40 occupational categories, the Jungfrau Railway Group is one of the most significant employers in the region and is committed to maintaining and promoting employment and training opportunities. At the same time, the company depends on the recruitment of skilled personnel to deliver its services and remain competitive.

As part of the materiality analysis and taking into account the results of an employee survey, the Jungfrau Railway Group identified the topics of health and safety at the workplace, employee training and education as well as the promotion of diversity and equal opportunities as being of central importance. The due diligence obligations regarding child labour, human rights and anti-corruption described on page 30 are also taken into account in employee matters.

The Group-wide employee survey, which takes place every three years, forms an important basis for the continuous development of working conditions and the consideration of employee concerns. Various relevant topics are covered, providing insights into the needs and expectations of employees.

All employees can contact their line manager or the Human Resources (HR) Department directly at any time about breaches of rules or suspected violations. Suspected violations can also be reported through the compliance desk (confidential reporting procedure through the whistleblower system). Internal guidelines have been put in place to protect employees' right to integrity of the person, and external points of contact are available to employees. All messages are reviewed. The organisation also has an internal staff committee that takes care of the interests of employees and meets every two months.

### Employer branding strategy

An employer branding strategy was initiated in the reporting year with the aim of strengthening the long-term loyalty and motivation of employees. The first measures have already been successfully implemented. This includes all employees receiving five free day passes a year for family and friends to explore the region and actively organise their leisure time. Employees also enjoy a day off on their birthday. The salary system was analysed and revised in collaboration with an external specialist agency, as the aim is to establish a fair and transparent remuneration system in line with the market. In addition, health and safety campaigns are carried out on an ongoing basis to further emphasise the well-being and safety of employees.

The Jungfrau Railway Group encourages share ownership among employees and enables them to purchase shares to this end. This not only strengthens the bond between the employees and the company and promotes shared responsibility for the company's success.

An overview of the sustainability goals and progress made with respect to employee matters can be found in the target cockpit on page 109 and under the social indicators from page 146.

## Occupational health and safety (GRI 403)

### Description of the topic

The health, safety and wellbeing of the Jungfrau Railway Group's employees, as well as employees of external companies working on its premises, are the highest priority. If the health and safety of employees were not guaranteed, accidents and injuries could occur in the company. Such incidents, combined with the lack of risk management, would entail considerable reputational risks – both in the labour market and with visitors and other stakeholders. It could also lead to staff shortages and therefore operational losses. Effective risk management is therefore not only essential for the protection of employees, but is also of key economic importance. The company is committed to taking all necessary measures to ensure workplaces are safe and healthy as required according to the state of the art, applicable laws and previous experience, and are suitable under the given circumstances.

### Description of the current status

Occupational safety, a sub-area of quality assurance, is supervised by the Head of Quality and Risk Management. Safety planning for all employees, third-party personnel and other persons with a business relationship with the Jungfrau Railway Group is based on applicable laws, regulations, guidelines and rules as well as internal directives. All persons involved are informed about the necessary safety precautions and trained accordingly. In addition, specific occupational health and safety requirements are defined in the supplier contracts. The precautions taken to protect the health and safety of all employees are based on the binding guidelines of the Federal Coordination Commission for Occupational Safety (FCOS).

The Jungfrau Railway Group's integrated safety management system (SMS) is a central component of the safety concept and fulfils the requirements of the Federal Office of Transport (FOT). It ensures that the safety of employees and visitors is guaranteed at all times and that all relevant legal requirements are met. As part of its supervisory activities, the FOT regularly reviews the SMS to ensure that all safety requirements are met.

The Head of the HR department is responsible for health management. All company operations have a workplace health management system in place (WHM), which is supplemented by care management in cooperation with an insurance company. The purpose of all these instruments is to speed up the return of the employees after an accident or sickness. The Jungfrau Railway Group has an absence management system that is part of the WHM. This system ensures prompt dialogue with employees who are frequently absent. Switzerland also has compulsory health insurance, which ensures that everyone living in Switzerland has access to basic insurance for medical services.

To actively promote and prevent risks in the areas of occupational health and safety, the MARS+ working group (employee risk, safety + environment) was established in 2016. Across all departments, MARS+ represents the link between the Head of Quality and Risk Management and the areas of risk, safety and environment. The group promotes knowledge transfer and continuous improvements through regular interchange of experience and collaboration in specific measures.





### Progress measurement and targets

In the reporting year, further members were trained for the MARS+ working group and accepted into the organisation. There are currently 30 members in this group. Through internal audits, members ensure that hazards are identified and eliminated in their departments areas generally raise awareness of safe working practices within the team.

In the year under review, the number of work-related accidents per 100 full-time equivalents (FTEs) was 9.2 (previous year: 9.0). To achieve the defined target of 7.5 by 2030, various safety campaigns and training courses were organised in 2024 to raise awareness of safe working practices among all employees. However, the measures need a certain amount of time to take effect. The rate of accident-related absences per FTE rose to 1.3 (previous year: 0.6), due to individual long-term absences. In contrast, the number of sick days per FTE fell from 12.3 to 11.9. The turnover rate in the reporting year was 8.5% (previous year: 13.1%) and thus fell within the target of less than 10%. Measures such as the launch of the employer branding strategy and the further development of the salary system are having an impact. Further measures are continuously being implemented to maintain this level in the long term.

All key figures are documented on page 146. An overview of targets, status, and base year can be found on page 109.

#### Facts and achievements 2024

- More comprehensive recording and analysis of work-related accidents
- Organisation of safety courses (BLS/AED courses, forklift courses, aerial work platforms)
- Further development of the Suva Safety app for internal audits and monitoring of measures
- Introduction of a QR code for the digital reporting of defects and hazards
- Carrying out all planned safety audits
- Safety campaign on accidents caused by falling and tripping in collaboration with external partner Suva
- Realisation of the health campaigns “Fit through the winter – healthy breaks, more energy!”, “Bike to work” and “Mountain running challenge”

#### Next steps and outlook

- Implementation of the new requirements regarding the ISMS (information security management system)
- Expansion and further development of existing measures, campaigns and training courses in the area of health and safety
- Ongoing strengthening of the MARS+ organisation to safeguard operational processes
- Finalisation of skills management in the personnel management tool for simplified monitoring and documentation of safety training courses

