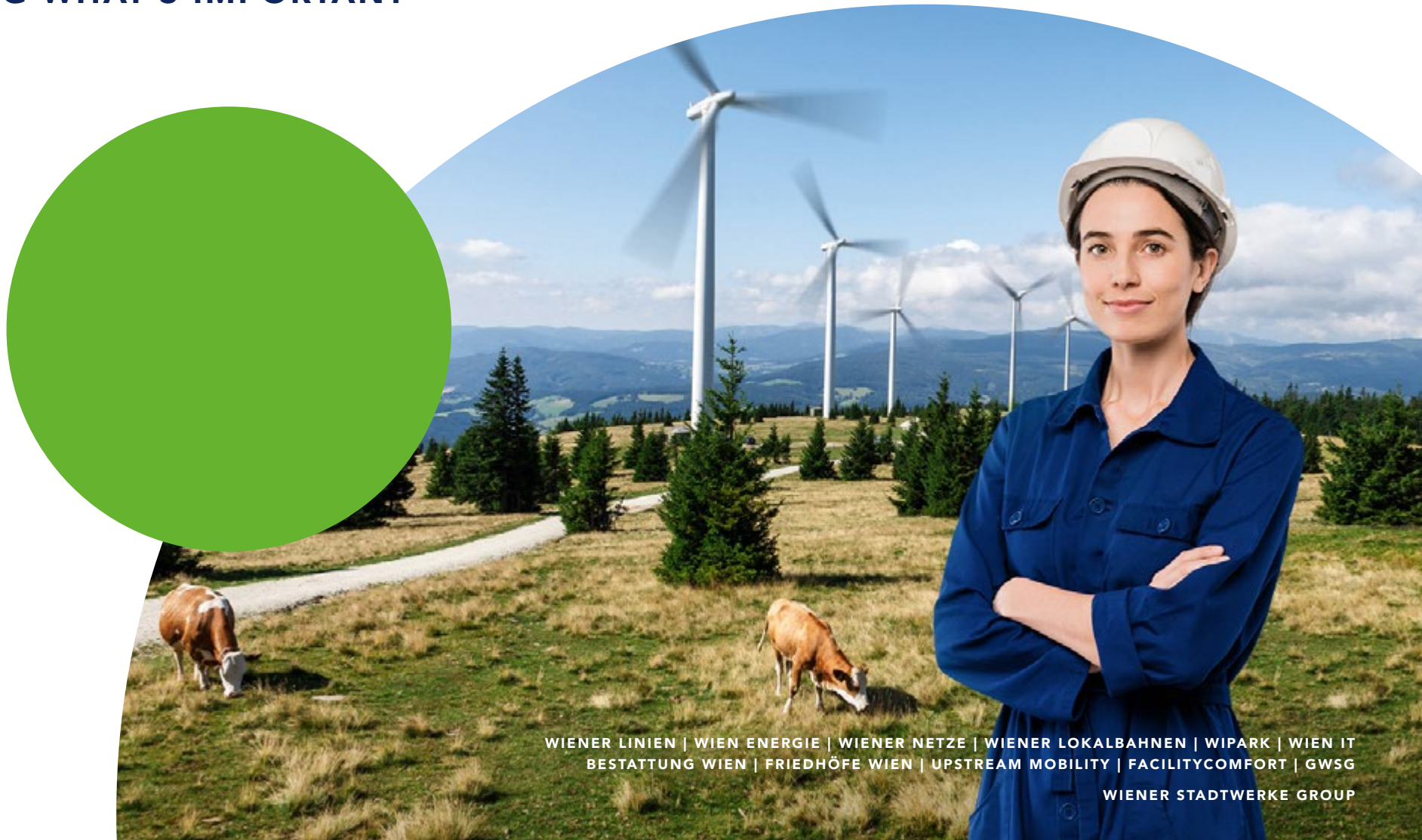


SUSTAINABILITY REPORT 2021

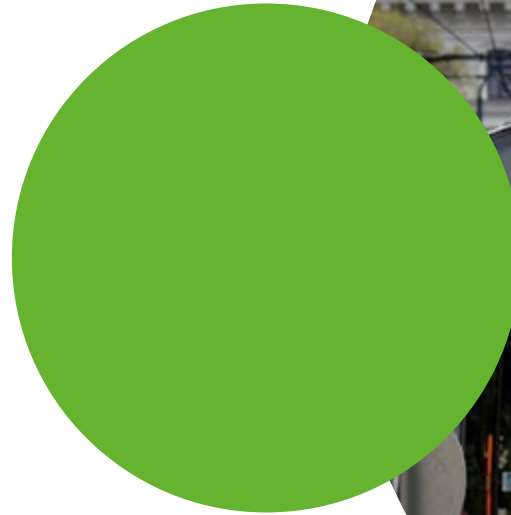
Working for the city

PROTECTING WHAT'S IMPORTANT



WIENER LINIEN | WIEN ENERGIE | WIENER NETZE | WIENER LOKALBAHNEN | WIPARK | WIEN IT
BESTATTUNG WIEN | FRIEDHÖFE WIEN | UPSTREAM MOBILITY | FACILITYCOMFORT | GWSG

WIENER STADTWERKE GROUP



SUSTAINABILITY REPORT 2021

Working for the city

PROTECTING WHAT'S IMPORTANT

Home, a lifeline, quality living. That's Vienna. Work and leisure, growing up and growing old - here is where the lives of roughly 1.9 million people play out. For them, we want to help shape the future of Vienna and to make the city a little more sustainable each day. As the largest communal infrastructure service provider and one of the largest employers in Austria, Wiener Stadtwerke is committed to this goal. We want to make a difference.

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Dear Vienna residents, Dear readers,

Approximately 56% of the world's population lives in cities. By 2050, as the population grows, this will increase to 68%. Here in Europe, the proportion will rise to more than 80%. We live and work in cities. This is where we cover most of our distance. And where we spend a lot of our free time.

What conclusions can we draw from these figures? Simply that the success of climate reversal will be determined in the cities, including in the city we love: Vienna.

It also needs people and companies to pick it up and drive it forwards with their actions. This means each and every one of us, as members of a society that is in the process of developing a new awareness of the ecological implications of our daily activities. At the Wiener Stadtwerke Group, we are aware of this challenge. We are also active beyond the borders of our city and our company, and have been members of the United Nations Global Compact for years - working to make a positive contribution to the global community in terms of human rights, working conditions, the environment and anti-corruption. As Chief Executive Officers, we take this commitment very seriously and report annually on the progress we have made. The Sustainable Development Goals (SDGs) as well

as the principles of the UN Global Compact are important sources of inspiration for us to ensure a liveable future for the people of Vienna as well as future generations through ideas, research and innovation.

The leaders of the City of Vienna accept this challenge, having further intensified the focus of the previous sustainability course in the first months of this year with the Vienna Climate Roadmap and the Vienna Smart Climate City strategy. The goal? To make the province of Vienna climate neutral by 2040.

Wiener Stadtwerke is a vital partner in achieving this goal. With the financial backing of the largest investment programme in our history, even by 2025 we will have noticeably developed our energy and mobility infrastructure towards becoming a sustainable city of the future.

Yet, this is just the first step along a challenging path. This is why we will be pleased to have additional climate pioneers on our side in the coming years. There are many new things to discover in terms of partnerships. At a communal level, there are many opportunities to combine our strengths. There are also many opportunities to take on responsibility for the future of our city as employees of our Group.



The Management Board

Martin Krajcsir and
Peter Weinelt
(from left to right)

You can read more about what we are currently working on in the following report. Perhaps you will find ways in which you can join in. We hope so!

Vienna, May 2022

Martin Krajcsir
Chief Executive Officer

Peter Weinelt
Deputy Chief
Executive Officer

¹ <https://investrends.ch/aktuell/opinion/wie-megatrends-den-immobilienmarkt-in-europa-und-der-schweiz-verandern/>

² <https://www.stadtvonmorgen.de/nachhaltigkeit/europa-sucht-100-klimaneutrale-staedte-6732/>

Wiener Stadtwerke at a glance



A bird's eye view of Vienna.

Home for roughly 1.9 million people,
which Wiener Stadtwerke works to
help shape.

For Vienna

We work. In and around Vienna. With and for Vienna. The Wiener Stadtwerke Group keeps the world's most liveable city running – for the world's most loveable people. The people of Vienna love living in their vibrant city – and we love the people of Vienna. For and with them, the Wiener Stadtwerke Group helps to shape the Vienna of today and tomorrow – every day.

Here, today and tomorrow – we shape this city

Public services are a high order of special societal importance. Providing and ensuring general access to essentially essential goods and services for all – that is our mission. With approximately 15,000 employees, the Wiener Stadtwerke Group ensures each and every day that the people of Vienna and its economy have round-the-clock access to future-proof services in the areas of energy, mobility, and funeral services and cemeteries. The company is headquartered in Vienna. It also operates additional sites and subsidiaries in Burgenland, in Lower Austria and the nearby countries of Hungary, Slovakia and Romania.

An overview of the Wiener Stadtwerke Group companies can be found here: [pages 64 and 65 of the current Financial Report](#). As the largest communal infrastructure service provider and one of the largest employers in Austria, the Wiener Stadtwerke Group is continuously investing in climate protection, innovation and digitalisation. Our work is not only significant for the Austrian economy – it also increases and ensures the quality of life of current and future generations. By using the latest technology and renewable energy sources, expanding climate-friendly public transport and efficiently networking information and communication pathways, we are making Vienna fit for the future. An innovative infrastructure and high supply security in the metropolitan area benefits the citizens of Vienna as well as commuters and energy customers in the greater Vienna area. Even corporations, small and medium-sized enterprises and governmental organisations based in Vienna, as well as the many visitors to the city, benefit from this.

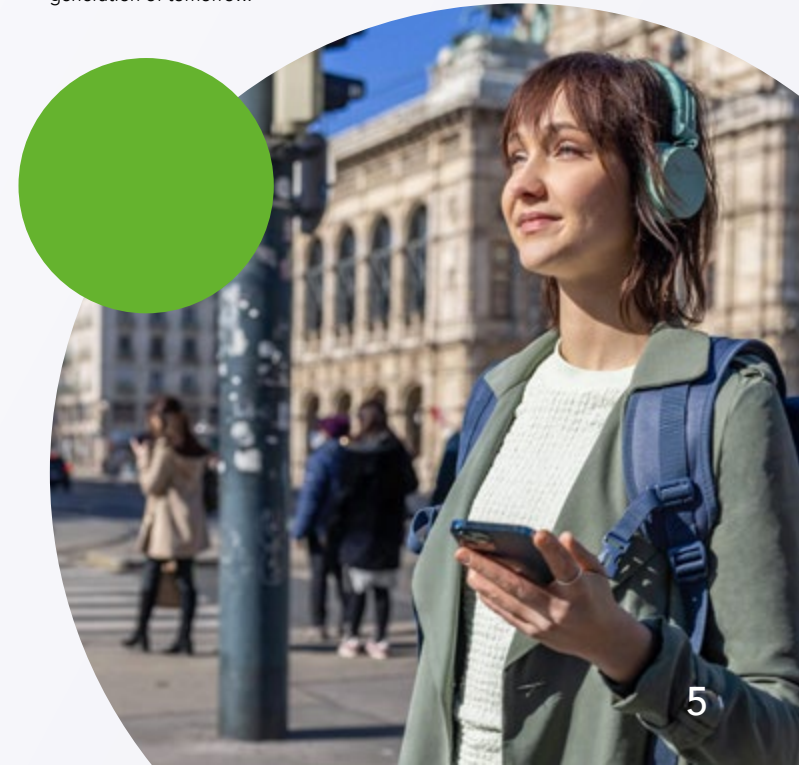
Vienna Smart Climate City strategy

The Vienna Smart Climate City strategy is the overarching umbrella strategy and sustainability strategy for the City of Vienna. It focuses on developing Vienna into a sustainable, climate-neutral city by 2040 and applies to all of the city's institutions and municipal enterprises. The strategy is aligned with the global Sustainable Development Goals (SDGs) as set out in the UN's 2030 Agenda for Sustainable Development and defines a total of eleven goals whose themes are intertwined. These include health and inclusion, energy, mobility, construction, the economy and work, and digitalisation. In keeping with the Vienna Smart Climate City strategy, our goal is to make Vienna climate neutral by

2040, because we are well aware that it is in our power to do so using the significant, effective leverage we have at our disposal. The Wiener Stadtwerke Group is an important partner in the successful implementation of this urban framework strategy. We are able to and want to effect a great deal of change, especially in the areas of infrastructure development, climate protection and innovation promotion.

[More information on the Vienna Smart Climate City strategy can be found at: \[smartcity.wien.gv.at\]\(https://smartcity.wien.gv.at\)](#)

We invest in the **quality of life** of today's generation and the generation of tomorrow.



Our Group strategy – a clever and smart future

Wiener Stadtwerke's Group strategy comprises two fundamental core tasks:

- Implementing the future topic of the Smart Climate City
- Ensuring a stable financial basis for the Group

Smart city

The Vienna Smart Climate City strategy is the guiding strategy and source of alignment for the entire Wiener Stadtwerke Group. This is reflected and implemented as the driving force behind the values of the Group's vision, the Group strategy and the sub-strategies across all Group companies. Against this backdrop, we formulate our strategic goals and implement appropriate measures to achieve these. Two fundamental aspects of the Vienna Smart Climate City strategy are:

- Needs-based, secure, affordable and environmentally friendly energy supply
- Climate-friendly mobility

With its core competencies, business divisions and services, Wiener Stadtwerke plays an important role both as an instigator and a designer.

The Wiener Stadtwerke Group's strategy

Secure financial footing by:

- Securing earnings cash flow
- Maintaining a stable equity ratio
- Maintaining stable financial assets

Make Vienna a smart city by:

- Protecting the climate and increasing energy efficiency to reduce carbon emissions as much as possible
- Digitalisation and innovation: using available data to enter new customer segments
- Taking economic, social and ecological responsibility

Potential/employees

- Enhance corporate culture, strengthen team spirit and promote cross-company cooperation
- Increase focus on performance and optimise deployment of staff
- Embed innovative thinking and action into the organisational structure

Processes/productivity/efficiency

- Use digitalisation to increase internal efficiency (process automation)
- Expand the use of new technologies
- Develop new products and increase customer acquisition
- Establish the central position of Wiener Stadtwerke in all relevant networks

Markets/customers/products

- Secure market position/retain existing customers and acquire new customers/one-stop shop
- Develop new joint business models
- Place customers at the centre and meet their needs through stronger collaboration within the Group

Clever finances

No vision without stable finances. A solid financial foundation is the basis for implementing pre-formulated goals through targeted measures, making appropriate investments and ensuring good jobs.

The Wiener Stadtwerke Group strives to actively shape the future of the metropolitan region together with its customers and partners and to drive forwards sustainable development.

This is why we act enterprisingly and strengthen our financial resources. After all, we believe that sustainably shaping the City of Vienna's path towards becoming a Smart Climate City also requires a sustainable financial approach.

Climate-friendly mobility

is a fundamental part of the Vienna Smart Climate City strategy.



Corporate governance

With the City of Vienna as its owner, the Wiener Stadtwerke Group plays a key role as the implementation partner for urban strategies and programmes. Alongside Vienna's Smart Climate City strategy, these include corresponding topical strategies such as the climate protection programme (KliP II), the transport masterplan (MPV) and the city development plan (STEP). Under the leadership of the Chief Executive Officer Martin Krajcsir and Deputy Chief Executive Officer Peter Weinelt, Wiener Stadtwerke GmbH forms the organisational and strategic umbrella of the Group companies. The Supervisory Boards of the Group companies each contain at least one Management Board member (Chief Executive Officer) of Wiener Stadtwerke GmbH. The Group is broadly diversified and therefore faces widely divergent legal and economic conditions across all Group companies. For this reason, the individual Group companies are governed on the basis of individually determined targets and key figures.

