Operating.

Passenger Traffic.
# Table of contents

Welcome to SBB Passenger Traffic Operating.  
Our vision – keeping the railways moving.  
Quality for you.  
Operating – your preferred partner.  
Our core competencies.  
Supply Chain and Purchasing.  
Train Preparation.  
Train Management.  
Rolling Stock Management and Light Maintenance.  
Maintenance.  
Support units.  
Our customers.  

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to SBB Passenger Traffic Operating.</td>
<td>3</td>
</tr>
<tr>
<td>Our vision – keeping the railways moving.</td>
<td>5</td>
</tr>
<tr>
<td>Quality for you.</td>
<td>6</td>
</tr>
<tr>
<td>Operating – your preferred partner.</td>
<td>7</td>
</tr>
<tr>
<td>Our core competencies.</td>
<td>8</td>
</tr>
<tr>
<td>Supply Chain and Purchasing.</td>
<td>8</td>
</tr>
<tr>
<td>Train Preparation.</td>
<td>11</td>
</tr>
<tr>
<td>Train Management.</td>
<td>14</td>
</tr>
<tr>
<td>Rolling Stock Management and Light Maintenance.</td>
<td>17</td>
</tr>
<tr>
<td>Maintenance.</td>
<td>18</td>
</tr>
<tr>
<td>Support units.</td>
<td>20</td>
</tr>
<tr>
<td>Our customers.</td>
<td>22</td>
</tr>
</tbody>
</table>
Welcome to SBB Passenger Traffic Operating.

The Swiss are “European champions” when it comes to rail travel. Every day, around 900,000 people travel with SBB.

SBB Passenger Traffic Operating keeps the railways moving: every day, 6,500 staff across Switzerland ensure that vehicles are procured on time and scheduled, operated, cleaned and maintained in a professional manner. In all we do, the needs of our customers are always our first consideration.

Our products perform successfully on the market and are known for their excellent quality. Get to know our organisation and our core competencies. Take advantage of our experience and expertise: we will be pleased to show you the services we can provide.

Thomas Brandt
Head of Operating
Our vision – keeping the railways moving.

Our vision.
We keep the railways moving and are continually striving to achieve excellence.

Our business mandate.
- As the “factory” of SBB Passenger Traffic, we are responsible for the smooth running of rail operations in Switzerland and for ensuring that customers enjoy a service that is friendly, reliable, safe, clean, punctual and convenient.
- We are SBB’s main provider of heavy maintenance services.
- We contribute substantially towards the marketability of regional and long distance services by providing competitive, customer-focused services, including train preparation, train management, rolling stock management, vehicle maintenance, modernisation and procurement.
- All of our highly qualified employees strive to achieve the highest standards at every level and to continually improve their performance.
- We expand our customer base by delivering customer-focused services.

Our core competencies.

Our values.
- The customer comes first
- Services of the requisite quality at the best possible price
- Kaizen at all levels
- Mutual respect
- Contribution to profitability
SBB Passenger Traffic Operating has the following certifications:

- ISO 9001 quality management system certification
- ISO 14001 environmental management system certification
- OHSAS 18001 occupational health and safety management system certification
- ISO 31000 and ONR 49001 risk management system certification
- ISO 3834-2, EN 15085-2 welding quality assurance certification for the Olten, Yverdon, Bellinzona and Biel depots and the Zurich Altstetten repair centre
- Certification by the Union of Private Goods Wagons Companies (VPI) for the Bellinzona depot
- Swiss Tourism Seal of Quality, Level III

Regular certification audits are carried out by:

- our own department for Risk, Safety, Quality and Environment
- the Swiss Association for Quality and Management Systems (SQS)
- the Swiss Federal Office of Transport (FOT)
- the Swiss National Accident Insurance Fund (SUVA)
• Your partner with specialist railway expertise. We apply our high-quality expertise to the benefit of your business.

• Your partner with everything from a single source. As a general contractor, we assume responsibility for tasks that require specific expertise, such as spare parts pooling, cleaning, or rolling stock procurement.

• Your partner with expertise covering a wide range of vehicle types. We can combine equipment and maintenance services for you – on everything from freight wagons, electric and diesel locomotives and special-purpose vehicles to passenger coaches and multiple units.

• Your partner for heavy maintenance. We take care of your overhauls and modernisations and make sure your trains are safe.

• Your partner for favourable maintenance costs. We reduce your costs by providing guaranteed vehicle availability and fixed prices.

• Your partner throughout Switzerland. Thanks to our nationwide network of depots and facilities, we are at your service all over Switzerland.
Our core competencies.
Supply Chain and Purchasing.

We procure new rolling stock; we are responsible for purchasing at SBB Passenger Traffic; we maintain supply chain reliability and manage warehousing and deliveries to within the SBB depots.

