

# MOUNT RIGI RAILWAYS SAFETY CONCEPT

valid from 26 June 2021

## Background and structure of the protection concept

- As a result of the COVID-19 pandemic, Mount Rigi Railways (hereinafter referred to as RB) based on the orders of the federal authorities (BAG, BAV, management of SBB) and the cantons of Lucerne and Schwyz, RB has drawn up the following safety concept. It replaces the version dated 31 May 2021 and comes into force from 26 June 2021.
- The RB protection concept is based on the COVID-19 Ordinance Special Situation of 19. June 2020 (SR 8181.101.26) and the federal decision of June 23, 2021.
- The safety concept defines measures in terms of operations, organization, technology and communication.

## Measures in railroad operations and in the catering industry

- The concept serves to protect guests and employees. Guests and employees of RB are obliged to enforce the concept. - The measures apply to the entire travel sector. For the purpose of clarity, the concept is based on the individual sections of the travel chain.

## Measures along the travel chain

### 1) Planning and Booking

- RB must do everything in its power to prevent anyone suspected of being infected with COVID-19 from using RB facilities. Therefore, all guests are subject to a self-declaration requirement stating that they are not COVID-19 positive nor do they suspect being COVID-19 positive, if they wish to board any RB trains. Anyone suspected of not complying with this requirement may be refused boarding by a member of staff. The only exceptions to this are cases of emergency
- Guests should inform themselves before the journey to Mount Rigi if they have any questions or need any further clarification of the current measures either online via [www.rigi.ch/aktuelle-betriebslage](http://www.rigi.ch/aktuelle-betriebslage) or by telephone at Guest Services under 041/399 87 87
- RB strives to adapt the timetable on days where a higher volume of guests is expected and will lay on extra services where needed. The timetable for the following day is available at 17:00 on the RB website.
- Guests are strongly encouraged to purchase their tickets online prior to arrival (Rigi website, SBB-App, Fairtiq, etc.). Booking your ticket in advance will help reduce bottlenecks at our ticketing outlets and during the ticket control

process. By booking your ticket in advance, you will also help avoid unnecessary contact between you and RB staff.

## 2) Arrival and Parking

- During the journey by public or private transport, the usual public transport protection concepts of public transport or the regulations of the cantons apply.
- In the parking facilities of the RB, the regular distance rules apply. The mask obligation is lifted.
- On the walkway from the parking lot or from the public transport stop to the entrance point of the valley station, the regular distance rules also apply.
- The regular distance rules also apply on the walkway from the parking lot or public transport station to the RB valley station entrance point.

## 3) Entry Points at Valley Stations of RB

- At the valley stations of RB, there are systems in place to steer guests and to control crowd flows.
- There are hygiene stations with hand-disinfectant located at the valley stations for guests` convenience. Please be advised that distancing and masking requirements are also in force at this point.
- In the interior areas (help desk, toilet facilities, public spaces) it is also mandatory to distance and to wear a mask.
- At the help desks, glass walls have been installed to create a physical separation between guests and staff members
- Please remember to pay contactless whenever possible and avoid paying in cash.
- Whenever possible, the ticket control by RB staff will take place before boarding the train or cable-car. RB staff will strive, whenever possible, not to physically touch any SwissPass/Tickets/etc., opting instead to conduct a visual control.

## 4) Uphill Journeys

- RB strives to offer guests a seat on the trains whenever possible. Depending on the frequency, however, standing room is possible.
- RB strives to adapt the timetable on days where a higher volume of guests is expected and will lay on extra services where needed.
- According to the protection concept of the SBB system leadership, there is no capacity restriction in the cog railway vehicles and cable car cabins.
- The RB endeavors to offer guests a seat on the trains whenever possible. However, standing room is possible, depending on the frequency of use.
- All guests are kindly requested to purchase tickets prior to boarding. Train staff will only sell tickets to guests on the train in exceptional cases.

- Whenever possible, the ticket control by RB staff will take place before boarding the train. RB staff will strive, whenever possible, not to physically touch any SwissPass/Tickets/etc., opting instead to conduct a visual control.
- It is mandatory for guests to wear a mask during the boarding process, during the actual journey, and also during the disembarkation process. We kindly ask all guests to refrain from eating and drinking during the journey.
- After leaving the train, we kindly ask you to keep your masks on and continue maintaining distance whilst on the train platform.
- At the train stations, the doors will remain open. At the summit and valley stations, all windows will be opened in order to aerate the carriages. Due to the aeration process, it is not always possible for the trains to retain their optimal indoor temperature. The RB train staff will also disinfect the handles on the inside and outside of the trains at the terminus stations.
- When weather permits, passengers are free to open the windows for better ventilation during the journey.