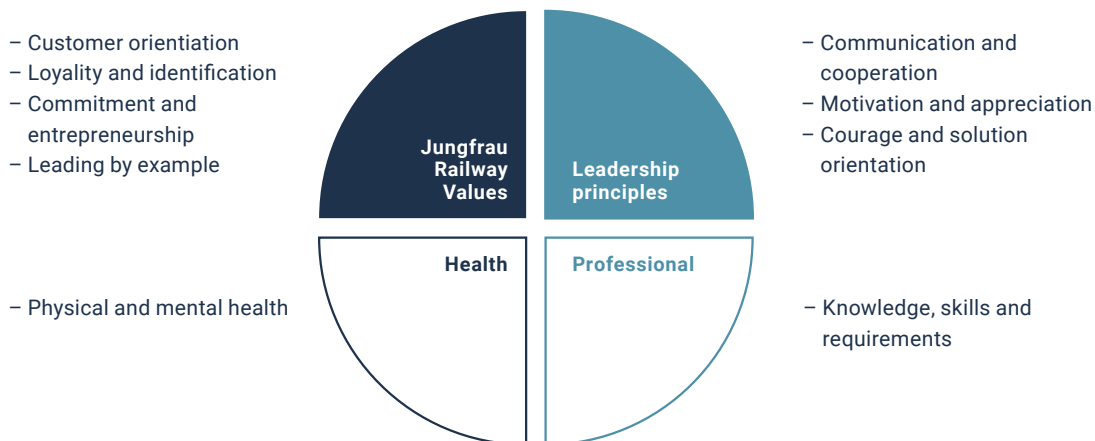
## Training and education (GRI 404)

### Description of the topic

Job-orientated training and education of employees is a key precondition for ensuring professional services and competitiveness. The greater the economic and social changes, the more important the lifelong further development of all employees becomes. Investment in training and development increases employee satisfaction and the company's reputation as an employer, and favours innovation and productivity. Failure to make such investments could therefore lead to a higher staff turnover rate, poorer visitor service and slower processes, and overall lower efficiency with economic consequences. On top of that, this would require more frequent recruitment in an already tight labour market. For this reason, the Jungfrau Railway Group invests in training and education with financial and human resources to the extent possible under operational considerations. In this context, the company attaches importance to safety aspects as well as to its positioning as an attractive employer.

### Description of the current status

Competence model: The HR department has overall responsibility for the Group-wide management systems for training and education as well training and education in general. It is supported on specific topics by the Head of Quality and Risk Management and the department heads. The Jungfrau Railway Group's competency model shown below is used when making decisions on support measures. The HR department makes sure that the decisions are based on fair criteria. Clear rules and conditions are in place for the recruitment, development and promotion of employees.



The Jungfrau Railway Group systematically promotes and funds job-related training and education of all employees with internal and external offerings. Managers and employees use the development meeting that is held once a year for all employees in order to determine future training needs. More information can be found on the careers page on the Internet.

Junior staff development: In order to secure the future and ensure continuity in particular, the Jungfrau Railway Group attaches great importance to training and education. This has additional significance in view of the constant changes in the tourism industry and some shifts in the labour market. With systematic training programmes, the company not only invests in the individual development of employees, but also lays the basis for a strong leadership culture and the sustainable, talent-orientated development of junior staff. The Jungfrau Railway Group also has a talent pool in which employees are identified for future leadership tasks based on their professional development potential.

#### Progress measurement and targets

In the reporting period, the number of paid training hours amounted to 10,898 (previous year: 12,176). In addition, the Jungfrau Railway Group has again trained numerous apprentices. In 2024, a total of 44 apprentices (previous year: 43) – 9 women (previous year: 8) and 35 men (previous year: 35) – received training at the Jungfrau Railway Group. In 2024, 10 (previous year: 9) completed their training. Currently, training is being offered in 9 (previous year: 8) different apprenticeships.

Further information on the indicators is provided on page 146.

#### Facts and achievements 2024

- Receipt of quality seal of approval as part of the Swiss Employer Award 2024
- Expansion of training places for apprentices (mediamatics and electricity network)
- Organisation of a “speed networking event” on the Wixi chairlift
- Development of a comprehensive safety-relevant skill management system
- Group-wide management training for new or future executives with no previous management experience
- Annual appraisals to assess the performance and professional development (all employees)

#### Next steps and outlook

- Enhancing individual training and development opportunities for employees
- Organising leadership training for new managers and existing staff
- Expansion of further training places for apprentices
- Continuous maintenance and strengthening of the talent pool for internal employees

## Diversity and equal opportunity (GRI 405)

### Description of the topic

The Jungfrau Railway Group unites people from 41 nations and of all ages. For this reason, the Group wants to ensure that the workplace is a place where equal treatment and equal opportunities regarding salary and promotion are upheld, regardless of diversity factors. A positive working environment with equal opportunities for all should promote employee satisfaction and motivation as well as the attractiveness of the Jungfrau Railway Group as an employer.

### Description of the current status

Diversity and equal opportunities are regulated in the Code of Conduct (see page 111) and are supplemented by the regulations for the protection of the right to integrity of the person in the workplace and a regular analysis of equal pay.

Regulations for the protection of the right to integrity of the person in the workplace: The regulations have been in effect since 1 July 2022 and provide concrete information about the Code of Conduct. With these regulations, the Jungfrau Railway Group and its employees jointly ensure a climate of mutual respect and tolerance. Unacceptable behaviour – which can range from physical violence to bullying and sexual harassment to discrimination – is not tolerated in any way, regardless of whether it comes from employees or outsiders (e.g. visitors, suppliers, employees of external companies). The purpose of the regulations is to sensitise employees to this topic and to protect them from violations of their right to integrity of the person at the workplace.

Equal pay analysis: In accordance with the Federal Gender Equality Act (GEA), the Jungfrau Railway Group regularly conducts equal pay analyses in its companies with more than 100 employees. The 2021 analysis revealed no significant deviations attributable to systematic factors (e.g., job classification). Minor, non-significant deviations from the specified threshold at one company were addressed through targeted measures. The analysis will be repeated in 2025. The deviations identified and measures taken in 2021 will be reviewed for effectiveness.

Measures in the event of irregularities or suspected cases: The Jungfrau Railway Group does not tolerate any kind of discrimination or harassment. Information on grievances and suspected cases can be provided in direct dialogue with the line manager or with the Human Resources or Compliance Departments or by reporting through the whistleblower system. Support is available to anyone affected by an incident. Managers take such reports seriously and help those affected to find a solution in collaboration with the HR advisor. Moreover, affected employees may report incidents to the compliance reporting desk or to an external body.



### Progress measurement and targets

As at 31 December 2024, the Jungfrau Railway Group had 880 employees (previous year: 822 employees), representing a year-on-year increase of 7.1%. As before, the increase is due to the rise in demand following the Covid-19 pandemic. The proportion of women fell slightly to 30% in the reporting year (previous year: 31%). One of the main reasons for this is structural challenges in the industry. Technical professions, which are traditionally characterised by a low proportion of women, account for a large proportion of the jobs. At the same time, the general shortage of skilled labour is making it more difficult to fill vacancies, so the focus is increasingly on recruiting qualified staff in the first place – regardless of gender. To increase the proportion of women to 35% by 2030, targeted measures such as the promotion of women in technical professions, flexible working models and an increased focus on female talent will be implemented.

Adjustment of the salary system: In the reporting year, the Group-wide salary system was analysed and revised in collaboration with an external specialist body. The functions were evaluated on the basis of the job description and assigned to a function level. The individual functions were compared individually with the market. Based on the results, a salary band was developed for each function level. The aim is to create a fair and transparent remuneration system that motivates and retains employees in the long term.