Transparent corporate structures and processes give the owner, supervisory bodies and public insight into the economic activity of the Group. An internal control system ensures early detection of potential sources for risks and failures in business processes that could have negative economic, environmental and societal consequences. The risk management processes in each of the Group companies are the responsibility of the relevant risk control officers and the overarching Group risk management function (details on risk management: [Financial Report from page 38](#)). Beyond this, the Group's internal auditing function conducts regular

audits to ensure that the principles of profitability, purpose, security and correctness are observed in all work processes. The municipal constitution of Vienna provides for an audit of companies in which the City of Vienna holds a majority stake or in which it has a controlling interest. This task is carried out by the audit office of the City of Vienna. The audit reports are published online.

 [To view the audit reports, please visit stadtrechnungshof.wien.at/ausschuss/berichte_ausschuss.htm](https://stadtrechnungshof.wien.at/ausschuss/berichte_ausschuss.htm)

Memberships

Collaboration within the Wiener Stadtwerke Group as well as involvement in various external organisations, interest groups and associations is essential to our activity. The following is a list of our key cooperation partners:

Memberships

General memberships	Verband kommunaler Unternehmen Österreichs (VKÖ)
	Verband der öffentlichen Wirtschaft und Gemeinwirtschaft Österreichs (VÖWG)
	Industriellenvereinigung Wien
	WIFO
	Wirtschaftskammern Österreich
	Wien und NÖ Public Relations Verband Austria (PRVA)
	Verein Industrie 4.0 Österreich

Sustainability memberships	RespACT
	UN Global Compact
	Arbeitsgemeinschaft proEthik
	CEOs FOR FUTURE
	HR Circle
	Österreichisches Produktivitäts- und Wirtschaftlichkeits-Zentrum (ÖPWZ)
Energy memberships	Österreichischer Wasser- und Abfallwirtschaftsverband (ÖWAV)
	Österreichische Vereinigung für Baukoordinatoren für den Sicherheits- und Gesundheitsschutz (BAUKO)
	Österreichs Energie (OE)
	Österreichische Energieagentur (AEA)
	Österreichische Vereinigung für das Gas- und Wasserfach (ÖVGW)
	Fachverband Gas & Wärme (FGW)
	Vereinigung europäischer Verteilernetzbetreiber (GEODE)
	WIVA P&G
	Österreichischer Verband für Elektrotechnik (OVE)
	World Energy Council (WEC Austria)
Mobility memberships	International Association of Public Transport (UITP)
	Österreichische Verkehrswissenschaftliche Gesellschaft (ÖVG)
	Fuhrparkverband Austria (FVA)
	Verband Deutscher Verkehrsunternehmen (VDV)
	Zukunftsoffensive Verkehr & Infrastruktur (ZOVI)
Funeral services and cemeteries memberships	European Federation of Funeral Services (EFFS)
	Association of Significant Cemeteries in Europe (ASCE)

Our business divisions

Housing, IT, energy, local transport and much more: these come together to form Vienna. Wiener Stadtwerke, Austria's largest communal infrastructure service provider, supplies the people of Vienna with essential services and operates the facilities people need in their daily lives.

Expanding public transport: part of our roadmap for the future.

Our Group companies provide services across all relevant business areas, enabling the city to develop in a holistic and sustainable manner and thereby make life work in the city. Vienna is fit for the future with us.

As Austria's largest regional energy supplier, **Wien Energie** supplies two million people and some 230,000 commercial buildings and industrial plants in and around Vienna with electricity, natural gas, district heating and cooling, and innovative energy services. Wien Energie generates electricity and heat from renewable energy sources, such as solar power, wind power, hydropower and biomass, from energy-from-waste plants, and high-efficiency combined heat and power (CHP) plants. The proportion of renewable energy used to generate electricity is 21.1% and 23.6% for heat

We've got you covered – reliable energy supply

generation. Wien Energie also operates in the fields of telecommunications and electromobility. We actively shape the future of energy through innovation and research. The distribution of electricity and gas is managed by the subsidiary Wien Energie Vertrieb. **Wiener Netze** plans, expands and operates the energy grid. The company is Austria's largest combined system operator of electricity, gas, district heating and data. The transition from the classic metering system to smart metering is also one of its core tasks. Investments of more than EUR 300m per year go into maintaining, modernising and expanding the energy grids. This allows consumers in Vienna and parts of Lower Austria and Burgenland to benefit from 99.99% security of supply. In the event that the electricity, gas or district heating systems do experience disruption, round-the-clock teams are deployed immediately.

Our public transport is always up and running too. With some 83 kilometres of underground tracks, 227 kilometres of tram tracks and 880 kilometres of bus routes, **Wiener Linien** manages the largest regional public transport network in Austria. At peak hours, the company transports up to 260,000 people

We get Vienna moving sustainably

in nearly 1,000 vehicles throughout the city at the same time. Wiener Linien ensures that 1.6 million passengers arrive at their destinations quickly, easily and in an environmentally friendly manner every day. Another Group company specialising in transport is **Wiener Lokalbahnen**, which handles rail cargo transport across Europe through the subsidiary Wiener Lokalbahnen Cargo (WLC). Above all, Wiener Lokalbahnen operates the Badner Bahn regional rail service in the greater Vienna area, several bus routes in and around Vienna, and on-call bus services in the Baden area. The Wiener Lokalbahnen Verkehrsdienste (WLV) enable people with restricted mobility to reach their destination safely and in an eco-friendly way in wheelchair-friendly minibuses. Tailored transport solutions are part of our timetable for the future, which is why there will be additional services offered in the area of on-demand transport in future. And when taking the car is the only option, customers can count on **Wipark**. The company is one of Austria's leading car park operators and is responsible for operating and managing multi-storey and open-air car parks and for planning and executing the construction projects associated with these. In doing so, Wipark partners with shopping, banking and business centres, cinemas, universities and top hotels in Vienna's city centre. In addition to A-plus locations, such as Vienna's Mariahilfer Straße or the Central or Westbahnhof stations, the portfolio also includes park-and-ride car parks and collective residential car parks. The Group company operates nearly 80 car parks, with a total of 24,000 parking spaces.



The communal digital mobility platform of **Upstream Mobility** connects all of the city's mobility service providers, electric charging stations and car parks to a digital infrastructure on a single platform. Since 2016, it has been helping public transport providers to offer innovative mobility services that enable passengers to travel sustainably and in a way that is accessible and affordable. The Data Science department carries out data analyses and develops decision-making dashboards primarily for government areas. A breadth of

IT – the invisible lifeline of the city

experience, a far-reaching partner network and top experts in data science and visual data analytics make Upstream Mobility a valuable partner for creating innovative analysis tools based on a wide range of data sources. The subsidiary **WienIT** has been the Wiener Stadtwerke Group's central IT and business partner since 2003. It provides state-of-the-art technology and ensures that background processes run smoothly, from IT services, technical HR processes and output management through to media planning. WienIT operates two computer centres, manages some 500 projects annually and supports around 10,000 functions directly and indirectly. With Digi.Lab, WienIT has its own research and development unit that is working today on the ideas of tomorrow, such as augmented and virtual reality.

Our Group companies **Facilitycomfort** and **Hauscomfort** provide technical service and first-class infrastructure services for real estate. They manage residential buildings within the Wiener Stadtwerke Group and on behalf of third-party

Living in Vienna – building management

customers. Additionally, Facilitycomfort offers numerous security-related, planning and construction services. A special feature of the corporate portfolio is greened façades. **WSTW Immo**, a brand of Facilitycomfort and Gemeinnützige Wohnungs- und Siedlungsgesellschaft (GWSG), works solely to create living space for our Group employees. The company redevelops buildings that are no longer needed to fulfil their core purpose into private residential space.

Friedhöfe Wien provides solace to grieving families and friends and creates spaces to remember loved ones and come together. More than 550,000 graves are carefully maintained by experienced team members. Across Vienna, the company manages 46 cemeteries over a total area of 5.2 km². These cemeteries provide a space of refuge and recreation for those seeking respite. Roads, paths and green spaces, as well as historic buildings and

Vienna's cemeteries – green spaces and an oasis of quiet

cultural monuments, are maintained by Friedhöfe Wien. We use digitalisation to enable the bereaved to remember loved ones together, at any time and from anywhere. The digital grave is a fixed part of all of our graves. Death is a part of life, and so there should be life in the cemetery.

Bestattung Wien is Austria's largest funeral home – and one of the largest in Europe. The company is a trusted partner for funeral services, carrying out approximately 10,000 funerals each year. Since its founding, more than two million burials and repatriations all around the world have been carried out. It provides the bereaved with the most personal and uncomplicated support possible. Dismantling taboos surrounding death through education, campaigns and general PR work are also a key objective for the company. The focus in the cemeteries and during funerals is always on reliability, integrity and price transparency.

Clean forest air can also be enjoyed in the middle of the city in Vienna's cemeteries.



Sustainability at Wiener Stadtwerke

Climate neutrality by

2040

Expanding photovoltaics:

a milestone on the path to
climate neutrality.

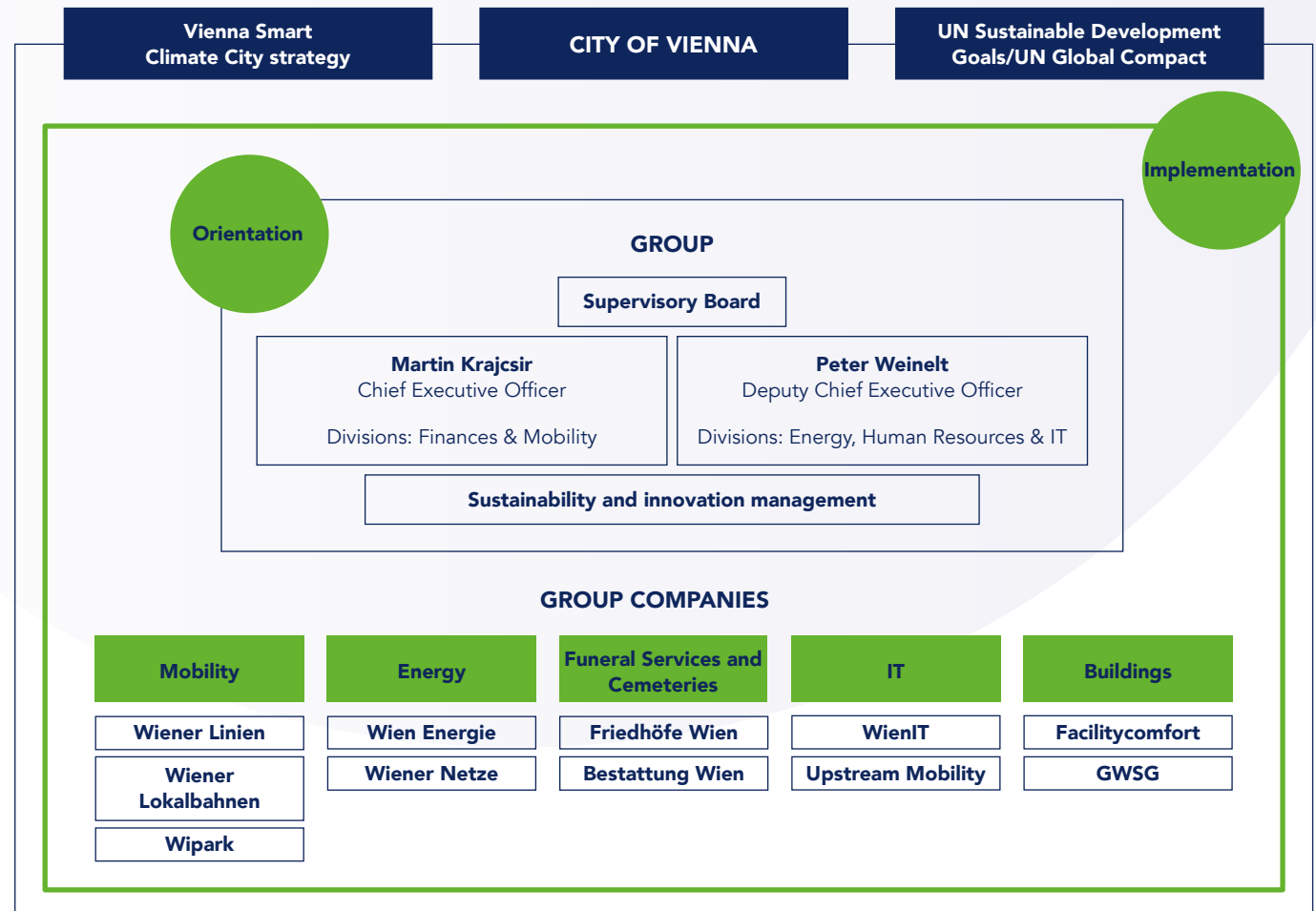


Sustainability as a fundamental company value

Sustainability is a task for all of society, spanning economic, ecological and social areas. The role that the Wiener Stadtwerke Group plays with regard to sustainability is one of particular importance. As the largest communal infrastructure service provider in Austria, we know that we are in a position to make a change. Sustainability is therefore a fundamental company value for us.

Sustainability management has been a functional and organisational cornerstone of the Group since 2004. Building on this, in 2017 we merged sustainability management with innovation management both at the Group management level and in many of the Group companies. Since innovation and sustainability are inseparable for Wiener Stadtwerke, this allows us to optimally take advantage of synergies. At an organisational level, Group-wide strategic innovation and sustainability management falls under the responsibility of the Chief Executive Officer. Within the Group manage-

Sustainability organisation within the Wiener Stadtwerke Group



ment, the Innovation Management department acts as the coordinator, driver and hub for the smooth sharing of knowledge on topics surrounding Smart City, innovation, sustainability, trend scouting, and idea management. The specific definition of measures for achieving Group-wide sustainability goals is carried out by the Group companies. For this purpose, sustainability managers have been appointed within each of the individual companies and work closely with the Group management.

To better meet the changing interests of our stakeholders and the continual changes to regulatory frameworks, in 2021 Wiener Stadtwerke began to tie sustainability more closely into core processes, such as risk management and financial reporting. From procurement to employer branding, sustainability plays an increasingly important role in our decision-making, how we view ourselves and how we present ourselves as a company.

Creating conversations – together. Our stakeholders

Our most important stakeholders are the City of Vienna as our owner, our customers, the roughly 15,000 Group employees, and external experts.

The individual management teams of the Group companies are regularly in touch with the owners and Supervisory Board members. Continual dialogue between employees and their executives also plays an important role; this has been firmly established in the guiding principles of Wiener Stadtwerke.

The Wiener Linien passenger liaison team and the Wien Energie customer liaison team enable direct dialogue with Wiener Stadtwerke customers. These teams have been well-integrated, established intermediaries for general feedback and new ideas. From 2022, the Wiener Linien passenger liaison team will be replaced by a new interactive platform. Experts from the political sphere, science, business and society are also in dialogue with Wiener Stadtwerke

The sustainable development of **infrastructure and mobility** plays an increasingly important role at Wiener Stadtwerke.

throughout the year. Stakeholders are contacted by post and through newsletters, social media and more, and are specifically encouraged to engage in active dialogue with us.

[➔ See the chapter “We create added value for the people of Vienna”](#)

Beyond this, Wiener Stadtwerke is involved in numerous external organisations, interest groups and associations.

[➔ An overview can be found on page 7.](#)

Our customers can raise their concerns simply and directly at the **Service Point**.



Materiality analysis

Regular, structured dialogue helps the Wiener Stadtwerke Group ensure that it is oriented towards the interests, expectations and values of its stakeholders both now and into the future.

The materiality matrix, which was created in 2018 as part of a transdisciplinary process, flags up sustainability issues that are relevant to the Wiener Stadtwerke Group. It is at the forefront of all sustainability activities and is the foundation of sustainability reporting.