## 5) Food and Beverage Outlets

- Outdoor area
  - No restrictions
- Indoor area
  - General mask requirement for employees
  - Tables of 6 (except families with children)
  - Mask requirement for guests, except seated at table
  - Events with a maximum of 250 people
  - Contact details of one guest per group of guests must be recorded
  - Distance between tables min. 1.5 meters
  - The minimum distance within a group does not have to be observed

## 6) Managing Board

- Protection concept RB 2021\_06\_26 25.06.2021 / p. 3
- Events/functions:
  - For indoor events where access is not restricted to people with a COVID-certificate, the following applies:
    - A maximum of two-thirds of the capacity may be occupied
    - Limit of 250 people if attendees are standing and/or freely move around
    - Dancing events are not allowed
    - Masks are mandatory
    - Contact details must be collected

## 7) Departure

- While you are paying for your parking ticket at the machines, please be advised that it is mandatory to wear a mask and maintain distance
- In order to avoid queues at the parking ticket machines, you may choose to pay for your parking at one of the counters at the valley-station service centers.

## 8) Feedback and Improvement

- RB is always open to receiving feedback and we are very thankful for any constructive criticism. We kindly ask guests to use the following feedback form: [www.rigi.ch/informieren/kontakt-feedback/feedbacker](http://www.rigi.ch/informieren/kontakt-feedback/feedbacker)
- The safety concept and adopted measures are being constantly monitored and controlled by the authorities.

## 9) General Information

- RB staff and guests should always maintain a distance of 1.5 meters from other persons.
- Permitted masks include textile masks, hygiene masks, and tubular textile masks that have sufficient filters to protect third parties. Plastic visors are not considered sufficient for these purposes
- The following categories are excluded from the mask requirement: children under the age of 12 as well as any persons who cannot wear masks for medical reasons. Please be aware that you must present a doctor's note if you are medically unable to wear a mask.
- RB cannot be held responsible for providing hygienic articles to its guests. Therefore, we kindly ask you to plan accordingly and bring what you need. In the event that you have forgotten or require additional articles (such as hand disinfection), these articles are available for purchase at the RB shops and stations.

## 10) Hygiene and Cleaning

- It is not possible for RB to make water, soap or hand disinfectant available at all locations
- Guests have the possibility to wash their hands at the toilets in the stations (provided they are available). The RB toilets also have disposable paper towels available.
- At the entry points to the shops and service centers, there are hygiene stations available for guests to use
- RB cleans and disinfects its facilities on a regular basis
- Given the current situation, RB has increased the intervals at which they clean with a focus on quick cleans and contact services (handles, buttons, grips, etc).

- The quick cleans occur multiple times per day and are conducted either by train staff or an external cleaning company. The cable-cars are maintained and cleaned by the RB staff.
- The cleaning/disinfection of the workspaces shall be conducted by RB staff prior to- or directly before their shift starts.
- In order to prohibit the build-up of aerosols, closed working spaces including offices and meeting rooms should be aerated intensively at least 1 x per hour.

## Information and Communication

- The guests shall be informed about the requirements of the safety concept before and during the journey. The requirements can be divided into the following three categories:
  - Information located prominently on the Mount Rigi Website
  - Signage
  - Personal information communicated by RB staff

## Responsibility

- Guests will be made aware of the safety concept by RB members of staff
- The train staff can refuse entry to any guest that is not wearing a mask or is actively contravening any other aspect of the safety concept (see point 1.10 of the RB terms and conditions)
- You must follow the instructions of RB staff
- RB does not assume any policing responsibilities for the adherence to the safety concept but will escalate to the police if necessary
- The management board and management of RB are responsible for the planning, implementation and control of the safety concept. The application and effectiveness of the concept will be monitored on an on-going basis and amended where needed.
- Any RB member of staff that does not feel 100% healthy, must let their supervisor know ASAP. Any sick staff members will be sent home immediately and instructed to be tested for Covid-19 and self-isolate when necessary. For any staff members that have come into contact with someone infected with Covid-19, a determination will be made by their supervisor as to whether any knock-on measures will need to be taken by these persons.
- The implementation of the safety concept is controlled by the authorities.