Rolling stock procurement.
Every year, SBB invests over CHF 700 million in new rolling stock. We have in-depth knowledge of the entire procurement process – from the definition of specifications through to fleet commissioning. A strategic focus of our service is the development and implementation of “life cycle cost” methodology. We have many years’ experience of working with the major rolling stock manufacturers.

We take care of every aspect of the organisation and execution of trial and licensing runs for rolling stock and components as well as type tests – both in Switzerland and abroad. Furthermore, we provide continued customer support services in relation to operational fleet commissioning.

Purchasing.
Our strategic purchasing process and professional supplier management, together with the implementation of sustainable procurement strategies guarantee the highest quality of purchasing for SBB Passenger Traffic. A carefully tailored lead buyer system consolidates purchasing power across the entire SBB Group.

We apply the procurement strategy best suited to each particular situation: volume bundling, standardisation, direct sourcing, partnership development and technical fine tuning. We also benefit from the support of cross-functional teams and from regular information exchange with partner railways in Europe. The close working relationship within Operating is the key to our success.

Materials management for supplies to maintenance depots.
We are familiar with the special procurement and logistics requirements of rolling stock operators. We handle materials management for SBB Maintenance at 16 sites across Switzerland, making sure that the right quantities of replacement parts are available at the right time and to the right specification. We provide a detailed initial conceptual stocking up for new fleets and customers, optimise both materials availability and stock levels, simultaneously providing an ongoing inventory optimisation service, and continuously improve our materials flow processes and systems.
Our core competencies.

Train Preparation.

We make sure that SBB Passenger Traffic trains are clean and ready to depart on time and in the correct formation. We plan and schedule all the services needed to do so.

Maintenance cleaning.
As a general contractor for cleaning, we provide a complete range of cleaning services – from devising a cleaning concept, to cleaning the vehicles, right through to quality control. Because we maintain cleaning facilities at a large number of locations in Switzerland, we can clean vehicles even during short periods of downtime. The focus in this area is very much on sustainability. Environmentally compatible cleaning products and recycling activities are therefore a constant feature of our day-to-day cleaning work.

Marshalling services.
Every day, our marshalling teams work professionally and efficiently to ensure that trains are ready on time and in correct formation. They couple and uncouple locomotives, form up trains, substitute wagons and carry out brake tests. We are present in a large number of locations, some of which are equipped with their own shunting locomotives. Safety is a high priority concern at all times and our staff appreciate that safety and teamwork are inseparable.
Every day, we run over 6,000 trains throughout Switzerland for our customers – safely, efficiently and punctually. Our resource planning prepares, organises and schedules cost-efficient deployment of locomotive crews to meet needs as they arise.

Locomotive crews.
SBB’s Passenger Traffic has around 2,300 locomotive drivers who operate trains all over Switzerland safely and professionally. Some of our drivers also have the knowledge and experience required to drive local trains across the Swiss border. Initial and continuous locomotive crew training is also part of our remit. Our locomotive driver examiners are certified by the Swiss Federal Office of Transport (FOT) to supervise examinations for locomotive crews.

Resource planning.
Over 80 specialists in planning, operations and HR controlling assure the deployment of our locomotive drivers. Our planning staff prepare the annual schedule and the annual duty roster, while our crew management specialists act as contacts and planners for the daily roster schedules for our train drivers. We also schedule locomotive crews for short-notice special trains and prepare circulars. Our operational management staff are responsible for running day-to-day operations and ensuring the services provided by locomotive crews are sufficient to cater for the current traffic situation.

Our core competencies.
Train Management.
Our core competencies.
Rolling Stock Management and Light Maintenance.

We manage the SBB Passenger Traffic's rolling stock and carry out preventive maintenance to the fleet – round the clock, 365 days a year.

Rolling stock management.
We plan and manage vehicle deployment in a timely and cost-efficient manner. We develop and manage maintenance plans and at the same time optimise the capacity of our service depots. Our staff oversee, analyse and configure the vehicle fleets and specify their maintenance requirements. We make sure that the required number of safe, clean, reliable vehicles is available for operation.

Light maintenance.
As the Passenger Traffic's “garaging” facility, our speedy, high quality maintenance service handles the regular scheduled maintenance needs of the entire SBB Passenger Traffic fleet. Our network of professional service depots throughout Switzerland minimises downtime whenever servicing, repair or component exchange becomes necessary. We ensure high vehicle availability by making optimum use of the time each vehicle spends with us. Our in-depth knowledge of light maintenance is second-to-none and your guarantee of high quality workmanship.

Light maintenance depots.
We overhaul, repair, modernise and maintain the SBB Passenger Traffic vehicle fleet. In four maintenance depots and a repair centre, we make sure that trains are safe – day in, day out.

Maintenance depots.
At the four maintenance depots in Olten, Yverdon, Biel/Bienne and Bellinzona we carry out overhauls, fix vehicle faults, refurbish components, undertake major repairs and implement modernisation programmes to renovate entire vehicle fleets. Our portfolio of vehicle types is comprehensive: modern passenger coaches, multiple units, diesel and electric locomotives, freight wagons and service vehicles.