We meet the expectations of our corporate responsibility by securing jobs through generous investments in strengthening the business location. Our investments in the expansion of the public transport network and in renewable energy play a key role in terms of the growing interest in making the business location environmentally friendly.

➔ See chapter 3 In particular, the Wiener Stadtwerke Group

pursues the goal of reducing emissions and increasing energy efficiency in public infrastructure. We actively shape living spaces, infrastructure, supply and communications pathways for the metropolitan region and view the topic of biodiversity as a core topic in our reporting. ➔ See chapter 4

Our decisions are driven by our business ethics with strict compliance regulations and our marked social conscience, as we have always believed that sustainable business activity also includes creating ideal, appreciative and socially compatible conditions for our 15,000 employees.

➔ See chapter 5

The year ahead will also see the materiality matrix revised and, for instance, brought in line with current EU requirements.

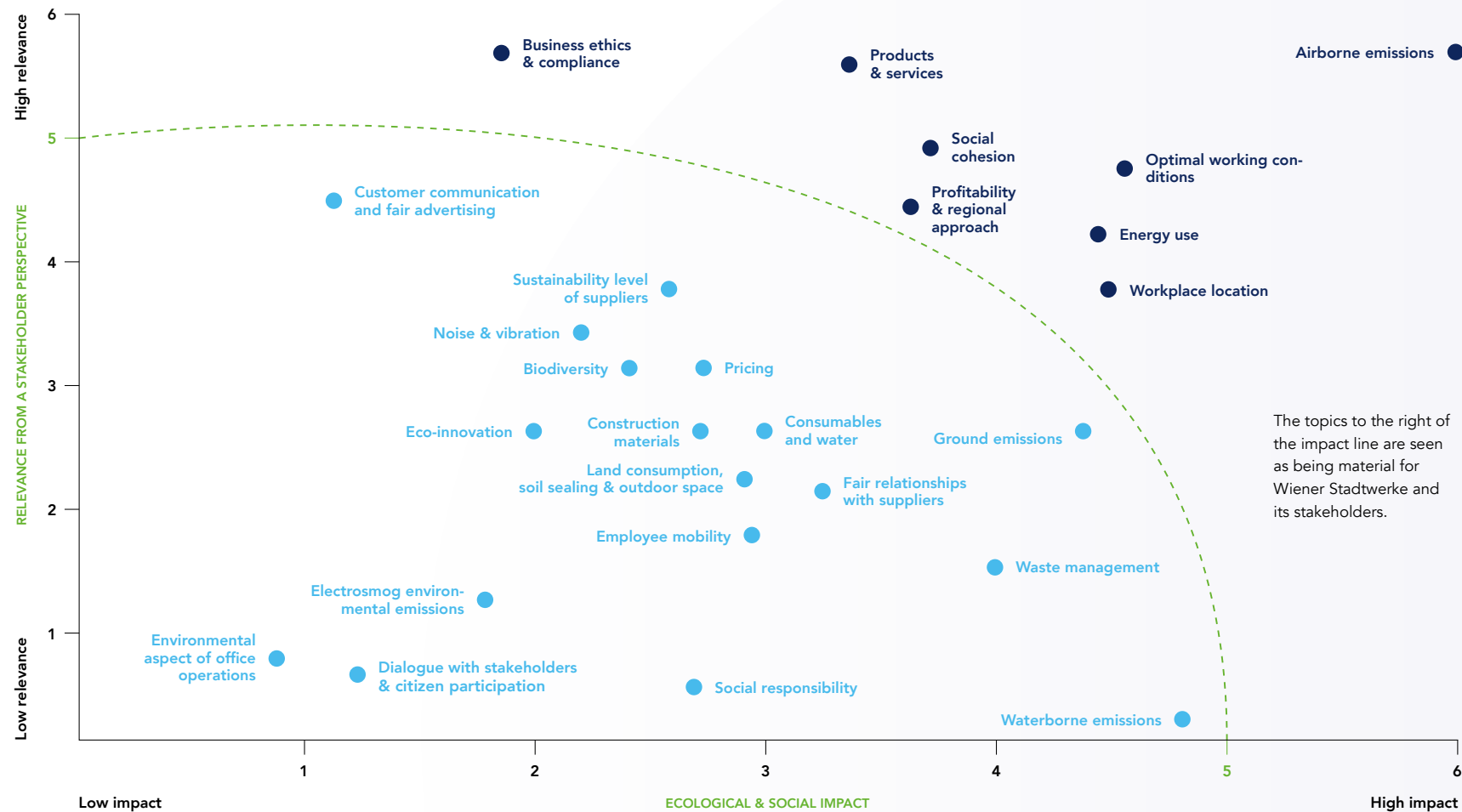


2021 sustainability breakfast

In November 2021, we were once again able to host our annual sustainability breakfast with representatives of our relevant stakeholders in person. The sustainability breakfast offers attendees an opportunity to network and serves as a forum for direct dialogue and exchanging information. The morning provided many insights, including into the future business model of the Wiener Stadtwerke Group as a partner for climate protection in hydrogen technology, one of the major global talking points in relation to climate neutrality. Hydrogen has a key role to play in our plans, particularly in the energy and mobility sectors. In addition, the core topics surrounding our setting of sustainability goals were debated and discussed. Particular emphasis was on the current and increasing relevance of the Wiener Stadtwerke Group's role as a pioneer in the fight against climate change and driving the energy revolution.

Forum for dialogue and exchanging information: our **sustainability breakfast** with stakeholders.

The materiality matrix of Wiener Stadtwerke



Always at the forefront – Sustainable Development Goals

We want to use the full scope of our room for manoeuvre in the areas of infrastructure development, climate protection and innovation promotion to provide the City of Vienna and its people with innovative solutions to guide them into an increasingly sustainable future. To do this, we align our activities with the global Sustainable Development Goals (SDGs) as set out in the UN's 2030 Agenda for Sustainable Development.



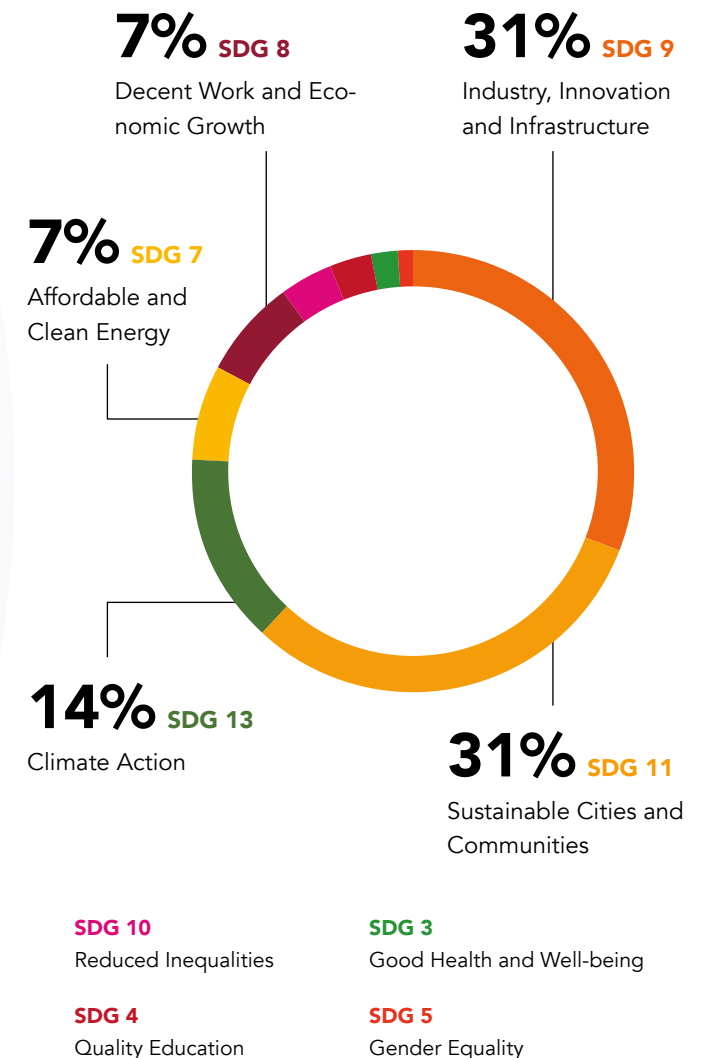
Kind on the environment, kind on the eyes: vertical greening makes the city look nicer and the air cleaner.

Numerous projects were launched and implemented in 2021, from major future projects such as the expansion of the U2xU5 public transport interchange and our research into the potential of green hydrogen to smaller projects such as initiatives for green spaces. Sustainable plans, research and innovation projects with ecological and/or social added value are assessed as part of a Group-wide monitoring programme, and these are included in an internal booklet twice a year. This provides Group management with a regular, comprehensive overview of sustainability activities within the Group and a corresponding planning and monitoring tool.

The research, innovation and sustainability projects of the Wiener Stadtwerke Group are allocated to specific SDGs and targets. These are centred on sustainable design and improving the quality of life for people in line with social and ecological aspects. They include topics such as Industry, Innovation and Infrastructure (SDG 9), Sustainable Cities and Communities (SDG 11) and Affordable and Clean Energy (SDG 7). Roughly one-third of all idea, research, innovation and sustainability projects within the Wiener Stadtwerke Group are dedicated to the topics of sustainability and decarbonisation, highlighting the role that Wiener Stadtwerke plays as a driving force in combating climate change in this area. This also applies to the Wiener Stadtwerke Climate Fund, which supports initiatives geared towards environmental and climate protection. In 2021, it made it possible to approve 19 projects across the Group and supported these with a total of EUR 827,178.

Which SDGs are addressed?

Current research, innovation and sustainability projects across the Group



As at January 2022



Committed to the metropolitan region



**Around
2.8 million people**

live in the Greater Vienna Area
– roughly one-third of the total
population of Austria.

We create added value for the people of Vienna

The Wiener Stadtwerke Group is there for the people. We create products and services, living spaces, infrastructure, and supply and communications pathways for the metropolitan region and its citizens. In doing so, we align ourselves with our strong corporate values and we strive for more: more innovation, more service, more proximity to the people of Vienna, a more sustainable future. The way we see it: we create added value.

Products and services

Expanding renewable energy, and photovoltaics in particular, is the focus of **Wien Energie**. Over the next few years, district heating will become even more environmentally friendly through the increased use of geothermal energy and waste heat. With energy collectives and solar power stations for citizens, we are also enabling the people of Vienna to actively shape the energy revolution together with

us. Security of supply constitutes palpable added value for the people of Vienna, and it will continue to do so. **Wiener Netze** ensures secure energy transportation and achieves

Added value through renewable energy and 99.99% supply security

99.99% supply security – a top rate worldwide. More than 1.1 million passengers using the Vienna public transportation network enjoy an annual pass, a semester ticket, a Top-Jugendticket youth ticket or regular youth ticket, or a KlimaTicket. That amounts to approximately 30,000 more returning customers than in 2020.

As a component of a climate-friendly future, **Wiener Linien** is combining the broad public transport spectrum with a variety of sharing offers, whether it be bicycles, e-scooters or electric cars. **Wiener Lokalbahnen** is continually investing in modernisation and new construction projects to increase the comfort of passengers in the metropolitan region even further. This allows more and more people to leave their cars at home and get to where they need to go safely and quickly using public transport. At the same time, **Wipark** is providing a close-knit electromobility

Added value through expansion and modernisation of public transport

network, with more than 330 charging points in Wipark car parks. The company also ensures that the required parking spaces are increasingly underground, leaving more room for green spaces – and more – in the city.

The Group companies **Facilitycomfort** and **Hauscomfort**, in turn, focus in particular on the values of good home and working environments. Technical services and, most of all, ecological considerations take centre stage here: in

addition to installing solar panels, the companies are also working on greened façades, for example. Vienna's most well-known green spaces, though, are likely to be the 46 cemeteries across the city. The Group company **Friedhöfe Wien** is a conservationist as well as a cultural institution. With e-bike rentals, horse-drawn carriage rides, concerts and much more, they offer the people of the metropolitan region that special something extra. Cemetery management

Added value through digitalisation – low-threshold and customer-friendly

in Vienna is also ahead of the times in terms of digitalisation. Together with Wiener Lokalbahnen and Wien Energie, Bestattung Wien and Friedhöfe Wien are integrated into logwien. With this digital key, **WienIT** has provided all customers with easy, convenient and secure access to a range of services since summer 2021. The recently introduced, low-threshold digital services and platforms of the Group company **Upstream Mobility**, which focus on "Mobility as a Service", make daily life easier for many people across the metropolitan region.

We believe that the future of mobility is **tailored and electric**.



Customer satisfaction and complaint management

For the Wiener Stadtwerke Group, being committed to the metropolitan region also means putting the focus on our customers. This is why, across all Group companies, we regularly carry out customer surveys to assess how happy customers are with our services and to identify areas for improvement. The overall aim of our surveys is to continuously improve the quality of our service and our customer communication in general – not least in order to systematically reduce the number of complaints that the complaint management teams in our individual Group companies receive.

For instance, Wien Energie carried out online interviews with 1,250 customers during the reporting year. The result showed that 93% of those surveyed reported a medium to very high satisfaction rate. The annual Wiener Lokalbahn passenger survey showed that 81% of respondents were satisfied to highly satisfied – an increase of 7% on the previous year. On a scale of 1 to

Analysing customer satisfaction through surveys

6, as used in the Austrian school system and with 1 being the highest, the company received an excellent score of 1.7. Bestattung Wien analyses all of the feedback it receives via the customer response form, and in 2021 recorded a satisfaction rate of 98%. Friedhöfe Wien regularly obtains feedback through an external opinion research company; 93% of those surveyed were satisfied with the company overall. For those companies that saw an increase in the number of complaints compared with the previous year, as is the case with Wiener Netze (8,326 vs. 7,325 complaints),

this could be traced to specific situations, such as the smart meter rollout. Overall, Wiener Netze exceeded its target of closing off more than 90% of complaints within five business days, with our team achieving a rate of 91.88%.

In view of our goal of increasing customer satisfaction, Wiener Linien, for example, sticks to clearly defined internal processes. Each year, the Wiener Linien team handles some 900,000 customer queries. Information on these queries is given to the specialist departments and the management team on a weekly basis. The specialist departments also receive prompt information about customer feedback.

This culture of reporting and providing feedback creates a continuous improvement process.

Availability and digitalisation

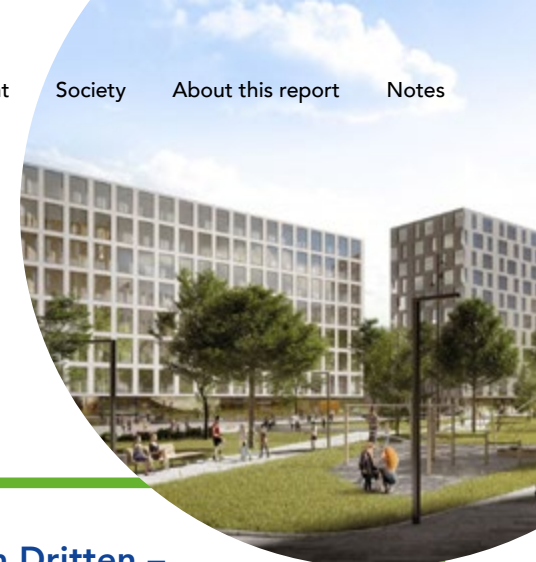
Wiener Linien's open Interaction Platform, which will replace the previous customer liaison team, will also ensure increased visibility and consideration of customer needs. It will be launched in mid-2022 and will offer users many new opportunities to help shape the future of public transport in Vienna. Wiener Lokalbahn, in turn, expanded the availability of its customer service hotline considerably during the reporting period. The digital chatbot Bahnuela was also introduced. It responds to questions immediately at any time of the day and is always learning. The Wiener Netze chatbot Mona was also frequently used during the reporting period. Online services for Wiener Netze were introduced via logwien, the central online portal for all of the Wiener Stadtwerke Group's services. A survey by Friedhöfe Wien showed that 80% of those responding were highly interested in the online services managed via logwien.

