

Mount Rigi Railways Safety Concept

Valid from 20 October 2020

General information

- Due to the COVID-19 pandemic, the **federal authorities** have commissioned SBB Swiss Federal Railways, as the system leader, to draw up a safety concept for public transport which **applies** generally to the access routes of RIGI BAHNEN AG (RB) and in particular to the tourist lines and ancillary operations of the **shops** and **service centres** (DLZ).
- The present **safety concept of the RB** regulates the implementation for the operational activities of the RB. It replaces the protection concept of 6 July 2020 and comes into force on **20 October 2020**.
- The **safety concept of the RB** is applied to the public and tourist traffic of the RB (cogwheel railways and cable cars) and **defines basic rules** and measures for the **protection of guests** and **employees**. A separate safety concept applies to the **catering outlets** of the RB in accordance with **Gastro Suisse**.
- The regulations are **valid** for the **whole travel service network** of the RB including the stay at the stations and in the shops. The safety concept for railway operations **does not apply** to the touristic stay on the Rigi **aside from time on the transport facilities** or using the other installations belonging to RB
- The safety concept relies on the **personal responsibility** and **solidarity** of the guests.
- **Guests will have the opportunity to inform themselves of the** applicable regulations **before** and **during** their entire journey (through website, announcements, information at the stations and on the trains, etc.)
- **Employees** and **guests** of the RB are **obligated to implement** the following concept.

Protective Measures

1. Wear face masks and keep distance

- Passengers in **RB vehicles** are **obligated** to wear a **face mask**. Scarves or other non-medical textiles are not considered as face masks. Only medical and cloth masks are considered acceptable masks---face visors are no longer permitted.
- Vehicles of the RB are the **cabins** of the **cable cars Weggis-Rigi Kaltbad** and **Kräbel-Rigi Scheidegg** as well as the cogwheel trains of **Goldau-** or **Vitznau-Rigi Kulm**, including open-air passenger cars and historical vehicles.
- Masks are also required to be worn on the train platforms.
- Children up to **12 years** and person who cannot wear a face mask for special/medical reasons are **exempt** from the obligation to wear a mask.
- Eating and Drinking in the gastronomy of Mount Rigi Railways is only permitted whilst sitting (no standing).
- The mask obligation also applies to ALL publicly-accessible inside areas including restaurants, shops, toilets, and services centers.

- The mask may be taken off for catering or drinks.
- The hygiene articles for guests **cannot** be provided by the RB. Guests are therefore responsible for carrying with themselves face masks for the trip to the Rigi. Masks can be purchased in the shops/service centres and at the cable car stations.
- **RB staff members in direct contact** with the customer are obligated to wear **face masks**, if no physical distancing from the guest is possible. This applies especially to train drivers, train attendants/brakemen, guest guides, shop staff and traffic controller in the public area. Train drivers who drive alone in a locked driver's cab do not have to wear masks. **Masks will be provided** to the employees by the RB.
- When **inspecting tickets**, the control staff will not touch SwissPass/tickets/etc. as far as possible and will perform a **visual check**. The ticket will be **perforated** for inspection.
- Employees and guests should keep a **minimum distance of 1.5 m** wherever possible.
- Activities where the **minimum distance** cannot be maintained, employees are asked to wear **masks**. This applies in particular to the **train attendants and train drivers instructions**.
- The existing **hygiene and behaviour regulations** of BAG **continue to apply** to employees and guests.

2. Railway operations and infrastructure

- **Public transport** including the RB is an **open system**. This open system is maintained under the current situation. Thus, there are **no access restrictions** or structural measures at the **stations** to restrict the people flow. The only **exceptions** are measures for ticket inspection and seat allocation before departure.
- Where the **flow of guests is regulated** by the RB (at ticket offices/shops/etc.), distance markings will be used. Around the stations or on the free movement areas, distance markings will not be used. The guests are **responsible for their own safety** and mutual consideration.
- The **availability** of the **trains** and **cable car rides** is based on the experience of **normal operations**. The capacity of the vehicles and cable car cabins is **in principle not constrained**. **Standing occupancy** in the trains will be **avoided** wherever possible.
- Due to capacity and organisational reasons, the RB **cannot guarantee additional space** in the vehicles for groups. Organizers and group tour leaders will be informed verbally and in written about the situation before the reservation is made. In addition, they will receive an **instruction** by the RB to inform all participants of the **group** about the protection concept and to equip them with **face masks**.
- Guests are **immediately requested** to buy tickets **online** via the common digital platforms (SBB-App, FAIRTIQ, lezzgo, etc.) before the journey and are encouraged not to purchase tickets in person at the shop/service centres. The train staff will consistently refer guests to these sales channels and will only issue tickets in ~~the course of~~ **exceptional cases**.
- Ticket inspection by the train staff is carried out regularly either **before boarding** at the stations or **during the journey**.