All key figures are listed from page 147. Page 109 presents targets, status and base year.

#### Facts and achievements 2024

- Birthdays set as paid days off
- Prospects for women in technical professions: advertising of various professions in the Jungfrau Railway Group at schools, universities and trade shows
- Expressly addressing female employees for the purpose of staffing executive positions
- Running the “Future Day” event for school children

#### Next steps and outlook

- Follow-up analysis of the equal pay analysis conducted in 2021, subsequent implementation of necessary measures
- New long-service award on reaching 10 years of service
- Revision of the Code of Conduct
- Continuous development of the internal compliance reporting desk
- Networking events such as the Career Day to attract new employees
- Continuous strengthening of the prospects for women in technical professions
- Continuous promotion of part-time work opportunities

## Social matters

The Jungfrau Railway Group is aware of its responsibility towards stakeholders. As a major business partner for the regional economy and in view of its high numbers of visitors, a lot of attention is paid to local people. This is also evident from the materiality analysis, in which the topic of “local communities” was considered to be significant. The local population and Alpine communities in the region are affected in various ways by the activities of the Jungfrau Railway Group (see also the next Chapter).

### Visitor satisfaction

Tourism is of great importance to the entire region. It is therefore particularly important for the Jungfrau Railway Group to ensure a high level of visitor satisfaction. In the 2023 financial year, a comprehensive visitor survey was conducted for a month on the route to the Jungfrauoch – Top of Europe for the first time to measure visitor satisfaction. The resulting net promoter score (NPS) was 63, which is considered very high. No survey was conducted in the 2024 financial year, but another one is planned for 2025. Values above zero are considered desirable, and values above 50 are considered very good. The Jungfrau Railway Group wants to achieve an average value of over 50 even during the peak season and when visitor numbers are high.

### Accessibility

The company also endeavours to ensure safe and accessible travel for its visitors. Modern rolling stock and public facilities that largely comply with the standards of the Disability Discrimination Act (DDA) enable accessible travel to Jungfrauoch – Top of Europe. The other excursion destinations of the Jungfrau Railway Group, too, also offer barrier-free access. In the case of stations in which the implementation of DDA-conformant accessibility improvements is currently pending or would be disproportionate, appropriate alternative measures are guaranteed. The **website** provides detailed information on accessible excursion destinations. This will make it easier for people with mobility limitations, e.g. people with disabilities, the elderly and families with prams, to plan their trip.

### Suppliers

In terms of social issues, the focus is also on precautions regarding child labour, conflict minerals, corruption and human rights, including the supply chain. The aim is to ensure compliance with national and global requirements. Currently, these areas are not considered to be material topics for the Jungfrau Railway Group (see page 107). The company has implemented processes and controls to regularly review risks.

An overview of the sustainability goals and progress made with respect to employee matters can be found in the target cockpit on page 109 and under the social indicators from page 148.

## Local community (GRI 413)

### Description of the topic

All activities of the Jungfrau Railway Group have a direct impact on local people, landowners, and mountain communities in the region. The positive impact the company has on the local population as a major employer is particularly noteworthy. Positive effects also arise from the business cooperation with local suppliers. Regardless of whether or not they cooperate with the Jungfrau Railway Group, local companies and businesses benefit from the number of visitors generated through the efforts of the Jungfrau Railway Group.

The contribution of the Jungfrau Railway Group to the creation of value and jobs in the region spans economic, social and ecological dimensions. The active promotion of local supply chains and the collaboration with regional companies not only strengthens the economy in the region, but also supports the diversity and growth of local businesses. By investing in large projects, the Jungfrau Railway Group generates significant regional economic effects. This includes the awarding of contracts, the cooperation with businesses, the creation and safeguarding of jobs and improvements to infrastructure.

The targeted creation of jobs in the region goes beyond economic effects; it also has a positive impact on the quality of life of the local community. The provision of employment opportunities not only improves the local standard of living, but also further strengthens the close bond between the local population and the Jungfrau Railway Group.

Along with the positive effects, critical and potentially negative factors also need to be taken into account. These include the impact on the local population due to the increased number of visitors and the inappropriate use of and access to many areas by tourists. Therefore, it is very important for the company to take suitable measures to limit the negative impacts on stakeholders as best as possible and to counteract risks. Reputational risks as well as economic effects on the Jungfrau Railway Group play a role here. After all, the company can only be successful in the long term if it works closely with all stakeholders.

### Description of the current status

The Jungfrau Railway Group endeavours to minimise the potential impact of high numbers of visitors on the local population. Through systematic visitor guidance measures, such as the car park guidance system and investments in modern rolling stock, the Group strives to maintain a sound balance between the development of tourism and the needs of local people. In the case of construction measures, the population always has the right to object under local and national regulations. In addition, projects are subject to an environmental impact assessment. The company also maintains a two-way dialogue with local people using the dialogue instruments listed in the stakeholder analysis.

The Jungfrau Railway Group is actively involved in sponsoring events and supports initiatives and projects. The Group focuses on projects, activities and events related to the Jungfrau region and local tourism as well as on regional initiatives for the benefit of the community.

At the same time, the Jungfrau Railway Group has committed to providing a sustainability fund with CHF 200,000 annually for 10 years starting in 2021, which supports sustainable projects in the municipalities of Grindelwald and Lauterbrunnen. These are predominantly in the general interest of Grindelwald or Lauterbrunnen and must be located in one of the two communities and be socially desirable, sustainable and ecological.





The following projects, among others, have been supported in the reporting year:

- Bergschaft Holzmatten, renovation of water supply (2023/2024)
- Renovation of the Oberhorn Alp shingle roof (2024)
- Education for sustainable development (2023/2024)
- Work assignments mountain forest project (2024)
- Gimmelwald playground (2023/2024)

#### Progress measurement and targets

In the reporting year, the Swiss Alps Jungfrau-Aletsch UNESCO World Heritage Foundation presented the results of a study on the construction of the V-Cableway in Grindelwald and its impact on the change in visitor flows. By monitoring visitor numbers in 2019 and 2023, it was possible to analyse the changes before and after the construction of the facility. It turned out that the visitor management worked and that there was no increase in conflicts with nature. The observations and surveys in 2023 showed that the concentrated streams of visitors are well channelled and move in the vicinity of the planned infrastructure. There was no increase in offences or conflicts, such as deviation from marked trails.

An overview of targets, status, and base year can be found on page 109.