"Village im Dritten":

The climate-friendly concept is one-of-a-kind in Europe.

Village im Dritten – neighbourhood of the future

In partnership with wohnfonds_wien, the City of Vienna and UBM Development, Wien Energie and Austrian Real Estate (ARE) are developing the "Village im Dritten". By 2026, a new district will be built over an area spanning 11 hectares and with roughly 1,900 apartments, commercial spaces, and local amenities, as well as childcare and educational services. A climate-friendly concept is planned for supplying heating, cooling and electricity to the buildings. This method of planning the energy solution across the entire site is unique in Europe. Around 500 ground-source heat pumps will make it possible to use geothermal heat and store waste heat. They also allow for temperature control (moderate cooling) of the apartments, preventing urban heat pockets. In addition, solar panels will contribute approximately 1,900 kWp to the local energy supply. The combination of a dedicated energy grid of ground-source heat pumps, conventional heat pumps and solar panels will ensure that as many local and renewable energy sources are used as possible.



Collaboration and projects

Collaboration was the word of the hour from the Wiener Stadtwerke Group's perspective. Especially in view of the pressing question of how we can protect the climate, strengthening our own resources through internal networking and fostering innovative power through synergies and projects with business and science will both set the trend.

Internal concentration of skills and products

We are optimising processes and adapting our communication to the modern working world in order to concentrate the skills available within the Group. For this reason, the companies of the Wiener Stadtwerke Group are working more closely together, generating economic advantages in the process. The focus is also clearly on benefits for the customers: providing comprehensive and innovative solutions, such as bundled products or the Wiener Stadtwerke Service Point, will improve the customer experience significantly.

External collaboration

In order to drive forwards research and innovation projects, the Group also engages in external collaborations within the metropolitan region. Partnerships with universities, research institutes, start-ups and companies constitute a key component in countering the challenges of the future with comprehensive, interdisciplinary and creative approaches. With the publication of the "Science" booklet in 2021, the Wiener Stadtwerke Group made the portfolio of services of all relevant universities and technical universities in the greater Vienna area visible within the Group for the first time.

Wien Energie made the decision to create a unique climate innovation ecosystem – the CLIMATE LAB – at the Spittelau site in order to drive key projects focused on the goal of achieving climate neutrality by 2040. Here, the company will drive innovation projects together with key players,

such as companies, start-ups and public institutes. Since the founding of Smartworks Innovation in 2019, Wien Energie has also been able to participate directly in promising start-ups. In the past financial year, investments were made in the fields of mobility, energy and buildings, with the acquisition of Smart Inspection GmbH and three promising investments. In the reporting year, Wien Energie was also particularly successful with regard to geothermal research and green gases. As a partner in the ASCR (Aspern Smart City Research) joint venture, Wien Energie is working with numerous partners in the Viertel Zwei urban development area and in the neighbourhood of the future "Village im Dritten" to drive forwards "the future of urban living".

In the Waste2Value project, waste is transformed into environmentally friendly, carbon-neutral fuels and shows, measured against pre-industrial benchmarks, how renewable energy sources, such as wood waste and sewage sludge, can be synthesised into green fuels for the mobility sector using a dual fluidised bed steam gasification process. In a pilot plant in Vienna-Simmering, waste materials are converted into a synthesis gas through a thermochemical process. It can then be used to produce green fuels, biogas and green hydrogen. The wide range of end products can be used in the mobility sector or in the energy industry.

➞ A wide range of our climate protection projects can be found in the "Climate protection" chapter of the Annual Report, starting on page 16.

The **CLIMATE LAB** is a place where ideas are born, a place for innovative and brave alliances in order to achieve the goals of climate neutrality as quickly as possible.



CLIMATE LAB

Investments, regional approaches and jobs

As a driver of the sustainable development and shaping of the metropolitan region, Wiener Stadtwerke is the City of Vienna's most important partner.

Through our local economic commitment, our corresponding investments and securing of jobs, we play a key role in shaping local infrastructure and ensuring the high quality of life in the metropolitan region, both for current and future generations.

For people: We make Vienna fit for the future.

Investments

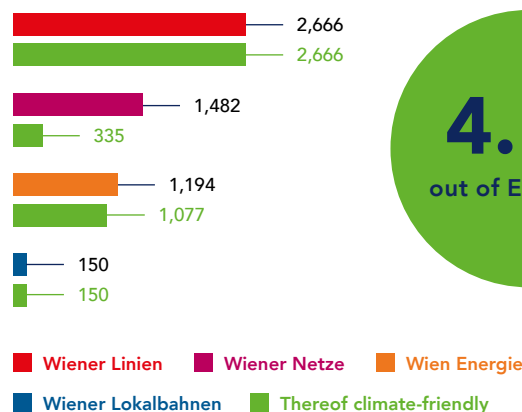
We keep Vienna running and we align our work with the objectives of the Vienna Smart Climate City strategy. We have committed ourselves to maintaining the quality of life of current and future generations by applying the latest technologies and renewable energy sources, expanding climate-friendly public transport and efficiently connecting information and communication pathways. The Group is responding to the challenges of climate change by launching the largest investment programme in its history. By 2025, Wiener Stadtwerke will invest a total of EUR 5.6bn in mobility and energy. 76% of these investments – a total of EUR 4.25bn – will go directly into climate protection projects. In mobility, all of our investments in plant, property and equipment will be climate-friendly in nature, while 90% of Wien Energie's future investments will be so. In this way, our investments contribute to the attractiveness of the location and to making Vienna climate neutral by 2040.

Wien Energie is making significant contributions to decarbonising Vienna by 2040, and by 2026 will invest EUR 1.077bn in converting the energy system – a major environmental boost for Vienna. Approximately EUR 400m is earmarked for expanding renewable electricity generation. Wien Energie will also allot EUR 400m to the heating revolution. EUR 200m will be used for digitalisation, innovation and electromobility, with around EUR 250m being dedicated to security of supply. Of the investments to be made by Wien Energie, 90% will contribute to more sustainable energy generation.

Austria has set itself the goal of using renewable sources (solar power, wind power and hydropower) to cover its energy consumption by 2030. **Wiener Netze** will make this energy revolution possible for Vienna and its surrounding areas. The energy grid will also be digitalised to guarantee the excellent 99.99% supply security into the future, with an annual budget of EUR 5m. Key investments in the electricity grid of the future include those in smart transformer stations, overcurrent indicators on overhead powerlines and smart meters. To cover increasing energy demand, the wiring system will be updated and reinforced where needed. The Simmering substation will be renovated and expanded. A new switching station will be built near Alberner Hafen and ground will be broken in 2022 for the revitalisation of the West substation. Wiener Netze will also invest EUR 300m per year in the power, gas, district heating and telecommunications networks of the future. By 2025, a total of EUR 1.5bn will be invested in all of the city's vital infrastructure networks. EUR 346m of this amount is earmarked for projects that will make significant contributions towards sustainability and protecting the climate across the area of supply.

Investments 2021-2025

in EUR m



As the spearhead for the movement for an eco-friendly future, **Wiener Linien** is working continuously to improve public transport. Between 2018 and 2022, the Group company will have invested EUR 2bn in maintaining and expanding public transport infrastructure, in new construction of the underground and in the latest vehicles. From acquiring and rolling out additional electric buses to the Type X trains – the latest generation of underground trains – the fleet is being constantly expanded and modernised. This is coupled with extending certain routes and expanding the range of public transport services to include new flexible and attractive mobility options. The U2xU5 expansion is the largest climate protection project in Vienna this decade. In this project alone, a total of some EUR 6bn will be invested to bring even more people to their destinations in a climate-friendly way from one day to the next. Furthermore, the largest modernisation project in the history of the Vienna underground – NEU4 – will be completed by 2024. Wiener Linien is also driving projects for the future, such as the introduction of hydrogen buses in regular services or the planned launch of the fully automated U5 line in 2026.



Sustainable investment

As part of its sustainable finance initiative, in 2021 the EU's regulation on sustainability-related disclosures in the financial services sector entered into force.

Since then, Wiener Stadtwerke's Asset Management and Treasury department has included ESG risks with economic risks when determining the investment strategy for WSTW funds. As part of this, from January 2022, all funds are assigned to sustainability categories in accordance with Article 8 of the Sustainable Finance Disclosures Regulation.

ESG transparency will be increased by means of reporting, with focus being placed on environmental factors. Our goal is to increase our participation in global, industry-wide efforts to promote good ESG practices.



For the consideration of ESG risks in our investment strategy, please also refer to page 31 of the Annual Report.



We are investing heavily in expanding public transportation in order to bring even more people to their destinations in a **climate-friendly** manner.

Supporting the local economy, value creation and jobs

Responsible business activity is a core corporate value for the Wiener Stadtwerke Group. The Group, which is one of the largest companies in Austria, has enormous influence over the economic potential, innovative power and prosperity of the metropolitan region. According to a study by the Vienna University of Technology, the value added effect from the Group's investment programme will amount to EUR 7.3bn between 2021 and 2025, with EUR 4.8bn – by far the largest proportion – coming to Austria. The Wiener Stadtwerke Group's average annual investment therefore amounts to approximately 0.28% of Austria's gross domestic product (GDP) and 1.11% of Vienna's economic performance for the benchmark year 2019.

Wiener Stadtwerke as a driver of jobs

As Vienna's infrastructural lifeline, the Wiener Stadtwerke Group secures an above-average number of domestic jobs through its products and services. The investments planned until 2025, which will total EUR 5.6bn, are also a driver of jobs and will secure 62,330 jobs in the coming years and result in some EUR 2bn being raised in taxes and levies. The employment effects connected to these value added effects correspond to the varying annual investment sums and lie, as expected, between roughly 11,680 and 13,290 employment relationships per year. All of the employment and value added effects stemming from Wiener Stadtwerke's investments are largely independent of economic fluctuation or extraordinary circumstances, such as the Covid-19 pandemic.

Above-average value creation and employment effects

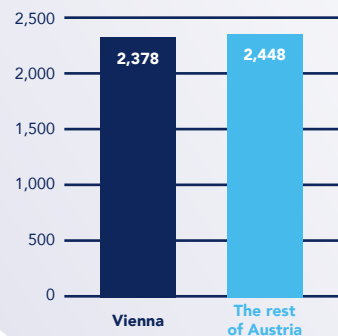
Even in day-to-day operations, Wiener Stadtwerke's impact is enormous – including through regional purchasing. For example, 88% of Wiener Stadtwerke's spending is in Austria, with 86% of this spending going to suppliers from Vienna, 9% to suppliers from Lower Austria and 5% to suppliers from other Austrian provinces.

Of the value creation and employment effects achieved through this spending – which are above the average of the entire economy – roughly 50% occurs in Vienna and roughly 16% occurs in Lower Austria. The other effects are distributed regionally among the other Austrian provinces.

➞ A detailed overview of the economic performance and relevance of the Wiener Stadtwerke Group for the metropolitan region can be found in the Group Management Report within the Financial Report.

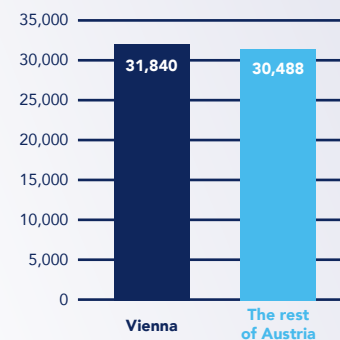
Active in and for the region

Added value in EUR m EUR 4.8bn



Employment

62,300 jobs



88%

of spending remains in Austria

Ecological procurement

The Group is increasingly taking sustainability aspects into consideration in its procurement processes. For this reason, an additional guideline will be created to supplement the current Group-wide contract awarding policy. This new guideline will define Group-wide practical instructions for an ecological, social and environmentally friendly procurement process. For example, sustainability criteria will be required to be included in statements of work, thereby ensuring the new guideline is effective.

In addition, a corresponding communication measure is planned with regard to market participants, primarily via the Wiener Stadtwerke procurement portal.



Committed to the environment

Everything is connected:

If the bees are happy, the people will also be better off.



We are part of the solution. Our environmental management.

Fundamental emissions reductions across all economic sectors, from transport and agriculture to buildings, waste and energy, are required in order to limit the increase in the global average temperature by 2100 to 1.5°C. We are part of the solution and are implementing corresponding measures to do our part.

Under the European Green Deal, the European Union is pursuing the goals of reducing greenhouse gas emissions by at least 55% by 2030 (compared to 1990) and of reaching climate neutrality by 2050. To achieve these goals, energy efficiency must be increased and the proportion of renewable energy expanded on all fronts. Since 1 January 2021, Austria no longer has a valid federal law on energy efficiency. This law, limited until the end of 2020, had regulated how these targets should be standardised across the provinces and pursued. Instead, energy suppliers and companies are now called on to implement their own energy efficiency measures at the consumers' end or, alternatively, to make equalisation payments to an energy efficiency fund in order to comply with the conservation requirement.

Management systems – tailored solutions instead of a shotgun approach

Wiener Stadtwerke has implemented environmental management systems in relevant functions in order to systematically manage the corporate objectives and measures in the areas of environment, waste and safety, which have been aligned with global climate goals. They regulate

Wien Energie environmental management system receives award

Wien Energie uses an integrated ISO management system in the areas of environment, quality and occupational safety. It also employs an integrated management system (IMS) that also incorporates aspects of health and safety and information safety. Both management systems ensure continuous monitoring of processes and continual optimisations. They are rooted in human resources and organisational management, where system officers for environmental management are available for all environmental concerns.

The Wien Energie environmental declaration provides year-on-year insights into the ecological performance of the Group company, for example with regard to its commitment to environmental protection, renewable energy production and increasing efficiency in existing plants.

This dedication is paying off: in 2021, Wien Energie received the environmental management award (Umweltmanagement-Preis 2021) in the Best Environmental Declaration category. Wien Energie has done pioneering work here as an energy services provider by including wind-power and solar-power plants in the EMAS validation.



The Wien Energie environmental declaration can be found at: <https://www.wienenergie.at/en/about-us/>

clearly defined processes for environmental protection, quality assurance and quality management, and occupational health and safety. Due to the different organisational structures and the very wide range of business areas, it would not be beneficial to have a standardised management system for the entire Group. Instead of this shotgun approach, we therefore use tailored solutions, and our Group companies operate their own management systems for environmental and occupational protection, tailored to their individual organisational structures.

Equal level of knowledge across the Group

Adhering to high environmental and social standards is very important to the Wiener Stadtwerke Group and the individual Group companies, which is why information on these topics is regularly exchanged across the Group. For example, meetings on waste and the environment take place once or twice per year, with the waste and environment officers discussing current matters and addressing any new statutory regulations and current legislation. These meetings ensure an equal level of knowledge across the Group, from which individual measures can be derived.

Certifications

The majority of the Group companies are certified in accordance with the environmental management systems ISO 14001 or EMAS (Eco-Management and Audit Scheme). These well-established management systems are required by legislators and by business partners in relation to, for example, calls for tenders or environmental impact assessments. Audits are conducted regularly and ensure that the high standards for recertification are met and that corresponding process improvements are carried out on an ongoing basis. Furthermore, the individual Group companies pursue industry-specific certifications, such as for the security management system for railway safety, technical safety management for electricity, and the maintenance management system for rail vehicles.

 [An overview of the management standards used across the Group can be found in the Notes.](#)

Our climate protection initiatives

With innovations and digitalisation, the consistent reduction of emissions, the expansion of renewable energy and climate-friendly mobility, Wiener Stadtwerke wants to make a substantial contribution to climate and environmental protection in Vienna.