We overhaul a wide variety of vehicle components and ensure that the vehicles remain in the best possible condition throughout the next life cycle. All four maintenance depots have a wide range of expertise in refurbishing a diverse range of vehicle components and produce refurbished components that satisfy exactly the same quality standards as new parts. Our value-enhancing and value-preserving modernisation programmes serve to prolong the life cycles of the vehicles.

Repair centre.
Our repair centre in Zurich Altstetten is a centre of excellence for demanding repair work on faulty vehicles. We fix faults, repair vehicles and bogies, carry out modification orders, swap and refurbish components and repair damage to vehicles caused by accidents or vandalism. Our engineering skills and operating capacity cover all vehicle types currently used for regional and long-distance services.

Maintenance depots.
We have a wide portfolio of services covering four different areas – we devise Operating’s strategy, market its services and look after its customers, provide its maintenance systems and manage its project landscape. Risk and safety management are also part of our remit, as are quality management, health and safety and environmental management. We take charge of the financial processes and provide Operating with Human Resources services.

Strategy, customers and major projects.
- Strategic planning and projects: We devise and update Operating strategies, develop production concepts for future suburban railway (S-Bahn) systems, coordinate and manage partnership projects and support new fleet and refit programme concepts.

- Project portfolio management: We manage Operating’s project landscape and provide consistent project management. Our portfolio management staff supports and consults our project managers.

- Sales, key account management: We develop, maintain and support Operating’s relationships with its customers. As the gateway for SBB’s internal and external customers, we market Operating’s services. We are responsible for corporate branding, plan and coordinate the marketing activities for our business unit and conduct the annual customer satisfaction survey.

- Facility management: We design the network of service facilities and workshops required for the maintenance of our customers’ fleets, plan their equipment needs, and supply these needs fully and in good time. The maintenance of these depots is also our responsibility.

- Technology: Working closely with internal and external users, we define the requirements for Operating’s ICT tools, translate these into concepts and project specifications, implement the ICT systems and oversee their planning and maintenance.

Controlling Operating.
- We manage Operating’s financial processes to lead the business unit to commercial success. We also have responsibility for the overall financial management of the business unit, including financial planning processes and actual settlements. Our business management analyses support decision making. They are used to define actions to be taken and play an active part in their implementation.
Risk, safety, quality, environment.

- Risk management: We support Operating by assessing and managing the commercial risks involved in its areas of responsibility. To do this, we draw up guidelines for dealing with risks, monitor their practical realisation via audits and set up a continuous optimisation process with clear objectives for the risk management system.

- Safety management: We help line management to ensure that all operational processes are safe and comply with the statutory regulations governing railway operations. Our activities include preparing operating guidelines, compiling and preparing network access and safety certification documentation, investigating systematic irregularities in railway operations and gathering and analysing key safety statistics.

- Quality management: We are responsible for monitoring the quality standards of Operating and advise the various departments on the steps they can take to achieve their goal of business excellence. Quality control standards are verified by internal and external audits as well as key figure reports. We are also the competence centre for the Passenger Traffic’s management system.

- Health and safety and environmental management: We develop methods for continually improving safety at work and at home, health protection and environmental protection. We assist all levels of management to implement and maintain safety best practice within Passenger Traffic.

Human resources.

- Our services help the management and staff of Operating to achieve their professional objectives. Our HR business partners and advisors are also available to provide professional assistance at local level. We have a broad-based, interdisciplinary HR management team which puts the emphasis on the individual. We are committed to providing a forward-thinking HR service that is professional, pragmatic and personal.
Our customers.

**SBB Passenger Traffic**
- SBB Long-Distance Services
- SBB Regional Services

**Group companies**
- SBB Cargo AG
- SBB Real Estate
- SBB Infrastructure

**Subsidiaries**
- RegionAlps SA
- SBB GmbH
- Thurbo AG
- Tilo SA
- zb Zentralbahn AG

**External customers**
- AAE Cargo AG
- ALSTOM (Schweiz) AG
- BLS AG
- Bombardier Transportation (Switzerland) AG
- Crossrail AG
- DB AutoZug AG
- Deutsche Bahn AG
- Die Schweizerische Post, PostLogistics
- Hupac AG
- Montafonerbahn AG
- ÖBB Personenverkehr AG
- Oensingen-Balsthal-Bahn
- RAipin
- Rhätische Bahn AG
- Siemens Schweiz AG
- Sihltal Zürich Uetliberg Bahn SZU
- SNCF
- SOB Südostbahn AG
- Stadler Rail AG
- TMR SA, Transport de Martigny et Régions SA
- Transports publics fribourgeois
- TRAVYS SA
- TRN SA, Transports Régionaux Neuchâtelois
- Vossloh Locomotives GmbH