#### Facts and achievements 2024

- Implementation of targeted forest maintenance measures with the Grindelwald forestry operation
- Construction of a playground with seating on the Harder Kulm
- Cleaning campaign as part of the Summit Foundation's "Clean-up Tour" with local youth organisations and other volunteers
- Commissioning of new rolling stock for the adhesion mountain railway Lauterbrunnen-Mürren to enhance the attractiveness of Mürren as a destination
- Free shuttle bus service between Grindelwald Terminal and First Railway
- Financial support for various local associations, foundations and institutions
- CHF 200,000 in support for the local sustainability fund

#### Next steps and outlook

- Long-term promotion of events and initiatives in the region through targeted sponsoring
- Continuous collaboration with local companies
- Implementation of the planned forest maintenance measures in 2025 and further measures until 2030
- Continuous support for local climate protection projects
- Long-term collaboration with the International Foundation High Alpine Research Stations Jungfraujoch and Gornergrat and the Swiss Alps Jungfrau-Aletsch UNESCO World Heritage Foundation

## Due diligence

The materiality analysis has shown that issues such as child labour, conflict minerals, corruption and respect for human rights in relation to the supply chain are not considered to be directly material for the Jungfrau Railway Group. The company fulfils the statutory due diligence obligations in these areas. Consistent compliance with national and international guidelines is ensured. The company has established processes and controls that are regularly reviewed. They will be expanded further, as the aim is to identify and address risks in the best possible way.

### Supply chain policy

The Jungfrau Railway Group has a network of around 1,500 suppliers, most of whom are based in Switzerland, with a small number located in other European countries. The largest order volumes in terms of revenue are in the capital goods, infrastructure, energy supply, food & beverage, and shopping sectors. The Jungfrau Railway Group also expects its suppliers to comply with minimum requirements vis-à-vis stakeholders, in particular minimum standards with regard to human rights, child labour and conflict minerals. The supplier rating is an important step on the path towards the attainment of sustainability goals and the prevention of negative consequences for the company.

Compliance with minimum standards and requirements of the Jungfrau Railway Group towards suppliers is regulated in the Code of Conduct. Moreover, a Supplier Code of Conduct was introduced in 2023 in order to regulate aspects such as ethics and integrity, working conditions, human rights, fair competition and environmental responsibility. An internal risk analysis revealed that, in particular, suppliers from the textile, souvenir, and food & beverage sectors with an elevated country risk need to sign the Supplier Code of Conduct. As at the end of 2024, 71% of these suppliers had signed the Code. The target for 2025 is 90%. At the same time, the procurement process is continuously optimised and reviewed in order to see whether specific certifications could serve as criteria in addition to the Supplier Code of Conduct. All relevant employees have been trained on compliance with the requirements and reporting processes of the Supplier Code of Conduct and have been made aware of their responsibilities. In addition, the Jungfrau Railway Group works with an external compliance solution (Risk Intelligence Data), which supports the company in fulfilling ethics and compliance requirements.

### Prevention of corruption

The Code of Conduct of the Jungfrau Railway Group governs the provisions for the prevention of corruption. It applies to all employees and is part of the mandatory training conducted throughout the Group for the first time in 2023 and which all newly recruited employees are also required to participate in. The objective of this training is to prevent the occurrence of risks such as damage to the company's reputation, fines and breaches of contracts. Suspicious situations or violations can be escalated to the internal reporting desk.

There is also a pragmatic, resource-efficient review of business partners that is integrated into existing processes. Within this framework, additional clarifications are documented for specific situations and supported by the external compliance software. So far, no incidents of corruption have been reported, and no suspicions of corruption have been identified. In addition, no contracts with suppliers were cancelled due to cases of corruption. There are no pending public legal disputes in connection with corruption.

### Protection of human rights

The Jungfrau Railway Group respects human rights as the basis of its corporate governance and regulates the UN Guiding Principles on Business and Human Rights in its Supplier Code of Conduct. As part of the Code, aspects relating to human rights are subject to the company's monitoring and reporting processes. No suspected cases or indications of human rights violations have been reported to date.

### Minerals and metals from conflict areas and child labour

The Jungfrau Railway Group has no reasonable suspicion of child labour or human rights violations in its supply chains. This view is based on direct discussions, on-site visits and the analysis of information from authorities and international organisations. The Jungfrau Railway Group does not import or process any conflict minerals.

## Swiss Code of Obligations Art. 964b index

Prior to publication, the report was approved by the Board of Directors of Jungfraubahn Holding AG on 2 April 2025.

### Non-financial reporting in accordance with the Swiss Code of Obligations (CO)

An internal risk analysis did not reveal any justified suspicion of child labour in the Jungfrau Railway Group or in its supply chain. Moreover, no minerals and metals are imported from conflict and high-risk areas. Pursuant to Articles 3 and 5 of the Ordinance on Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labour (DDTrO), Jungfraubahn Holding AG is thus exempted from the due diligence and reporting obligations pursuant to Article 964j to l of the Swiss Code of Obligations (CO).

The non-financial matters pursuant to Article 964b of the Swiss Code of Obligations are described in the following chapters. The Ordinance on Climate Disclosures specifies the requirements on environmental matters in accordance with Article 964b of the Swiss Code of Obligations. The implementation of this regulation is based on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

| Requirement pursuant to Art. 964b CO       | Chapter                                       | Page  |
|--|---|-------|
| General information                        | Dear Shareholders                             | 102   |
|  | The Jungfrau Railway Group at a glance        | 103   |
|  | Sustainability strategy "Top of Tomorrow"     | 104   |
|  | Corporate governance & culture                | 111   |
| Description of the business model          | Business model (management report)            | 10-19 |
|  | The Jungfrau Railway Group at a glance        | 103   |
| Environmental and climate matters          | Environmental and climate matters             | 113   |
|  | Energy (GRI 302)                              | 119   |
|  | Water and effluents (GRI 303)                 | 121   |
|  | Emissions (GRI 305)                           | 124   |
|  | Environmental indicators                      | 144   |
| Employee matters                           | Employee matters                              | 126   |
|  | Occupational health and safety (GRI 403)      | 127   |
|  | Training and education (GRI 404)              | 129   |
|  | Diversity and equal opportunity (GRI 405)     | 131   |
|  | Social indicators                             | 146   |
| Social concerns                            | Social matters                                | 133   |
|  | Local community (GRI 413)                     | 134   |
|  | Other social indicators                       | 148   |
| Protection of human rights                 | Due diligence                                 | 136   |
| Prevention of corruption                   | Due diligence                                 | 136   |
| Risk management                            | Risk management                               | 90    |
|  | Material topics                               | 105   |
|  | Corporate governance & culture                | 111   |
|  | Risks and opportunities due to climate change | 115   |
| Concepts, measures, performance indicators | Overview of goals and status                  | 109   |
|  | Environmental and climate matters             | 113   |
|  | Employee matters                              | 126   |
|  | Social matters                                | 133   |
|  | Indicators                                    | 144   |

### Swiss Ordinance on Climate Disclosures

The Ordinance on Climate Disclosures governs the disclosure of climate-related matters in accordance with Article 964a of the Swiss Code of Obligations (CO) as part of environmental matters, which are included under non-financial matters pursuant to Article 964b CO. Implementation is based on the TCFD recommendations, which are outlined in the following chapters.