Reducing greenhouse gases

The direct greenhouse gas emissions of Wiener Stadtwerke (Scope 1 emissions) include various greenhouse gases, but primarily the release of CO₂ from fossil fuels. They are converted to CO₂ equivalents using their global warming potential. The overwhelming majority of these stem from the combined generation of power and district heating in the combined heat and power plants that are operated using natural gas. In addition, CO₂ emissions result from other fossil-fuel-burning heating plants, the four energy-from-waste plants (partially fossil-fuel based), domestic and foreign electricity procurement rights from other power plants, and, to a small extent, from the burning of auxiliary fossil fuels in the forest biomass plant in Simmering. The

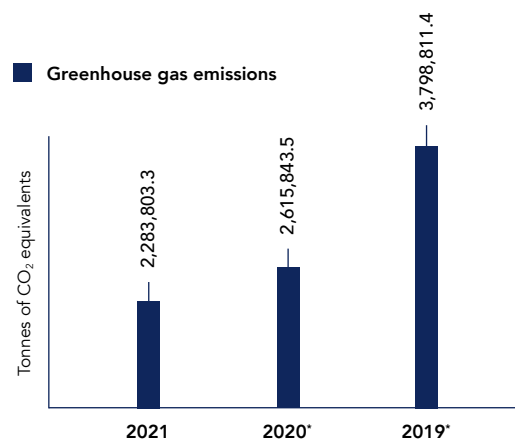
We are also addressing **waste removal**.



Transport division also uses fossil fuels and thus contributes to the Group's direct CO₂ emissions.

As one of the key players in Vienna's Smart Climate City strategy, we have set ourselves the goal of constantly reducing our emissions while we work to make Vienna climate neutral by 2040. With a view to the revised version of the European directive on sustainable reporting, in future the Group will calculate its carbon footprint in accordance with the new European standards and make these emissions transparent. In 2021, a Group-wide rulebook on emissions accounting was developed in this context. It is based on international standards such as the Greenhouse Gas Protocol and the 1.5 degrees goal as set out under the Paris Climate Agreement. In future, Group-wide Scope 1, Scope 2 and Scope 3 emissions will be recorded in accordance with this new accounting approach so that well-founded goals for reducing emissions can be derived from these.

Development of greenhouse gas emissions



*excludes emissions from the Group-wide fleet

Expansion of renewable energy

Wien Energie is dedicated to expanding renewable energy usage and reducing reliance on fossil fuels. This dedication means the company makes a key contribution to environmental and climate protection in Vienna. The use of combined heat and power to generate electricity and heat at the same time requires significantly less primary energy than generating these separately. The total electricity production of Wien Energie in 2021 was 569.4 GWh (or -8.3%) less than in the previous year. Electricity production from renewable sources hit record levels in 2021. The proportion

Increasing own electricity production

of electricity generated from solar power increased by 149%, in part thanks to the commissioning of the solar power plant at Schafflerhofstrasse. With regard to Wien Energie's total electricity sales, at 62.5%, the proportion of electricity generated by the company itself faltered in 2021 in line with conditions on the energy markets. The remainder was purchased through the electricity market, taking the source of the electricity into consideration. The source of the electricity is guaranteed through guarantees of origin, which ensure that Wien Energie does not purchase or distribute any nuclear power. Additionally, Wien Energie has set itself the goal of decarbonising its own electricity generation processes by 2040.

Solar power is a form of renewable energy that is particularly well suited to urban areas. We are making efforts to

Expanding solar power

increase our use of solar power; something that will also help us in our aim to reach the EU climate goals by 2030. As such, Wien Energie is driving initiatives such as solar power stations for citizens. More than 10,000 people

Climate Impact Day

Climate Impact Day, a day of action for climate protection for companies, was held across Austria for the first time in 2021. The Wiener Stadtwerke Group took part in this event, focusing on one company-wide climate protection goal for the day: making CO₂ emission reductions as visible as possible in the working environment. The Wiener Stadtwerke Group implemented a total of 2,337 actions and saved 3.1 tonnes of CO₂ in a single day. The high rate of employee participation was encouraged through initiatives such as a vegan lunch, an email deletion campaign and the recommendation to travel to work using public transport.

The activities that our employees participated in to promote more climate protection at work have been documented on the klimaschutz.teamgeist.wien website.



have now invested more than EUR 1.2m in the continued expansion of solar power. The 29th Wien Energie solar power station for citizens is currently under construction at the company premises of Friedhöfe Wien. Situated in close proximity to the workshops and greenhouses, the power station will generate enough climate-friendly solar power to supply 570 households.

Wien Energie already operates more than 320 solar power stations that generate a total output of over 85 MW.

Solar power strategy Throughout 2021, new solar panels were installed with a total output of 25.7 MW. On average, one new station went into operation every week. A particular highlight here is the commissioning of the Schafflerhofstrasse agricultural photovoltaic system, which has an output of 11.45 MW and is the largest photovoltaic project in Austria. The size of 15 football pitches, the system can provide green energy for

4,900 households – not least because of the 400 double-sided, vertical agricultural photovoltaic panels that have been installed there.

What is more, in the reporting year, the amount of energy produced from hydropower increased by 0.5 MW and wind power by 19.3 MW. Wiener Netze is optimising the energy supply for the operational needs of its corporate customers by expanding the use of solar panels on the roofs of company buildings and investing more in climate-friendly technology, such as high-efficiency pumps, to name just a few. In future, excess current peaks from solar power stations will be used for hydrogen production. Wipark is also working for spaces it can use for purposes that promote sustainability, such as photovoltaic systems. In 2021, six such systems were built across Wipark locations. The solar panels at Wipark sites helped save roughly 323 tonnes of CO₂. The electricity generated there alone is enough to power 275 households. In 2021, Wiener Linien launched the solar power strategy in collaboration with Wien Energie. Through the strategy, 20 roof spaces have been identified on underground stations and the roof of the training workshop and these will be fitted with photovoltaic systems by 2025. They will produce up to 3,500 megawatt-hours of solar-generated electricity per year. The electricity generated will then be used to power lighting, escalators and lifts in the stations. A photovoltaic system was installed on the roof of the Alte Donau station on the U1 line in 2021 and will enter into operation in the spring of 2022. The system will produce some 120,000 kilowatt-hours of solar power each year, and during peak hours will power not only the entire station with climate-friendly solar electricity, but also the neighbouring stations.

The **agricultural photovoltaic plant** in Schafflerhofstrasse is implementing a comprehensive concept for energy and the environment.



“Vienna is dedicated to the power of the sun! Our push for photovoltaics is an important part of making Vienna climate neutral by 2040. The solar power stations for citizens help us bring the people of Vienna on board to help drive climate protection in the city together.”

Peter Hanke
City Councillor for
Economy and Wiener Stadtwerke

Further initiatives in the Energy division

“The best kilowatt-hour is the one that isn’t used.” Under this motto, Wien Energie continues to position itself as an expert in energy efficiency and offers comprehensive advice on conserving energy. After all, energy efficiency is not only a key part of climate protection – it is also paramount to ensuring the security of the energy supply. The spectrum of the services offered to companies and private customers

Advising on energy efficiency

ranges from ammeter rental to energy audits and the introduction of a corporate energy management system in accordance with ISO 50001. To best reach our private household customers and raise awareness of energy efficiency, Wien Energie ensures direct contact with customers at the Wiener Stadtwerke Service Point in Spittelau. The company also uses its website and its customer magazine to provide helpful, customer-focused information and services with an emphasis on energy efficiency, energy-saving tips and innovations.

Wiener Netze is actively contributing to the energy revolution and climate protection by continuing to expand the district heating and cooling networks and the electric

vehicle infrastructure and by digitalising the energy grid. Since the start of 2022, Wiener Netze uses only green energy at its sites. The district heating and cooling network operated by Wiener Netze is one of the largest in Europe. District heating is reliable, conserves resources and avoids fine particulate production. District heating is available

Investments in the grid infrastructure

across all of Vienna’s districts. Investments in upstream network infrastructure (transport networks) are also essential in order to ensure a sustainable supply of district heating. Current projects in this area include the construction of the “Donauleitung” pump station, due for completion in 2022, and the new “Donaufeld Ost” and “Nordwestbahnhof” grids. Wiener Netze is working consistently to further reduce grid losses, which have already been at a low level for a number of years. Grid loss refers to the difference between the amount of energy that is produced (fed into the system) and what is delivered to customers. Grid losses are an important indicator of the efficiency and technical state

Reducing grid losses

of the energy grids. The absolute and specific CO₂ emissions for transporting electricity, natural gas and district heating can also be calculated from these grid losses. They vary depending on the type of energy in question. Heat losses occur in the district heating grid and vary with seasonal heating sales. Exact figures on grid losses can be found in the key figures in the Notes. Wiener Netze’s detailed CO₂ and energy footprint is used to record and evaluate further measures for the gradual reduction of CO₂ emissions.

Wiener Netze is also working towards low-emission installation technologies. If all municipal companies coordinate themselves as efficiently as possible when it comes

WienIT calculates its carbon footprint

In 2021, the carbon footprint of the business operations of WienIT was calculated. The calculations cover the direct and upstream emissions of all relevant operational processes, such as building services, space heating and electricity consumption across all WienIT locations: Orbi Tower, Outputcenter and the computer centres. The results of this calculation and information on the main emitters will be provided in the WienIT 2022 corporate strategy so that CO₂ emissions can be systematically reduced.

to construction activities on public roads, then works on underground cables, channels and pipes can be reduced. The use of trenches for working on numerous supply lines

Use of low-emission installation technologies

offers considerable benefits. Wiener Netze also uses state-of-the-art installation technology. By relining the natural gas network (via a pipe-in-pipe solution) and applying floating cable installation techniques in the power grid (where cables are inserted into the existing empty piping), Wiener Netze is reducing the volume of excavations by 90% compared to usual levels. This results in a reduction in transport volumes, lorry journeys and the emission of CO₂ and other pollutants.

The increased use of renewable energy is changing the demands on the electricity grid. Wiener Netze is conducting research into technological solutions that will help to ensure the high supply security of 99.99% into the future.

Research into more supply security

The electricity grid is being transformed into a smart grid. New functionalities are being tested and perfected in a

company-owned laboratory, the Smart Grid Lab. Given how essential they are for urban areas, Wiener Netze is working on energy collectives as part of the Aspern Smart City Research (ASCR) project.

Measures in mobility

Wiener Linien's trams, underground trains and e-buses all run on electricity. And this electricity comes entirely from renewable energy sources. All drivers receive special training on driving techniques that conserve energy and the speed of underground trains is automatically optimised by a computer. The energy generated by a vehicle when braking flows back into the grid as "brake energy". It then

Public transportation – a great way to conserve energy

becomes available for other vehicles in the vicinity to use for acceleration. Brake

energy can also be used to power escalators, lighting and lifts. Systems have already been installed in Hardeggasse station on the U2 line and Altes Landgut station on the U1 line to feed this energy back into the grid for exactly this purpose. In the reporting period, a third such system was

installed in Ober St. Veit station on the U4 line. In April 2022, the fourth brake energy system went into operation in Vorgartenstrasse station, which is also on the U1 line. More of these systems will be installed over the coming years. A pilot project saw innovative photovoltaic films installed on the roof of the Ottakring underground station. The electricity generated powers on-site lighting, escalators and lifts. Energy-saving LEDs are used in all vehicles and stations.

Even in the ongoing modernisation of the bus fleet, close attention is paid to energy efficiency, the lowest possible emissions, staying significantly below the Euro 6 standard, economic viability, and a high level of passenger comfort. A special charging system, which is the only one of its kind in the world, has been in use since 2012 on the 2A and 3A routes and enables buses to run solely on electricity and thus without emissions. Buses can travel 150 km on a single charge. When procuring new vehicles, the focus at Wiener Linien is on environmentally friendly propulsion technologies and their continued development. A competence centre for electromobility is being constructed in the south

Alternative propulsion of Vienna. In Siebenhirten, Wiener Linien is building its own electric-bus garage, with energy efficiency, eco-friendly construction and climate-friendly criteria taking centre stage. Solar panels on the roof of the garage will provide electricity for charging the buses, with the waste heat from the chargers used to heat the break rooms and the workshop. From 2023, 62 e-buses will be gradually rolled out. In the north of Vienna, a hydrogen fuelling station has been constructed in the bus garage at Leopoldau. Ten hydrogen buses, which will be gradually launched on the 39A route from 2023, will fill up here.

Wiener Linien focuses not only on the environmentally friendly and energy-efficient operation of its fleet, but also on ensuring that the vehicles can be recycled at the end of their useful lives. The particularly environmentally friendly

Sustainable vehicle acquisition and maintenance

and energy-efficient Type V underground trains are 90% recyclable at the end of their useful lives. The new generation of trams, Flexity, is also

designed to be recycled easily and in an environmentally friendly manner after its decades-long useful life. This comprehensive approach includes the use of a treatment plant that allows us to reuse 90% of the water that is used to wash the vehicles. As the trams, underground trains and some of the buses are electric, around 80% of all of the city's public transport passengers travel using electricity. Those who switch from their car to public transport save up to 1,500 kg of CO₂ emissions each year and roughly 8,300 km of driving – this is approximately the distance to

easymobil green energy

The new easymobil stations are equipped with charging points, ticketing machines and information screens, which all require a considerable amount of electricity. The "easymobil green energy" initiative is designed to ensure that these stations are supplied with green electricity. To do this, empty spaces and the roofs of easymobil bicycle storage areas are equipped with solar panels to ensure that the basic electricity needs are met with solar power.

fly from Vienna to Johannesburg (South Africa). The U2xU5 expansion is the largest climate protection and infrastructure project in Vienna. The final phase of the expansion (the first and second construction phases) will see 11 new underground stations provide faster connections and more space for more passengers. The new U5 line will go into operation in 2026. The new U2 line from Rathaus to Matzleinsdorfer Platz will start welcoming passengers in 2028.

Electric trams and underground

The first WienMobil station was opened in Simmering in 2018. There are now 17 stations with a variety of mobility services, such as car-sharing, bike-sharing and bike servicing points, throughout Vienna. By 2025, the number of WienMobil stations will be expanded to 100. As part of this expansion, the electric car-sharing fleet will also increase to include

Sharing is caring: WienMobil

more than 100 vehicles; at present, 28 electric car-sharing vehicles are regularly shared by over 3,000 users. In the spring of 2022, the new bike sharing service, WienMobil Rad, replaced the previous Citybike stations. The service will be expanded to 3,000 bicycles throughout Vienna – across 23 districts for the first time. Wiener Lokalbahnen is also dedicating time to a number of projects that focus on driving forwards the implementation of climate-friendly measures. With the project OnDemand, for example, Wiener Lokalbahnen has been supporting communities since 2021 by providing digital coordination services for last-mile/first-mile services, such as dial-a-ride taxis, on-call buses and shuttles, and thereby actively contributing to the achievement of climate goals. The easymobil app, which has an integrated on-demand feature, provides digital support for the services and is a cornerstone for the expansion

of public transport services in rural areas and for facilitating the switch from driving to environmentally friendly transport options. Travelling over longer distances in an environmentally friendly manner is also important at the extensive company premises of Wiener Lokalbahnen. To make all locations of the company premises easily accessible in an environmentally friendly way, Wiener Lokalbahnen introduced a company e-scooter sharing programme in 2021.

Tailored electromobility

In collaboration with disability associations, Wiener Lokalbahnen Verkehrsdienste tested the first wheelchair-friendly emissions-free Mercedes-Benz eVito van for transport services. Two additional wheelchair-friendly eVitos will be added to the fleet in 2022. Friedhöfe Wien will organise a fully electric public bus service to be launched in the Central Cemetery. The goal is to contribute to sustainability by offering the service that is already available, but with zero emissions. A general further increase in electromobility can only be supported by having a well-integrated network within the charging infrastructure. It is for this reason that Wipark is continually expanding its network of charging stations in Wipark car parks, which currently comprises over 330 charging points. Wiener Stadtwerke continues to strive to reduce emissions as much as possible – including in terms of its internal fleet. The concentration of the Wiener Stadtwerke car fleet at Wiener Netze, which began in 2019, produced further synergies in 2021 and saved CO₂. Bit by bit, the fleets are being reduced and replaced with electric and natural gas vehicles.