3. Hand hygiene

These apply to the **employees**:

- Regular washing or sanitising hands
- Wear protective gloves if necessary
- Common rules according to BAG

These apply to the **guests**:

- The **continuous supply** of water, soap or sanitizers is **not possible**.
- Guests can wash their hands in the **toilets** at the **stations** (if available) according to the regulations.
- In **Vitznau, Goldau** as well as at the **cable car stations** and in the **shops/service centres**, **sanitizer dispensers** for hand disinfection are installed **for the guests**.
- Guests are required to pay for their purchase, **whenever possible**, in **cashless** and **contactless** form.

4. Cleaning

- The RB cleans its vehicles and infrastructure **daily** to ensure **cleanliness**.
- In the current situation, the **cleaning interval** will increase and put focus on **short cleaning** process on the **guest contact surfaces** (handrails, buttons, handles).
- The short cleaning is carried out **several times a day** when the train reverse at the valley and mountain stations and is carried out by the train staff or an external cleaning company. On the **aerial tramways**, the short cleaning is carried out by the cabin staff after each journey.
- Cleaning/disinfection at the **workplaces** (e.g. Cleaning elements in the driver's cab or cable car cabin, PC-workstation in the case of desk sharing) is **carried out by the employees** themselves at every change of shift.
- The **cleaning work** will be organized and scheduled by the **Head of Facility Management** together with the **Heads of Operations**.

5. Retired employees, persons at risk and employees at particular risk

- **Retired employees** and members of a risk group can be assigned to activities if they **agree on this with their supervisor** and the **protective measures** can be implemented.
- Currently, the RB **refrains** from using **particularly vulnerable persons**, excluding persons in the Home Office.

6. Sick employees

- Sick employees **will be sent home** and instructed to follow the (self-) isolation procedure as per the BAG. How to deal with persons who have had direct contact with an infected person will be arranged by the supervisor and the management if the situation arises.

7. Information and communication

The **guests** are **informed before** and **during the trip** about the requirements of the safety concept of the RB. The requirements are summarized in the following 3 measures:

- Wear a **mask**
- Maintain **distance**
- Buy tickets **online**

The measures are **communicated** as follows:

- Information placed prominently on the Rigi **website**
- **Signs** in the **shops/service centres**, at the **entrances** to the main **stations** and in the vehicles
- **Personally** by the staff

The **employees** will be continuously **informed** about the specific instructions and guidelines via the internal communication channels of the RB.

Responsibility

- The employees draw the attention of the guests to the **applicable mask obligation regulations** by **personal addressing**, analogous to the way they would be in case of improper behaviour/smoking in the train/etc.
- The **train or accompanying attendants** can **refuse guests without a mask** to travel on the train or can ask them to get off at the next stop.
- The principle of "**helpful, friendly, exact**" applies to the implementation of these measures.
- The **responsibility** for the **enforcement** of the **mask obligation** does **not lie with** RB employees. The RB does **not take over any police actions** regarding the compliance. In extreme cases, the competent police will be called in to assist.
- The **employees of all areas and levels** are responsible for the compliance and implementation of the protective measures.
- The **management** and **supervisors** are responsible for the **planning, implementation and control** of the elements of this safety concept. To the end, they are in contact with the Swiss Federal Railways (SBB) or the cantonal and federal authorities. The application and **effectiveness** of the **safety concept** are continuously **verified** and will be adjusted if necessary.
- The implementation of the safety concept is **monitored by the authorities**.

Vitznau, October 20, 2020

Frédéric Füssennich
CEO

Jörg Lustenberger
Director of Operations, Engineering and Infrastructure