#### Governance

| TCFD core elements  | Required information   |
|---|--|
| Disclosure of corporate governance in relation to climate-related risks and opportunities | A. Responsibility of the Executive Board for climate-related risks and opportunities<br>B. Management's role in assessing and addressing climate-related risks and opportunities |
| Related chapters  | Corporate governance & culture (page 111)<br>Environmental and climate matters (page 113)  |

#### Strategy

| TCFD core elements   | Required information   |
|--|--|
| Disclosure of current and potential future impacts of climate-related risks and opportunities on the company's business activities, as well as its strategic and financial planning, where such information is material. | A. Description of climate-related opportunities and risks<br>B. Impacts of climate-related risks on the company's business activities, strategic and financial planning, and development of a transition plan aligned with Swiss climate targets<br>C. Resilience of the organisation's strategy |
| Related chapters   | Environmental and climate matters (page 113)   |

#### Risk management

| TCFD core elements  | Required information   |
|---|--|
| Disclosure of how the company identifies, assesses and manages climate-related risks. | A. Company processes for identifying and assessing climate-related risks<br>B. Company processes for managing climate-related risks<br>C. Integration of processes for identifying, assessing and managing climate-related risks into the company's overall risk management system |
| Related chapters  | Risks management (page 90)<br>Corporate governance & culture (page 111)<br>Environmental and climate matters (page 113)  |

#### Indicators and targets

| TCFD core elements   | Required information  |
|--|---|
| Disclosure of indicators and targets used to assess and manage material climate-related risks and opportunities. | A. Indicators used by the company to assess climate-related risks and opportunities<br>B. Disclosure of greenhouse gas emissions (Scope 1, 2 and 3)<br>C. Targets guiding the company's management of climate-related risks and opportunities |
| Related chapters   | Overview of goals and status (page 109)<br>Environmental and climate matters (page 113)<br>Environmental indicators (page 144)  |

## GRI index

**Declaration of application** For the period from 1 January to 31 December 2024, Jungfraubahn Holding AG has reported in accordance with the GRI standards.

**GRI 1 used** GRI 1: Foundation 2021

**Applicable GRI Sector Standard** None

| Disclosure   | Page                      | Comment  |
|--|---------------------------|--|
| <b>GRI 2: General Disclosures 2021</b>   |                           |  |
| 2-1 Organisational details   |                           | a. Jungfraubahn Holding AG<br>b. Jungfraubahn Holding AG is organised as a stock corporation under Swiss law and, as the holding company, holds all companies that belong to the Jungfrau Railway Group either directly or indirectly.<br>c. Harderstrasse 14, 3800 Interlaken<br>d. Switzerland   |
| 2-2 Entities included in the organisation's sustainability reporting             | 36, 144                   | The sustainability report comprises the fully consolidated Group companies according to the scope of consolidation of the financial report. The consolidation approach for preparing the carbon footprint is based on the operational control approach.  |
| 2-3 Reporting period, frequency and contact point                                | 98, 144                   | a.–b. This report covers the period from 1 January to 31 December 2024. The annual report and the sustainability report are published once a year.<br>c. The annual report and the sustainability report 2024 were published on 03 April 2025.<br>d. Contact for questions concerning the report:<br>Media contact: Kathrin Naegeli, Head of Corporate Communications<br>Investor Relations: Christoph Seiler, CFO |
| 2-4 Restatement of information   | 109–110, 124–125, 144–148 | Restatements are duly indicated in the text.   |
| 2-5 External assurance   |                           | The sustainability report 2024 was not audited externally.   |
| 2-6 Activities, value chain and other business relationships                     | 10–19, 103                |  |
| 2-7 Employees  | 103, 131, 147–148         | Methodology: Data reported in number of employees as at the end of the reporting period.   |
| 2-8 Workers who are not employees  |                           | There are no significant numbers of workers who are not employees.   |
| 2-9 Governance structure and composition   | 17, 83–86, 91–94, 111     |  |
| 2-10 Nomination and selection of the highest governance body                     | 10, 17, 87–90             |  |
| 2-11 Chair of the highest governance body  | 83                        |  |
| 2-12 Role of the highest governance body in overseeing the management of impacts | 87–90, 111                |  |
| 2-13 Delegation of responsibility for managing impacts                           | 89, 111                   |  |
| 2-14 Role of the highest governance body in sustainability reporting             | 111, 114                  | The sustainability report (non-financial matters) was approved by the Board of Directors at its meeting on 2 April 2025 and will be submitted to the Annual General Meeting on 12 May 2025 for approval.   |
| 2-15 Conflicts of interest   | 75–77, 83–86, 141         |  |
| 2-16 Communication of critical concerns  | 90, 111, 126, 131         |  |
| 2-17 Collective knowledge of the highest governance body                         | 87, 111                   |  |

| Disclosure  | Page                       | Comment  |
|---|----------------------------|--|
| 2-18 Evaluation of the performance of the highest governance body | 69                         |  |
| 2-19 Remuneration policies  | 66–68                      | Starting from the 2025 financial year, selected sustainability criteria will be integrated into the variable remuneration component for the Executive Board.   |
| 2-20 Process to determine remuneration                            | 69–74                      |  |
| 2-21 Annual total compensation ratio                              |                            | In the reporting period, the ratio of the annual remuneration of the highest-paid individual to the median annual remuneration of all employees (excluding the highest-paid person) was 8.7 (previous year: 8.9). The annual total remuneration ratio remained at the same level as in the previous year (2.7%).   |
| 2-22 Statement on sustainable development strategy                | 102, 104–105, 109–110, 111 |  |
| 2-23 Policy commitments   | 102, 111, 136–138          | In general, the Jungfrau Railway Group aligns its operations with the following national and international guidelines and standards: <ul style="list-style-type: none"> <li>– Universal Declaration of Human Rights of the United Nations (UN)</li> <li>– Guidelines on Children's Rights and Business Principles</li> <li>– OECD Guidelines for Multinational Enterprises on Responsible Business Conduct</li> <li>– International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work</li> <li>– UN Sustainable Development Goals (SDGs)</li> <li>– GRI standards</li> <li>– ISO standards 9001, 14001</li> <li>– FCOS guidelines, IP-RailO, SIA standards</li> </ul> |
| 2-24 Embedding policy commitments                                 | 106, 111, 136              |  |
| 2-25 Processes to remediate negative impacts                      | 90, 106, 111, 136          |  |
| 2-26 Mechanisms for seeking advice and raising concerns           | 90, 106, 111, 136          |  |
| 2-27 Compliance with laws and regulations                         |                            | In 2024, all companies of the Jungfrau Railway Group operated in compliance with the law. No fines or monetary sanctions were imposed due to non-compliance with laws and/or regulations.  |