The first **wheelchair-friendly electric minibus** is currently being tested for transport services by Wiener Lokalbahnen.

Facilitycomfort and Hauscomfort create a climate protection path

In 2021, the Group companies Facilitycomfort and Hauscomfort drew up a carbon footprint together with the Environment Agency Austria. The results of this calculation were used to create a climate protection path that will take the company through to 2025. This path comprises the areas of mobility management, electricity purchases, operating materials and employees, and its plans include preparing to switch to electric vehicles. The charging infrastructure at the Spittelau location has already been expanded for this purpose. Facilitycomfort is also expanding its portfolio of services and contributing to the reduction of CO₂ by, for instance, installing solar panels and retrofitting existing properties with equipment for district heating.



Climate protection: changing the world, changing Vienna, changing ourselves

Raising standards for protecting the environment, reducing harmful emissions. That's the motto at Wiener Stadtwerke with regard to protecting the environment in keeping with Vienna's climate goals.

Harmful emissions

The people of Vienna live off their love for the city and the air that they breathe here. We help with that by improving the quality of the air and keeping it free of pollutants. For new construction, renovations and modernisations of Wien Energie plants, the highest order – from strategic planning through to construction monitoring – is optimal operations throughout the plants' entire lifespans. For example, we achieve a higher level of efficiency with fewer emissions

through the use of combined heat and power plants compared to standard thermal plants. Thanks to their flue gas cleaning systems, all plants prevent fine particulates so efficiently that the amount of particulates in the waste gas from these systems is significantly lower than the exhaust gas from driving. Critical pollutants in the exhaust from thermal waste treatment plants and power plants are constantly monitored. The pollutant concentrations of the three Wien Energie energy-from-waste plants are documented online almost in real time.

In Vienna, as in most major cities, road traffic is by far the largest source of fine particulates and nitrogen oxide. In relation to transport on the whole, the modal split of walking, cycling and public transport usage is high in Vienna. This modal split, combined with the continual expansion and ongoing modernisation of Vienna's public transport system, means that Wiener Linien is making a considerable contribution to protecting the environment and preventing fine particulates and nitrogen oxide from entering the atmosphere. The city's underground helps to reduce car traffic in the inner-city areas by over 22%.

Biodiversity

Our city should be a healthy, enjoyable place to live for all its people. Through the greening of façades and public infrastructure, aesthetics meet ecology to create something new and sustainable. Wiener Netze makes an important contribution to this initiative with the greening of substations. In addition to its cooling effect, the green façade at the Kandlerstrasse substation helps to bind fine particulates and reduce noise. Flowering currants, ground-covering roses and climbing plants such as columbines, pipevines

and wisteria all spruce up the substation building in the 16th district. After the Zedlitzgasse substation, the Kandlerstrasse substation is the second substation building to receive a green façade. Greened façades are also planned for new substations. As an experienced partner in this area, Facilitycomfort is overseeing various façade greening projects. It is currently supporting Wiener Netze with the greening of the Speising substation. The new Albern substation will feature a green façade and green roof as well as a natural habitat for green toad migrations. With this, Wiener Netze is contributing to maintaining biodiversity in its area of supply.

Solar energy will need to be expanded comprehensively in order to help protect the climate. Agricultural photovoltaics allow land to be used both for energy and for agriculture. This means that food can be produced at the same time as green energy. In addition to the existing agricultural photovoltaic plant in Guntramsdorf, in 2021 Wien Energie implemented an even larger project of this kind in Schafnerhofstrasse. With an output of 11.45 MW, it is currently the largest photovoltaic plant in Austria. In addition to an annual production of 12 gigawatt-hours of solar power, the

An oath of purity for flue gas cleaning systems

The exhaust gases from incineration at the Wien Energie waste treatment plants and power plants are treated via a comprehensive cleaning process. Thanks to state-of-the-art technologies, the gas levels fall significantly below the legal limits overall.

space underneath and around the photovoltaic modules serves as a shady pasture for roughly 150 Schwarzbraunes Bergschaf sheep and for cultivation. It is a prime example of how the environmentally friendly open-space plant can be implemented. To analyse the effects of double use, Wien Energie is applying accompanying research from the University of Natural Resources and Life Sciences, which will also cultivate the land.

In addition to the above projects, Wiener Linien also continued with its greening projects during the reporting period. After the 2020 transformation of the façade of the Spittelau underground station into a vertical flower meadow, in 2021 the forecourt was also redesigned and made greener through the addition of 20 shade-giving trees and some 4,000 shrubs and grasses. Trees were also planted by

Photovoltaics foster biodiversity

Wien Energie commissioned the engineering office for biology and landscape at F&P Netzwerk Umwelt GmbH with carrying out the accompanying research for the open-space photovoltaic plant in Guntramsdorf. At the beginning of the 2021 reporting year, the initial findings showed that the construction of the open-space photovoltaic plant led to the extensification of the land and thus to an ecological enhancement of the site. After just a few years, the analysed area shows significantly more biodiversity than surrounding agricultural land – both in terms of plants and animals.

Wiener Lokalbahnen: a total of 40 new fruit trees have been growing at three locations between Vienna and Baden since 2021, expanding the Wienerwald biosphere park. The trees not only contribute to maintaining biodiversity in Austria – they also remove pollutants from the air and release oxygen. The Wienerwald biosphere park is an important natural wildlife area for Vienna and the southern surrounding areas. The cemeteries of Friedhöfe Wien are also an important space for relaxation for the people of Vienna. They form a key part of the urban microclimate and, with an area of 500 ha and some 28,000 trees, they are a refuge for animals and plants in an urban environment. For example, deer, badgers, hamsters, owls, bats and many bee colonies live in Vienna's Central Cemetery. With its environmental campaign "Gemeinsam. SORGSAM" ("Together. WITH CARE"), Friedhöfe Wien is raising visitor awareness of environmental matters and in particular of the careful use of resources.

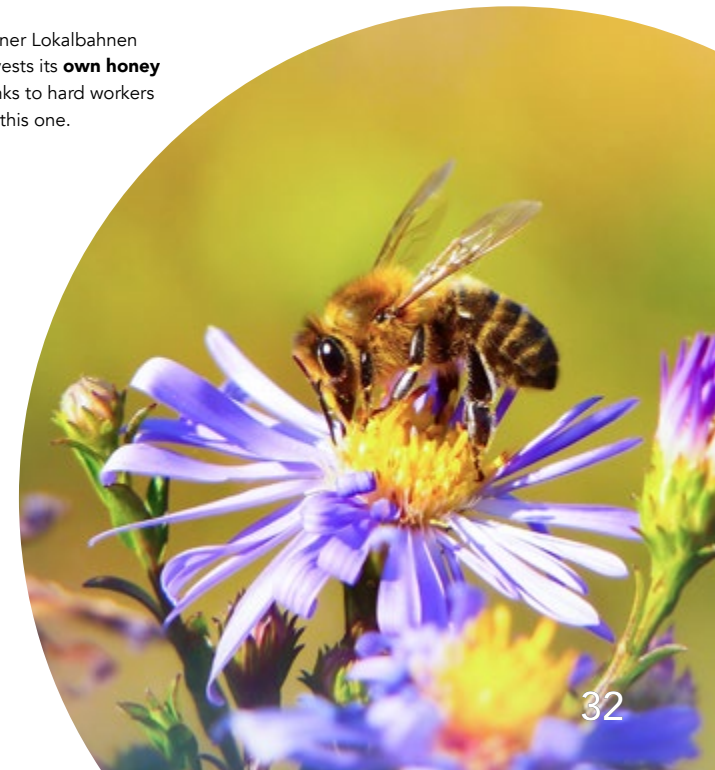
As cities face warmer temperatures resulting from climate change, greening initiatives that cool and provide shade are increasingly popular. Alongside the cooling effect, greened exterior walls help to bind particulates and reduce noise. A microcosm measuring roughly 50 m² and made up of approximately 750 kg of moss and perennial plants was constructed in the last year at the Pilgramgasse station at the U2xU4 interchange – the first

Construction fencing as a green microcosm greened construction fence in Vienna. The pilot project was carried out in 2021 in cooperation with the gardening experts from Friedhöfe Wien. Wiener Linien was entering uncharted territory in the Austrian construction industry with this project, as it can be rather challenging to combine greening and major construction sites. The greening not only makes the forecourt look nicer – it also provides an ecological boost.

Sweet as honey

The rooftops of Vienna are buzzing with activity. In collaboration with the association of urban beekeepers, several beehives were installed on the roof of the Inzersdorf administration building. Thanks to its excellent location, the bee population grew by many hundreds of thousands in 2020 and now totals four bee colonies with 400,000 bees. The organic blossom honey produced by the bees of Wiener Lokalbahnen was harvested in the summer of 2021, as it was in 2020.

Wiener Lokalbahnen harvests its **own honey** thanks to hard workers like this one.





Committed to society



"All aboard!"

We're getting everyone on board for our journey towards a more sustainable future.

Business ethics and compliance

We believe in transparent business politics and emphasise the equality of all our colleagues and customers, regardless of nationality, age or gender. Our business ethics are based on shared values, which we as a Group feel obliged to uphold in relation to society and to which we feel connected.



Guiding principles and compliance

Compliance across the Group is based on two corporate guidelines: the compliance management system (CMS) and the code of conduct. The Wiener Stadtwerke Group code of conduct sets out binding rules for all corporate activities and decisions throughout the Group. It is based on legal stipulations and on overarching principles of fairness, responsibility and equality, and all of our employees are familiar with it. The core topics of anti-corruption, financial losses due to illegal activities, losses from a failure to adhere to statutory provisions, antitrust law and handling of corporate data (including data loss and data misuse) are particularly relevant. Topics such as procurement, asset management, equality, assessment of conflicts of interest, and employment law/employee protection are also addressed. In addition to the code of conduct, internal control systems help to prevent breaches before they occur.

The CMS is subject to regular independent audits. The Chief Compliance Officer (CCO) is responsible for the continued development of the CMS. The CCO reports directly to the Chief Executive Officer and Group management. Compliance officers have also been appointed across all Group companies. These report regularly to their management and also to the CCO at least once per quarter. As part of the annual compliance risk analysis, the compliance risks across the Group are assessed and measures to reduce

these are determined. In the 2021 financial year, Wiener Stadtwerke GmbH was not the subject of any legal proceedings on the basis of anti-competitive activity or violations of antitrust or monopoly law. Wiener Stadtwerke was, however, the aggrieved party in such proceedings.

In the reporting period, more than 3,000 employees throughout the Group received training or instruction on compliance matters. Internal communication measures on compliance (for example, pertaining to the acceptance of gifts as we approached Christmas) are carried out regularly, and external business partners are informed about Group-wide compliance principles in tender documents and on the websites of the individual Group companies.

There is a standardised process for handling reports of compliance cases. External persons can file a report using the Group-wide whistleblower platform (www.wiener-stadtwerke.at/compliance) and employees can also do this via the intranet. All reports, including anonymous ones, are reviewed and handled by the compliance officers. In the 2021 financial year, there were no compliance cases within Wiener Stadtwerke GmbH that led to a fine being paid.

Data privacy

Guidelines and processes

The data protection organisation and IT security are regulated by specific Group guidelines at Wiener Stadtwerke. Additional stipulations to which the Group is bound are the General Data Protection Regulation (GDPR) and the Austrian Data Protection Act (DSG). In addition, each Group company has its own individual standards regarding data protection processes. Each Group company has at least one person who is responsible for ensuring that personal data is processed in accordance with data protection regulations. Two standardised data protection processes at the Group management level regulate how data protection queries are responded to and how data breaches are handled. The description of these processes can be found in the Group management's process portal and on the intranet, where details of the data protection officers in each of the Group companies can also be found. Employees' awareness of data protection topics is raised through a variety of training measures such as our annual e-learning course with special areas of focus ranging from phishing emails to rules for conduct outside of the workplace, offers in the education programme and regular posts on the intranet.



Continued development of the data protection organisation

The data protection organisation is continually developed by means of regular meetings of the data protection working group and holding votes among the data protection officers when necessary. There is also a cross-company data protection committee that is tasked with protecting employee data. Data protection is also taken into consideration when new IT applications are rolled out. A Group-wide deletion strategy was developed during the reporting period. Additionally, a cloud governance process was created to ensure the protection of data in cloud applications. A specific, documented process for handling data breaches has been introduced in each Group company. The corresponding IT experts and affected organisational units have an obligation to collaborate under the leadership of the corresponding data protection officer. Every data breach is to be reported and documented as part of the reporting process. In 2021, the Wiener Stadtwerke Group did not receive any complaints in relation to a breach of protection or the loss of customer data.

IT security

Wiener Stadtwerke manages large amounts of data of all kinds and origins. Consistently and purposefully preventing the loss, falsification, manipulation and undesired disclosure of this data that is vital for our business operations requires a stable IT infrastructure that works round the clock and capable, cost-effective IT support. Binding regulations for

Data protection is taken into consideration fully with all IT applications.

information security in critical infrastructures were established with the introduction of the Austrian Network and Information Systems Security Act (NISG), which sets out the requirements for a high level of network and information system security. Wiener Stadtwerke is subject to these provisions in certain areas. Our IT security organisation and IT security standards are based on the ISO 27001 standard, supplemented with special industry-specific requirements. All of the services provided by WienIT for the Wiener Stadtwerke Group fulfil this international standard.



Working at Wiener Stadtwerke

Working for Wiener Stadtwerke means making an entire metropolitan region ready to meet the environmental needs of the future, maintaining and increasing quality of life, making people mobile and providing people with infrastructure and energy in increasingly sustainable ways.

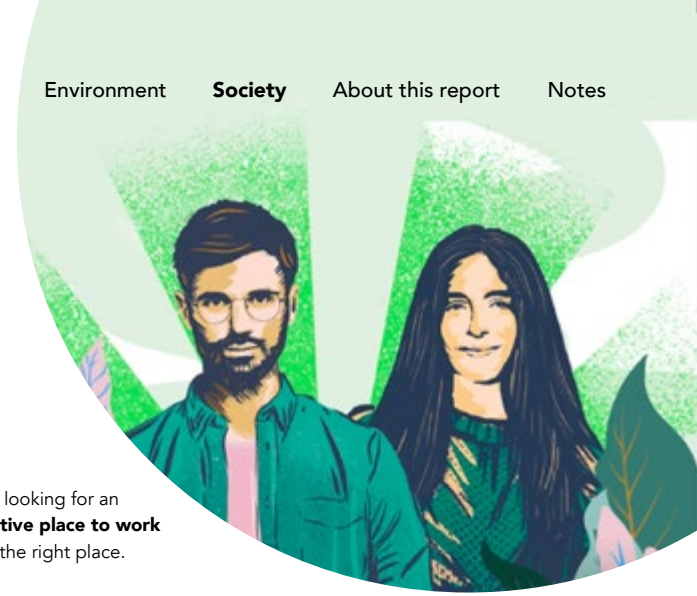
The job fields in which our employees work are as diverse as the employees themselves. Those who work for us are passionate about working towards something great in a great city with great people. We, in turn, strive to offer our employees the best possible working environment, with an open communication culture, strong HR development and flexible working time models. This way, we create the ideal conditions to offer our employees an attractive working environment for their career development and progression.