| Disclosure   | Page                   | Comment   |
|--|------------------------|---|
| 2-28 Membership associations   |                        | <ul style="list-style-type: none"> <li>– Bernese Hiking Trails</li> <li>– Future Mountain International</li> <li>– High Alpine Research Stations Jungfrauoch and Gornergrat (HFSJG)</li> <li>– International Rail Transport Committee (CIT)</li> <li>– LITRA – information service for public transport</li> <li>– RAILplus, the metre gauge railways</li> <li>– Switzerland Tourism</li> <li>– Swiss Sports Association Public Transport (SVSE)</li> <li>– Swiss Cableways</li> <li>– Swiss Foundation for Landscape Conversation</li> <li>– Swiss Alps Jungfrau-Aletsch (SAJA) foundation</li> <li>– Swissmechanic Switzerland</li> <li>– Swisstainable – sustainable travel</li> <li>– United Against Waste</li> <li>– Lake Thun and Lake Brienz Lakeside Protection Association (UTB)</li> <li>– Association of Bernese Mountain Railways</li> <li>– Public Transport Association (VöV)</li> <li>– Association of Swiss Tourism Managers (ASTM)</li> <li>– Eigerness association, original Grindelwald</li> </ul> |
| 2-29 Approach to stakeholder engagement  | 106                    |   |
| 2-30 Collective bargaining agreements  |                        | The employees of Jungfrau Gastronomie AG, 117 FTE (previous year: 108 FTE), are subject to the L-GAV (National Collective Labour Agreement for the Hospitality Industry). The other employees of the Jungfrau Railway Group are not subject to any collective labour agreement.   |
| <b>GRI 3: Material topics 2021</b>   |                        |   |
| 3-1 Process to determine material topics   | 107                    |   |
| 3-2 List of material topics  | 108                    |   |
| <b>GRI 201: Economic performance 2016</b>  |                        |   |
| 3-3 Management of material topics  | 20–23, 26, 111         |   |
| 201-1 Direct economic value generated and distributed                                | 32–53                  |   |
| 201-2 Financial implications and other risks and opportunities due to climate change | 115–118                |   |
| 201-3 Defined benefit plan obligations and other retirement plans                    | 33, 50–51              |   |
| 201-4 Financial assistance received from government                                  | 33, 49                 |   |
| <b>GRI 302: Energy 2016</b>  |                        |   |
| 3-3 Management of material topics  | 109, 111, 113, 119–120 |   |
| 302-1 Energy consumption within the organisation                                     | 119, 144               |   |
| 302-2 Energy consumption outside of the organisation                                 |                        | Energy consumption outside the organisation is not reported separately.   |
| 302-3 Energy intensity   | 119, 144               |   |



| Disclosure   | Page                       | Comment   |
|--|----------------------------|---|
| 302-4 Reduction in energy consumption  | 119–120, 144               |   |
| 302-5 Reductions in energy requirements of products and services                             | 119–120, 144               |   |
| <b>GRI 303: Water and effluents 2018</b>   |                            |   |
| 3-3 Management of material topics  | 111, 123–125               |   |
| 303-1 Interactions with water as a shared resource   | 121–123                    |   |
| 303-2 Management of water discharge-related impacts  |                            | No disclosure as the wastewater issue is regulated by law and is therefore not a material topic.  |
| 303-3 Water withdrawal   | 121–123                    |   |
| 303-4 Water discharge  | 121–123                    |   |
| 303-5 Water consumption  | 123                        |   |
| <b>GRI 305: Emissions 2016</b>   |                            |   |
| 3-3 Management of material topics  | 109, 111, 113–115, 124–125 |   |
| 305-1 Direct (scope 1) GHG emissions   | 124, 145                   |   |
| 305-2 Energy indirect (scope 2) GHG emissions  | 124, 145                   |   |
| 305-3 Other indirect (scope 3) GHG emissions   | 125, 145                   |   |
| 305-4 GHG emissions intensity  | 124, 145                   |   |
| 305-5 Reduction in GHG emissions   | 124–125, 145               |   |
| 305-6 Emissions of ozone-depleting substances (ODS)  | 124                        | The Jungfrau Railway Group did not use any ozone-depleting gases in 2024. The refrigerants R-32, R-134a, R-290 and R-449a are not ozone-depleting, but contribute significantly to the greenhouse effect. |
| 305-7 Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions        |                            | No disclosure due to missing data. The overarching guidelines for limiting air pollutant emissions at construction sites are taken into account and adhered to in the construction projects.              |
| <b>GRI 403: Occupational health and safety 2018</b>  |                            |   |
| 3-3 Management of material topics  | 109, 111, 126–128, 146     |   |
| 403-1 Occupational health and safety management system                                       | 127–128,                   |   |
| 403-2 Hazard identification, risk assessment, and incident investigation                     | 127–128                    |   |
| 403-3 Occupational health services   | 127–128                    |   |
| 403-4 Worker participation, consultation and communication on occupational health and safety | 127–128                    |   |
| 403-5 Worker training on occupational health and safety                                      | 127–128                    |   |

| Disclosure  | Page                        | Comment  |
|---|-----------------------------|--|
| 403-6 Promotion of worker health  | 127–128                     |  |
| 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 127–128                     |  |
| 403-8 Workers covered by an occupational health and safety management system  | 127–128                     | The number and percentage of employees who are not salaried employees was not disclosed due to insufficient data.  |
| 403-9 Work-related injuries   | 127–128, 146                |  |
| 403-10 Work-related ill health  | 127–128, 146                | Methodology: Work-related and non-work-related illnesses are not recorded separately.  |
| <b>GRI 404: Training and Education 2016</b>   |                             |  |
| 3-3 Management der wesentlichen Themen  | 111, 126, 129–130, 146      |  |
| 404-1 Average hours of training per year per employee   | 129–130, 146                | One day of training counts as 8.3 hours. A breakdown by gender is not possible for technical reasons.  |
| 404-2 Programs for upgrading employee skills and transition assistance programs                                     | 129–130                     |  |
| 404-3 Percentage of employees receiving regular performance and career development reviews                          | 129–130                     | 2024: 100% (previous year: 100%)   |
| <b>GRI 405: Diversity and equal opportunity 2016</b>  |                             |  |
| 3-3 Management of material topics   | 109, 111, 126, 131–132, 147 |  |
| 405-1 Diversity of governance bodies and employees  | 131–132, 147                |  |
| 405-2 Ratio of basic salary and remuneration of women to men  | 131–132, 147                | No separate disclosure, as in Switzerland all companies with more than 100 employees are legally obliged to carry out an equal pay analysis to ensure a non-discriminatory pay system. |
| <b>GRI 413: Local communities 2016</b>  |                             |  |
| 3-3 Management of material topics   | 106, 111, 133–135           |  |
| 413-1 Consideration of local stakeholders and promotion of local projects   | 108, 135–137                | In the reporting year, measures to involve local communities were implemented at 100% of the Jungfrau Railway Group's operating sites.   |
| 413-2 Operations with significant actual and potential negative impacts on local communities                        | 103, 105, 134–135           |  |

## Indicators

### Environmental indicators

#### Methodology

The procedure for creating the greenhouse balance is in line with the Swiss Climate CO<sub>2</sub> Label, the requirements of ISO standard 14064-1, and the accounting principles of the Greenhouse Gas Protocol. For the sake of simplicity, only CO<sub>2</sub> emissions are mentioned, but all figures include all "Kyoto greenhouse gases" (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>) and are expressed accordingly in CO<sub>2</sub> equivalents (CO<sub>2</sub>e). The emission sources taken into account have been translated into CO<sub>2</sub>e, using the respective science-based emission factor. The conversion factors for energy consumption are taken from the FOEN/SFOE fact sheet on CO<sub>2</sub> emission factors (01/2023, table 1). The organisational system boundaries comprise Jungfraubahn Holding AG with its 12 subsidiaries. The consolidation approach is based on the operational control approach. The market-based approach was used for Scope 2. The reporting period covered the period from 1 January 2024 to 31 December 2024. A comprehensive methodology report on carbon accounting is available to Jungfraubahn Holding AG.

#### Electricity mix

|  | Unit     | Change on previous year | 2024   | 2023   | 2022   |
|--|----------|-------------------------|--------|--------|--------|
| Power from renewable sources                             | %        | –                       | 100    | 100    | >90    |
| Electricity self-generation recuperation                 | MWh      | 8.7%                    | 3,936  | 3,621  | 2,632  |
| Electricity self-generation – PV systems                 | MWh      | 12.5%                   | 9      | 8      | 11     |
| Electricity self-generation – hydropower plant           | MWh      | 1.4%                    | 66,629 | 65,717 | 61,373 |
| Number of photovoltaic systems                           | Panel    | 400.0%                  | 4      | 1      | 1      |
| Installed photovoltaic capacity                          | kW       | 1,614%                  | 377    | 22     | 22     |
| Number of public charging stations for electric vehicles | Quantity | –                       | 31     | 31     | 16     |

#### Energy

|                                      | Unit                       | Change on previous year | 2024          | 2023          | 2022          |
|--------------------------------------|----------------------------|-------------------------|---------------|---------------|---------------|
| Electricity consumption <sup>1</sup> | MWh                        | –0.9%                   | 30,683        | 30,962        | 26,629        |
| District heating consumption         | MWh                        | 0.1%                    | 1,045         | 1,044         | 953           |
| Fuel oil consumption                 | MWh                        |                         | 2,076         | 2,053         | 2,105         |
|                                      | Terajoule                  | 1.3%                    | 7.5           | 7.4           | 7.6           |
| Petrol and diesel consumption        | MWh                        |                         | 4,889         | 4,083         | 5,083         |
|                                      | Terajoule                  | 19.7%                   | 17.6          | 14.7          | 18.3          |
| <b>Total energy consumption</b>      | <b>MWh</b>                 | <b>1.5%</b>             | <b>38,693</b> | <b>38,142</b> | <b>34,770</b> |
| Electricity intensity <sup>2</sup>   | MWh/CHF million in revenue | –6.5%                   | 104.1         | 111.3         | 124.3         |
| Energy intensity                     | MWh/CHF million in revenue | –4.2%                   | 131.3         | 137.1         | 162.4         |

1 Adjustment of previous year's figure due to improved data basis.

Difference 2023: –103 MWh; Difference 2022: –1,997 MWh.

2 Subsequent adjustment of previous year's figures: change of parameter from FTE to turnover.

**CO<sub>2</sub> emissions<sup>1</sup>**

|  | Unit   | Change on<br>previous year | 2024         | 2023         | 2022         |
|--|--|----------------------------|--------------|--------------|--------------|
| Direct CO <sub>2</sub> emissions (Scope 1) <sup>2</sup>              | t CO <sub>2</sub> e                              | 17.5%                      | 1,932        | 1,644        | 2,659        |
| Indirect CO <sub>2</sub> emissions (Scope 2)                         | t CO <sub>2</sub> e                              | 4.8%                       | 44           | 42           | 268          |
| Other indirect CO <sub>2</sub> emissions (Scope 3) <sup>2</sup>      | t CO <sub>2</sub> e                              | 20.0%                      | 7,403        | 6,167        | 2,440        |
| <b>Total CO<sub>2</sub> emissions<sup>2</sup></b>                    | <b>t CO<sub>2</sub>e</b>                         | <b>19.4%</b>               | <b>9,379</b> | <b>7,853</b> | <b>5,367</b> |
|  | t CO <sub>2</sub> e/CHF<br>million in<br>revenue |                            |              |              |              |
| Intensity of CO <sub>2</sub> emissions <sup>3</sup>                  |  | 12.8%                      | 31.8         | 28.2         | 25.1         |
| Biogenic CO <sub>2</sub> emissions from the combustion<br>of biomass | t CO <sub>2</sub> e                              | –                          | 39           | 39           | –            |

1 Data for 2023 and 2022 are not comparable due to a different calculation basis.

2 Subsequent adjustment of previous year's reporting due to improved data basis. Difference 2023:  
Scope 1: 34 t CO<sub>2</sub>e; Scope 3: 1,387 t CO<sub>2</sub>e; Total CO<sub>2</sub> emissions: 1,421 t CO<sub>2</sub>e.

3 Subsequent adjustment of previous year's figures: change of parameter from FTE to turnover.

## Social indicators

### Occupational health and safety<sup>1</sup>

|   | Unit                | Change on previous year | 2024  | 2023  | 2022  |
|---|---------------------|-------------------------|-------|-------|-------|
| Work-related accidents                        | Number per 100      | 9.8%                    | 56    | 51    | 59    |
| Accident frequency (LTIFR) <sup>2</sup>       | FTEs                | 2.2%                    | 9.2   | 9.0   | 11.1  |
| Days of absence due to work-related accidents | Number per 100 FTEs | 117.9%                  | 793   | 364   | 434   |
|   | FTEs                | 116.7%                  | 1.3   | 0.6   | 0.8   |
| Sick days                                     | Number per 100 FTEs | 4.1%                    | 7 238 | 6,953 | 6,496 |
|   | FTEs                | -3.3%                   | 11.9  | 12.3  | 12.2  |
| Employee turnover rate                        | %                   | -35.1%                  | 8.5   | 13.1  | 12.7  |

1 The occupational health and safety indicators do not include any data from Jungfrau Gastronomie AG.

2 Number of accidents per 100 FTE or 200,000 hours worked (LTIFR: lost time injury frequency rate).

### Training and education

|   | Unit   | Change on previous year | 2024   | 2023   | 2022   |
|---|--------|-------------------------|--------|--------|--------|
| Paid training dayshours <sup>1</sup>                | Number | -10.5%                  | 10,898 | 12,176 | 10,176 |
| Average training hours per employee                 | Number | -16.2%                  | 12.4   | 14.8   | 12.6   |
| Number of apprenticeship professions                | Number | 12.5%                   | 9      | 8      | 7      |
| Apprentices   | Number | 2.3%                    | 44     | 43     | 31     |
| Women   | Number | 12.5%                   | 9      | 8      | 6      |
| Men   | Number | -                       | 35     | 35     | 25     |
| Apprenticeship completions in the year under review | Number | 11.1%                   | 10     | 9      | 7      |
| Thereof successfully completed                      | %      | -                       | 100    | 100    | 100    |