Strategic HR planning and recruiting

HR vision and HR strategy

Our HR vision looks at the bigger picture. We grow with our challenges and position ourselves as an attractive employer in Vienna; one that offers a unique diversity of jobs and development opportunities. We want to show that working at Wiener Stadtwerke is a great idea. Our HR vision and the HR strategy derived from it were revised in 2019 with the aim of making the close collaboration between the Group companies even more successful and focusing more closely on HR topics from a Group-wide perspective. Within the HR strategy, we define areas of action that are highly relevant to the entire Group and are adopted by the Group companies under individual consideration. This means that everyone is working towards the same goal while also enacting their own measures that are adapted to their specific challenges. This connected approach and successful cooperation of our Group companies are at the core of our HR strategy.

Overarching societal trends, such as the lack of skilled workers, the still low number of women in technical careers and a looming wave of retirements due to an ageing demographic, will have a considerable impact on the HR activities of the entire Wiener Stadtwerke Group in the coming years. This is why we are gradually rolling out a strategic HR plan, to allow ourselves to ascertain our HR needs at an early stage and use these as a basis for our decision-making regarding appropriate HR initiatives. As strategic partners, the HR departments of the individual Group companies will then provide support with implementing these.



Those looking for an **attractive place to work** are in the right place.

Employer branding – ongoing initiatives

The first initiatives have been implemented over the past few years, using the results of the 2019 reworking of the HR strategy as a basis. The employer branding campaign “Together we will make climate reversal a reality” portrays the Wiener Stadtwerke Group as a driving force behind climate reversal and will draw climate pioneers who want to make an active contribution to the future with us. Over the past financial year, we have also created our job ambassador programme where internal job ambassadors will, after a quick introduction, help gain new employees for the Group. This programme is primarily intended to help with the lack of specialists, which affects IT in particular. For this reason, formats are being developed together with internal IT specialists in order to better target this sought-after group specifically. As part of this, an event for IT specialists was developed in 2021 – the IT Experts Exchange. The aim of this format is to enable a professional exchange between internal and external experts about innovations and projects in the Wiener Stadtwerke Group and thus draw attention to the Group as an attractive employer.

The continual optimisation and modernisation of the application process, for example through virtual interviews, the use of video recruiting and active sourcing, has a high priority for us. The digital tool Talentry was one of the methods introduced to entice new talent. This tool allows employees to make recommendations on how vacant positions should be filled. Due to the current pandemic, further employer branding initiatives were largely carried out virtually, including attending careers fairs and similar events for the student target group. In addition to this, our cooperation with the Vienna University of Technology is particularly promising, as we also specifically address women in the technical domain as part of this. The Vienna University of Technology is one of the Wiener Stadtwerke Group's most important strategic partners. In a push to show up-and-coming talents the diversity of Wiener Stadtwerke as an employer, in the autumn of 2021, our experts introduced university students to two topics from the fields of climate protection and sustainability. This successful partnership brings us together on an equal footing, allowing us to create contacts and network with potential new employees.

The campaign **"Together we will make climate reversal a reality"** attracts committed young talent.



Now hiring: climate pioneers

Our climate protection trainee programme is the first of its kind. It lets us specifically address young talent wanting to contribute actively towards climate reversal. After all, at the Wiener Stadtwerke Group, we know what it means to keep the city running while also rising to the challenge of making Vienna ready to meet the environmental needs of the future. In the 18 months of the Climate Pioneer Programme, the trainees get to know the ins and outs of at least three of the companies in the Wiener Stadtwerke Group, jumping straight in from day one as they gain deep insights into climate-relevant topics. In this way, we prepare the up-and-coming climate talents for their future with Wiener Stadtwerke and actively shaping the sustainable future of the city together with us.

Our **climate protection trainees** get right to work from day one.



Corporate culture and employees

Open and appreciative corporate culture

Wiener Stadtwerke ensures a pleasant working atmosphere, appropriate remuneration and attractive opportunities in education and training, promoting a culture of appreciation of our employees from our managers, enjoyable collaboration and cross-departmental networking between colleagues. We foster an open and approachable corporate culture that thrives on self-initiative and motivation.

Leadership skills

The managers of the Wiener Stadtwerke Group complete a range of educational programmes and training to strengthen their leadership skills and approaches, such as the Empower2Lead leadership programme. Following the motto "Courage – Trust – Consistency", the programme encourages future managers to help shape Group-wide change. There are also institutional dialogue activities, such as employee performance reviews.

Further training

A variety of Group-wide education and training opportunities help bolster the skills of our employees and managers and foster a sense of everyone being part of a single team. The spirit of innovation, networking and diversity, in conjunction with a consistent customer focus, will also help us forge new paths towards climate reversal. The digital revolution offers many options for individual development and allows employees to manage and choose what they learn for themselves. The conditions imposed by Covid-19 since 2020 have meant that the training centre has held many training sessions online in addition to in-person events. By participating regularly in training sessions, managers and employees gain specialist knowledge, learn new ways of thinking and acting, and have opportunities to network across the Group. This benefits not only the Group but also the personal and professional development of employees, and strengthens the company-wide mindset surrounding strategy areas, innovation, diversity, digitalisation and sustainability.

Our trainees – our future

The Wiener Stadtwerke Group is actively working to shape the future of Vienna, and that requires specialists. That is why we offer young people highly modern apprenticeships with great prospects and train roughly 500 apprentices, most of whom remain with the Group even after completion of their training. In 2021, 150 apprentices began their training, with the new track construction technology apprenticeship and the new dual apprenticeship in electrical engineering and mechatronics being offered for the first time. To counteract the shortage of skilled workers, we will be gradually increasing the number of apprenticeship positions over the coming years. In 2022, around 160 apprentices will begin their training with us across 15 trades. Since 2021, we

have offered the option to also obtain the Matura school leavers' certificate as part of the apprenticeship. The Wiener Stadtwerke Group has been recertified as a Great Start! training company. We are proud to be among the best companies in Austria with which to complete an apprenticeship.



"Those who want to work for us need to be talented, passionate and open to new ideas. In turn, we offer stability, flexibility and respectful treatment. Working actively for the most liveable city in the world is certainly a great feeling!"

Peter Weinelt,
Deputy Chief Executive Officer
Wiener Stadtwerke



During the reporting year, **150 apprentices** started their training with us.



Working time models that fit employees' needs are particularly important to Wiener Stadtwerke.

New working time models

The companies of the Wiener Stadtwerke Group are increasingly embracing making working more flexible in terms of location and hours, where it is possible to do so. In addition to the option to work part-time, there are two working time models that are most common. The flexitime model lets employees set their own working hours within a defined framework. The building block model is based on an annual calculation of working hours and makes it possible to tailor working hours to meet both the needs of the employee and the company's operational requirements. Employees who are starting a family are supported in various ways, such as the optional baby month and needs-based parental leave and part-time options. For employees who are also carers, there is also the option to take a leave of absence or reduce working hours. Some companies in the Group offer sabbaticals and allow employees to take a leave of absence or work part-time to continue their education. Partial retirement makes the transition to retirement easier. Most of the Group companies are certified with the state-authorised "Beruf und Familie" ("Work and family") seal of approval for their HR policies that take families and life stages into account.

Works Council and Staff Council

Due to the different contractual relationships of our employees, the Group management and the Group companies have a Staff Council (for permanent civil servants and contract staff) and a Works Council (for employees and workers under a collective agreement). The Staff Council has the right to represent all staff in accordance with the Viennese Staff Councils Act (Wiener Personalvertretungsgesetz), and thus has a control function. It informs workers of structural amendments or changes to key parameters of service law, remuneration law and retirement law. The elected members of the Works Council ensure that all provisions under employment law are observed. The core task of the Works Council is to represent the interests of employees vis-à-vis the management. The collective agreements negotiated in the Group companies, corporate agreements and transparent remuneration models all ensure appropriate pay. Employees are classified into "job families" according to their function in the Group (e.g. administrative positions, sales, technology, etc.) and into corresponding wage groups. Wiener Stadtwerke largely provides permanent contracts. The exceptions are internships and those replacing workers who are on temporary leave. Workers and employees of the companies within the scope of consolidation are bound to the stipulations of collective agreements.

Group-wide employee survey

In 2021, the principles of our regular employee survey were developed further to make the questions more up-to-date and the survey more participative in its development and implementation. The medium-term goal is to hear the employees' voices in a flexible survey format and to use this

to continually improve and develop the Wiener Stadtwerke Group as an employer through data-led leadership decisions and management. The results of our current employee survey and our HR figures show that our employees are highly satisfied.

Change management and corporate culture

As an organisation we are always learning and it is in our DNA to respond to internal and external developments. This means that we are continuously developing. The resulting changes in the organisation and the corporate culture affect all employees of Wiener Stadtwerke. To drive this development strategically, a Change Management and Corporate Culture department has been formed in the Group management and works closely together with other departments. Change management experts support the management in Group-wide projects, especially in difficult situations, through coaching and discussions, workshop design and structure and process support.

What is more, the Group-wide Change Steering Group observes and reflects on the changes in terms of the vision and management principles. Each quarter, topic-specific days are held in the Group, with managers coming together to address the strategic topics that are relevant to the Wiener Stadtwerke Group and to shed light on intersecting topics. The goal is also to strengthen leadership and foster discussion, support change within the organisation and enable organisational learning.

The pilot run of the Change Management Compact qualification was carried out for the first time in 2021 and aimed to establish change management as a specialist discipline and develop not only the skills of experts, but also process expertise. This tailored training concept supports managers and experts in the creation, support and management of change processes in the organisation and helps focus the shared view of the corporate culture. The course will be developed further and will be run again in 2022.

Diversity and equality

Vienna is multifaceted. Wiener Stadtwerke reflects this. The diversity of over 15,000 employees and millions of customers in the greater Vienna area is an opportunity for the entire Group: unlocking the full potential of this opportunity requires corporate structures, processes and a clear stance that combats discrimination and fosters equality. This enables us as a company to enact positive change in society and for society.

No future without
diversity.



Looking across the generations

At Wiener Stadtwerke, we believe that it is important to look across the generations – in general but also because of the upcoming demographic shift in the workforce. Older employees have valuable organisational knowledge while younger generations increasingly bring the latest developments and trends to the Group. In addition to a variety of measures for obtaining further qualifications, promoting health, working models and continual learning, we collaborate with external institutes to not only encourage older employees to remain in the company for longer, but also to create an attractive working environment for younger and future employees. Mutually agreed reduction of regular working hours to partial retirement gives our employees the option to make their transition into retirement smoother. This is in our interest in order to ensure that knowledge remains in the company in the long term.

Supporting disabled employees

Approximately 370 disabled employees are making a valuable contribution to the success of Wiener Stadtwerke. The number of employees with disabilities rose by 5% on the previous year and is intended to rise again in the coming years. A particular emphasis is placed on fostering talent and skills in collaboration with relevant stakeholders from this area. A separate chapter is dedicated to the major topic of accessibility.

Diversity of nationalities

Nearly 70 nationalities are represented within Wiener Stadtwerke. The personal stories and cultural backgrounds of these employees bring a wide range of skills and viewpoints to our company – and we encourage and appreciate this. After all, these give the Group a keener eye for the dif-

ferent realities of life, both within the company and beyond it, thereby enabling us to focus on our customers in a way that is multifaceted and in keeping with the times.

Gender diversity and equality

Wiener Stadtwerke is for everyone – regardless of gender. This is why a Group-wide process was launched in 2021 to introduce three options in records (male, female, diverse) and implement gender-inclusive language. A further area of focus at Wiener Stadtwerke continues to be on increasing the percentage of women, especially in technical areas and management positions. In 2021, the percentage of women employed in the Group increased again, bringing the proportion to 19.2%. The percentage of women in management roles was just below 25%. A Group-wide equality guideline has been in place since 2017 to set out clear conditions and targets and to ensure, for example, that regular monitoring takes place. We aim to have a 50:50 ratio of women and men. We want to achieve this goal by defining an action plan to foster this: in the individual specialist departments, preference will be given to the underrepresented gender for hiring and promotion if the candidates have the same qualifications.

Our promotion of gender equality also becomes evident through measures in apprenticeship management, employer branding and various collaborations with promotion programmes and initiatives. Women's networks provide opportunities to connect and share experiences. The Wiener Stadtwerke cross-mentoring programme, which is run in collaboration with ASFINAG and Austrian Federal Railways (ÖBB), prepares up-and-coming female workers for taking the step into management. The programme received the SHEconomy Minerva Award in 2021.

Occupational health and safety

Group-wide safety culture

The Wiener Stadtwerke Group has implemented comprehensive technical and medical safety measures in order to protect the lives and health of its employees. In addition to legal provisions, a Group-wide exchange of experiences and the bringing together of our prevention functions – such as security personnel and workplace doctors and psychologists – facilitate a consistent culture of safety throughout the Group. The workplace accident rate has been falling continuously for many years; there has not been a single fatal workplace accident in the entire Group in the past three decades.

Corporate health management

PREVENTION	AID	FOLLOW-UP
Occupational health and safety (OHS)	Corporate health promotion	Corporate integration management
Required	Voluntary	Voluntary

Occupational health management and occupational health promotion

The health of its employees is of paramount importance to Wiener Stadtwerke. The comprehensive occupational health management system is based on a three-pillar model and is intended to actively support the health of employees and maintain this in the long term. The occupational health management is aligned with the Group's strategic objectives and pursues the following Group-wide objectives:

- Supporting, improving and maintaining employees' ability to work
- Reducing absences due to illness and the number of occupational accidents
- Giving all employees the option to join the Wiener Stadtwerke Group's group health insurance scheme (from 2021)
- Improving employee health literacy through appropriate health promotion measures
- Gradually reintegrating employees who have been on long-term sick leave

Since the areas of activity within Wiener Stadtwerke are very diverse, the individual Group companies are responsible for implementing these three pillars. This makes it possible to address the various needs and requirements in the most suitable manner. Group management provides support in implementing and adhering to the jointly defined standards, and a Group-wide occupational health management working group has been established for this purpose. Occupational Reintegration Management supports employees who have been on long-term sick leave and helps employees who have temporarily only been able to carry out some of their previous activities due to health-related limitations to slowly return to their full workload. Occupational Health

Promotion supports the health and personal health literacy of employees in their professional and personal lives. The services are varied and cover topics such as healthy eating, getting regular exercise and supporting mental health matters. These services are provided by various health service providers. Since 2021, all employees have had the option to join the Wiener Stadtwerke Group's group health insurance scheme.

Public health office services and TownTown occupational doctor's surgery

The public health office services include examinations in line with public services law, determining whether an individual is fit to work, and placing someone into early retirement. It is essential that consultations are held with employees in this case and that support is provided. Only the municipal employees within Wiener Stadtwerke fall under the scope of the public health office services. Employees at the TownTown location have also had an occupational doctor's surgery available to them since October 2020. Easy access to prescriptions and referrals save time and make it easier to combine work and family life. The occupational doctor's surgery is a voluntary service that can be used during working hours.

We make the paths to getting **medical treatment** short.



Occupational health and safety

All Group companies fulfil the legal requirements for occupational health and safety. In addition, the Group companies that primarily carry out mechanical activities use a modern occupational health and safety management system in accordance with ISO 45001, which is also the subject of continual internal and external audits. Company doctors, company psychologists and security personnel are on hand to advise Wiener Stadtwerke and its employees on all matters of occupational safety and maintaining and promoting health in the workplace, making work as human-focused as possible and preventing work-related illnesses. An employee protection council is in place within the Group and meets at least once per year as needed. The aim is for prevention specialists from all subsidiaries to discuss relevant topics in the areas of occupational safety, health, and accident prevention to continuously improve the protection of the staff. This allows synergies to be identified and harnessed. This may include holding joint on-site fire-fighting drills, jointly coordinating training for prevention specialists or standardising recurring instructions. All Group companies with an intranet presence have their own areas for occupa-

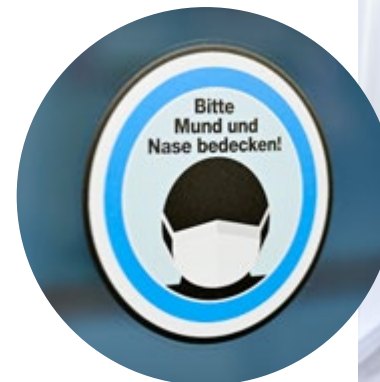
tional health and safety queries. As a result of the pandemic, additional information points were added to provide staff with the latest information on the Covid-19 situation.