1 The key figure "paid training days" used in the 2023 report was replaced by the key figure "paid training hours".

## Diversity and equal opportunity

|   | Unit          | Change<br>on previous<br>year | 2024       | 2023       | 2022       |
|---|---------------|-------------------------------|------------|------------|------------|
| <b>Board of Directors by gender</b>             |               |                               |            |            |            |
| Total   | Number        | –                             | 6          | 6          | 6          |
| Women   | %             | –                             | 33         | 33         | 33         |
| Men   | %             | –                             | 67         | 67         | 67         |
| <b>Employees by gender</b>                      |               |                               |            |            |            |
| Total   | Number        | 58 (7.1%)                     | 880        | 822        | 806        |
| Women   | %             | –3.2%                         | 30         | 31         | 29         |
| Men   | %             | 1.4%                          | 70         | 69         | 71         |
| <b>Employees by contract term</b>               |               |                               |            |            |            |
| Total   | Number        | 58 (7.1%)                     | 880        | 822        | 806        |
| Fixed-term <sup>1</sup>                         | %             | –18.8%                        | 13         | 16         | 15         |
| Open-ended <sup>1</sup>                         | %             | 3.6%                          | 87         | 84         | 85         |
| <b>Fixed-term</b>                               | <b>Number</b> | <b>–17 (–13.3%)</b>           | <b>111</b> | <b>128</b> | <b>120</b> |
| Women   | %             | –26.3%                        | 14         | 19         | 18         |
| Men   | %             | 6.2%                          | 86         | 81         | 82         |
| <b>Open-ended</b>                               | <b>Number</b> | <b>75 (10.8%)</b>             | <b>769</b> | <b>694</b> | <b>686</b> |
| Women   | %             | 3.2%                          | 32         | 31         | 30         |
| Men   | %             | –1.5%                         | 68         | 69         | 70         |
| <b>Employees by work-time percentage</b>        |               |                               |            |            |            |
| Total   | Number        | 58 (7.1%)                     | 880        | 822        | 806        |
| Full-time (90% by 100%)                         | %             | –1.3%                         | 75         | 76         | 76         |
| Part-time (<90%)                                | %             | 4.2%                          | 25         | 24         | 24         |
| <b>Full-time (90% by 100%)</b>                  | <b>Number</b> | <b>31 (5.0%)</b>              | <b>656</b> | <b>625</b> | <b>614</b> |
| Women   | %             | 4.8%                          | 22         | 21         | 19         |
| Men   | %             | –1.3%                         | 78         | 79         | 81         |
| <b>Part-time (&lt;90%)</b>                      | <b>Number</b> | <b>27 (13.7%)</b>             | <b>224</b> | <b>197</b> | <b>192</b> |
| Women   | %             | –11.7%                        | 53         | 60         | 61         |
| Men   | %             | 17.5%                         | 47         | 40         | 39         |
| <b>Employees by management level and gender</b> |               |                               |            |            |            |
| Total   | Number        | 58 (7.1%)                     | 880        | 822        | 806        |
| <b>Without management function</b>              | <b>Number</b> | <b>52 (7.4%)</b>              | <b>759</b> | <b>707</b> | <b>699</b> |
| Women   | %             | –3.0%                         | 32         | 33         | 31         |
| Men   | %             | 1.5%                          | 68         | 67         | 69         |
| <b>Junior management</b>                        | <b>Number</b> | <b>3 (5.7%)</b>               | <b>56</b>  | <b>53</b>  | <b>49</b>  |
| Women   | %             | 7.4%                          | 29         | 27         | 22         |
| Men   | %             | –2.7%                         | 71         | 73         | 78         |
| <b>Middle management</b>                        | <b>Number</b> | <b>2 (4.0%)</b>               | <b>52</b>  | <b>50</b>  | <b>45</b>  |
| Women   | %             | –                             | 12         | 12         | 9          |
| Men   | %             | –                             | 88         | 88         | 91         |
| <b>Senior management</b>                        | <b>Number</b> | <b>1 (8.3%)</b>               | <b>13</b>  | <b>12</b>  | <b>13</b>  |
| Women   | %             | 35.3%                         | 23         | 17         | 15         |
| Men   | %             | –7.2%                         | 77         | 83         | 85         |

|  | Unit          | Change on previous year | 2024       | 2023       | 2022       |
|--|---------------|-------------------------|------------|------------|------------|
| <b>Employees by management level and age</b> |               |                         |            |            |            |
| Total  | Number        | 58 (7.1%)               | 880        | 822        | 806        |
| <b>Without management function</b>           | <b>Number</b> | <b>52 (7.4%)</b>        | <b>759</b> | <b>707</b> | <b>699</b> |
| Age <30 years                                | %             | 14.3%                   | 24         | 21         | 19         |
| Age 30 bis 50 years                          | %             | -6.5%                   | 43         | 46         | 45         |
| Age >50 years                                | %             | -                       | 33         | 33         | 36         |
| <b>Junior management</b>                     | <b>Number</b> | <b>3 (5.7%)</b>         | <b>56</b>  | <b>53</b>  | <b>49</b>  |
| Age <30 years                                | %             | -                       | 4          | 4          | 6          |
| Age 30 bis 50 years                          | %             | -3.5%                   | 59         | 57         | 59         |
| Age >50 years                                | %             | -5.1%                   | 37         | 39         | 35         |
| <b>Middle management</b>                     | <b>Number</b> | <b>2 (4.0%)</b>         | <b>52</b>  | <b>50</b>  | <b>45</b>  |
| Age <30 years                                | %             | 33.3%                   | 8          | 6          | 2          |
| Age 30 bis 50 years                          | %             | -1.7%                   | 57         | 58         | 60         |
| Age >50 years                                | %             | -2.7%                   | 35         | 36         | 38         |
| <b>Senior management</b>                     | <b>Number</b> | <b>1 (8.3%)</b>         | <b>13</b>  | <b>12</b>  | <b>13</b>  |
| Age <30 years                                | %             | -                       | 0          | 0          | 0          |
| Age 30 bis 50 years                          | %             | 28.6%                   | 54         | 42         | 38         |
| Age >50 years                                | %             | -20.7%                  | 46         | 58         | 62         |

1 Adjustment of 2023 and 2022 values due to updated data basis.  
Difference 2023: +/-13%; Difference 2022: +/- 12%.

#### Other social indicators

|   | Unit | Change on previous year | 2024 | 2023 | 2022 |
|---|------|-------------------------|------|------|------|
| Visitor satisfaction (net promoter score) <sup>1</sup>                                    | NPS  | -                       | -    | 63   | -    |
| Signed Supplier Code of Conduct <sup>2</sup>  | %    | 77.5%                   | 71   | 40   | -    |
| Participation in employee training on specific topics of responsible corporate governance | %    | 6.3%                    | 85   | 80   | -    |

1 No visitor survey conducted in 2024.

2 Suppliers with an elevated country risk from the textile, food & beverage, and souvenir sectors.