Covid-19 – keeping Vienna running

The Wiener Stadtwerke Group reacted quickly and decisively to protect its employees and customers during the coronavirus pandemic, embodying the motto #wirhalten-wienamlaufen ("we are keeping Vienna running"). Since the beginning of the pandemic, each of the Group companies has provided comprehensive information on the current Covid-19 situation. The crisis management team is made up of employees from all Group companies. As the pandemic continues, the team meets weekly or as needed to discuss current developments, devise measures, and agree these with management teams. Topics that the team addresses include testing, vaccination, communication, HR matters, and data protection. It also works closely with the authorities and other Austrian infrastructure companies. Wien Energie has been testing pandemic scenarios for years. In 2021, Wien Energie even sent employees into isolation as needed during the height of the pandemic to

ensure that the people of Vienna would still have heating and electricity. Wiener Netze, as an operator of crucial infrastructure, is also prepared for crises, with emergency plans in place for maintaining the electricity, gas and district heating networks.

Our **pandemic management** team ensured that the infrastructure was up and running in 2021 as well.



Vienna for everyone – social cohesion

We work hard to make Vienna sustainable, social and liveable for all of its citizens. Of course, this particularly applies to people with disabilities or facing other challenges. The people of Vienna should know – and do know – that the city and Wiener Stadtwerke are there for everyone.

For this reason, Wiener Stadtwerke places particular emphasis on ongoing improvements in terms of accessibility and inclusive services. We are also focusing on culture, safe mobility and suitable pricing of our communal services.

Accessibility and safety in Vienna

Since 2020, our Group Accessibility Officer has ensured close and expert dialogue between the Group companies, our stakeholders and interest group representatives. In doing so, we aim to optimise the quality and strategic orientation of our measures in terms of accessibility and

inclusion throughout the Group. In the 2021 reporting period, nearly 60 projects toward this goal were carried out and close collaboration took place with a variety of disability organisations and the Austrian Disability Council as the umbrella association. For example, more measures are being implemented at Vienna's cemeteries to make visits accessible in future, including installing accessible toilets

Accessible mobility

and parking spaces and accessibility ramps like those that have already been added in some locations, such as graves of honour. Our underground stations, underground trains and buses are generally accessible thanks to lifts and ramps, special wheelchair spaces on trains and priority seats for passengers with limited mobility. All trams will soon be accessible too, with the launch of the Flexity model being the final stage on our path to a fully low-floor fleet. There are currently 26 Flexity trams operating across Vienna and a total of 119 vehicles will have been delivered by the end of 2025. What is more, Wiener Linien will be renovating its tram and bus stops over the coming years. The "stop of the future" will provide even more digital information (in real time) and is another important milestone on the road to accessibility. Through our work to develop accessible websites and other programmes, we are gradually ensuring that all customers have easy access to our services. For example, we are continuously refining our POPTIS navigation system, which has been developed by Wiener Linien together with organisations for the blind and lets visually impaired and blind guests access mobility information via screen readers. In March, Wiener Linien launched the new pilot project "WienMobil Hüpfer" (WienMobil Hopper), which combines accessibility and electromobility to make the future of mobility even better for the climate.

Two wheelchair-friendly electric minibuses are now on the road in Liesing. Guests can book the free-of-charge "hopper" to take them anywhere within a 5 km² radius around the Erlaaer Straße and Alterlaa stations on the U6 line.



"We have worked closely with disability associations to develop the new type of tram and bus stop. The digital information pillar is a significant development in ensuring accessibility."

Hans-Jürgen Groß
Group Accessibility Officer

In addition to accessibility, safety in the public transportation network is also paramount for us. The Wiener Linien security and services department continues to grow and was expanded to 330 employees in the reporting period; these employees are available around the clock as passenger contacts. Wiener Linien also uses CCTV to ensure the safety of our passengers and employees. In total, approximately 13,000 cameras are in use in our stations and vehicles. The Wiener Linien prevention team works with the police to hold safety presentations in schools and retirement homes throughout Vienna and regularly takes

part in events to provide information and answer questions about safety. An SOS call-station is located on every underground platform and can be used to speak directly to the control centre and to activate the emergency stop. To make the safety equipment on the platform more visible, Wiener Linien is also affixing stickers on the floor of the large stations Praterstern, Westbahnhof, Stephansplatz and Schwedenplatz. Bearing the motto "If in doubt, it's an emergency" ("Im Zweifelsfall ist es ein Notfall" in German), these stickers are intended to encourage passengers to make use of the available facilities.

Fair pricing and equity

Wiener Linien's pricing is not only affordable and fair – there is also special pricing for those with low incomes to make public transportation accessible for all. There are special offers for children, those completing their basic military service, people with a pass for low-income individuals, pupils, apprentices, university students residing in Vienna, and seniors. Passengers with an annual pass can also take a dog along for free – particularly helpful for the blind or visually impaired. In addition to mobility that is affordable and accessible to all, ensuring energy supply for all the people of Vienna is also a key objective for Wiener Stadtwerke. Since 2011, a dedicated team at Wien Energie has been focusing on helping those in particularly challenging economic circumstances. Our close collaboration with social institutions such as Municipal Department 40 and the Vienna Social

Affordable mobility

Fund allows us to find tailored solutions for each individual case. The goal is always to ensure sustainable, secure energy supply for everyone.

In 2021, the Wien Energie ombudsman's office for cases of hardship assisted 1,890 customers in the Heating division and 3,652 in the Electricity/Gas division. According to the Wiener Netze ombudsman's office, which began providing assistance for customers in challenging socio-economic situations on 1 April 2018, 243 customers were assisted in the reporting period. At present, 21 customers who rely on life-saving medical devices in their homes are receiving energy. It was notable that more people turned to the ombudsman's office in 2021 who had not struggled with payment in the past and were also not reliant on social institutions, which is likely the result of emergency situa-

Stop of the future

Wiener Linien launched a comprehensive service project in 2021, with 30 new stops being added. Over the coming years, digital information pillars will gradually replace the existing stops. The top part of the pillar of the new stop has a large monitor that shows the upcoming departures in real time. Below it, an electronic schedule – on e-paper – provides a range of additional information. The e-paper monitor has four different viewing modes, which can be switched between by pressing a button. Passengers can see the upcoming departures in real time, the route with all stops and connections, schedules, and additional useful information such as ticketing information. If there are any disruptions, these are also displayed. The e-paper has a mode for blind and visually impaired passengers that uses the "two senses" principle. This mode can be activated by pressing one of the buttons for at least three seconds. The information on the monitor is then displayed in large white letters on a black background and is read aloud.

Older Wiener Linien stations are gradually being modernised to include digital **information pillars**.



tions caused by the pandemic. Wien Energie broadened its collaboration with the Austrian Red Cross in the reporting period. Since June 2021, the two organisations regularly hold an “Energy Day” together, with advice and offers for solutions without the red tape.

Promoting culture

Take a look around: the Vienna underground not only brings passengers from one place to another – it also provides the people of Vienna and visitors to the city with unexpected art and cultural experiences. Art is part of our city – even where you might not think to look for it. More than 30 contemporary works of art and historic artefacts are on display at over 100 stations of the Vienna underground. The U1,

Vienna wouldn't be Vienna without it: art is part of our city “art lines”. The art

and artefacts, which have been on display since the early 90s, can be viewed 24 hours a day, 365 days a year and passengers can enjoy them along their journey. In addition, Wiener Linien also regularly provides public spaces for art and has been working with the City of Vienna's Kunst im öffentlichen Raum GmbH (KÖR) since 2008 to structure the allocation and implementation of art projects. The Wiener Linien company blog provides additional information on the cultural history of public transport in Vienna.

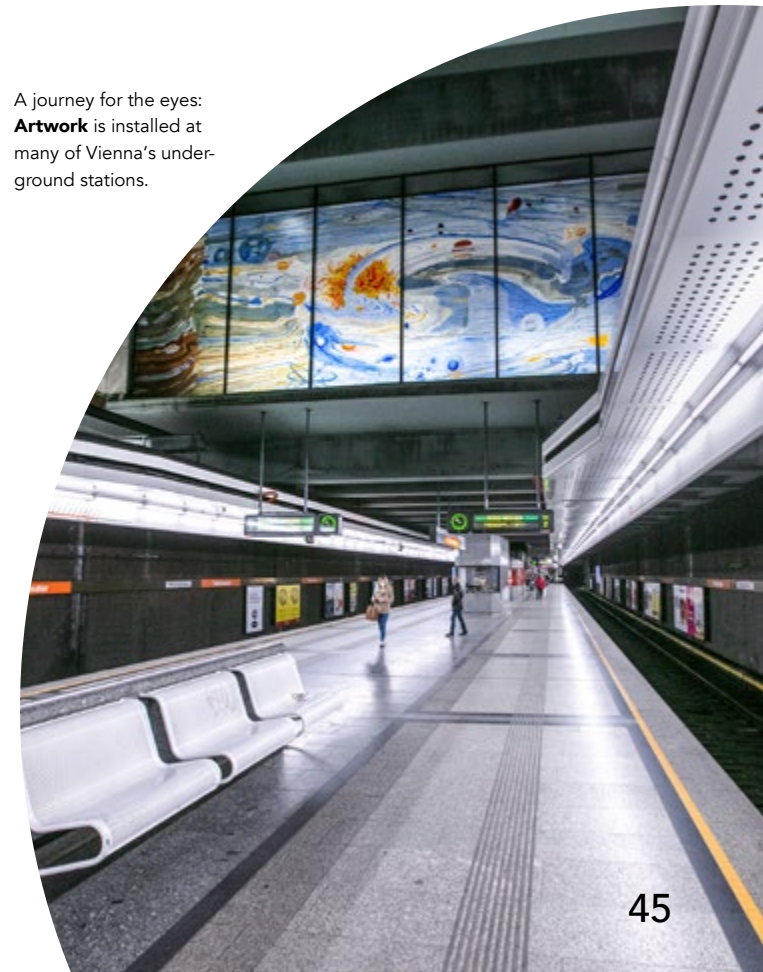
Wien Energie also offers customers a broad cultural programme, with a focus on music, literature and the performing arts in Vienna. Wien Energie is also a partner for events such as the Donauinselfest music festival and the Wiener Eistraum ice-skating experience on the Rathausplatz square. As the owner of numerous historic and culturally significant

We support associations and events

buildings and cultural artefacts, the Wiener Stadtwerke Group operates two museums: the Wiener Linien Vienna Transport Museum Remise at the former Erdberg depot and the Funeral Museum at Vienna's Central Cemetery. Historic stations and bridges of the former Vienna Stadtbahn, the six Jugendstil stations of what is now the U6 line, the Spittelau energy-from-waste plant, and the Favoriten transformer station all speak of the cultural history of the city. Wiener Stadtwerke has also sponsored the Vienna Museum and the Vienna MuseumsQuartier for a number of years. Our commitment to culture is seamlessly coupled with our support for regional associations and events and for social projects. Wien Energie has a particular focus on sports, supporting, for example, running events such as the Vienna City Marathon and the Wien Energie Business Run. Other cooperation partners include clubs for team sports such as football, handball and basketball. All relevant partnerships in relation to sport, the arts and culture, children, young people and schools can be found on the Wien Energie website. Sometimes what helps the most is purely financial aid: together with Caritas and Volkshilfe Wien, a Group-wide donation campaign was carried out once again in 2021 to support people facing financial hardship.

The Memento Mori Festival, the cultural festival all about death, reflects on various cultures of mourning, how to deal with the transience of life, mourning and loss. The Vienna Central Cemetery and Funeral Museum were programming partners of this festival. The renowned Nachklang open-air concert, which is held in front of the impressive St. Charles Borromeo Cemetery Church, took place again in 2021, with music from various eras performed live.

A journey for the eyes: **Artwork** is installed at many of Vienna's underground stations.



About this report

Wiener Stadtwerke has been reporting transparently on its progress in sustainability for many years. Since 2004, this includes regularly publishing a sustainability report. Stakeholders are informed about progress on an annual basis. The most recent sustainability report, on the 2020 financial year, was published in June 2021. The information in the present sustainability report for 2021 largely relates to the reporting period between 1 January and 31 December 2021, and the report has been created in accordance with the Core option of the Global Reporting Initiative (GRI) Standards.

We also publish a financial report and an annual report in conjunction with this sustainability report. The financial report is focused on detailing the economic development of the Group and is primarily intended for a financial audience. The annual report provides a general overview for our stakeholders and contains statements from representatives of the owner and from the Supervisory Board. The reports refer to each other to avoid redundancies. The reporting scope is identical for the annual report and the sustainability report. Structural changes, such as disposals, growth and mergers, can be found in the annual report.



Notes



Key figures, policy and tables:

We have done our homework.

Performance indicators

Regionality and profitability

	Unit	2019	2020	2021
Directly generated and distributed economic value				
Directly generated economic value	EUR m	3,582	3,774	4,970
Personnel expenses	EUR m	1,067	919	1,129
Costs: Cost of materials + cost of purchased services + other operating expenses	EUR m	2,034	2,003	3,236
Tax expense	EUR m	1	1	-8
Interest and other costs	EUR m	101	85	69
Profit distribution	EUR m	10	16	16
Distributed economic value	EUR m	2,914	2,383	4,135
Retained economic value	EUR m	668	1,390	835
Profit for the year	EUR m	299	640	306
Investments				
Investment in WSTW infrastructure (property, plant and equipment)	EUR	594,524,438	592,178,799	761,504,591

Products and services

	Unit	2019	2020	2021
Electricity generation¹				
Thermal power plants	GWh	6,213.6	5,623.1	5,020.4
Hydroelectric plants	GWh	766.8	816.4	776.3
Wind power plants	GWh	332.4	295.1	326.5
Photovoltaics	GWh	17.5	31.1	77.5
Biomass	GWh	67.8	84.5	80.1
Total electricity generation	GWh	7,398.0	6,850.2	6,280.8

¹⁾ Output including proportional participations and procurement rights (including two-thirds proportion of biomass). Previously: WE Group view including procurement rights, excluding participations but including consolidated companies – biomass at 100%, Pama-Gols at 50%, VETE 100%.

Products and services

	Unit	2019	2020	2021
Heat generation				
Thermal power plants (combined heat and power)	GWh	3,329.2	3,474.7	3,626.8
Energy-from-waste plants	GWh	1,374.6	1,374.3	1,388.5
Geothermal and ambient energy	GWh	97.7	110.9	191.9
Peak-load boilers (natural gas, oil)	GWh	189.1	106.2	275.5
Biomass plants	GWh	44.8	98.4	105.1
Miscellaneous (heating systems)	GWh	239.9	229.4	248.2
Total heat generation¹	GWh	5,275.3	5,394.0	5,836.1
Purchase of waste heat (external sources)	GWh	1,146.8	1,150.4	1,150.4
Grid losses	GWh	-571.9	-584.1	-613.0
Total district heating sales	GWh	5,850.1	5,960.3	6,373.4
Cooling generation				
Facilitycomfort district cooling	GWh	8.0	6.0	6.1
Wien Energie district cooling	GWh	156.4	149.1	157.65
Total cooling generation	GWh	164.4	155.1	163.75
Grid losses (EUSS-EU12)				
Grid losses – electricity	%	4.17	4.00	4.00
Grid losses – natural gas	%	0.24	0.25	0.25
Grid losses – district heating ²	%	9.01	9.01	9.10
Supply security (EUSS-EU29)				
ASIDI electricity: Medium voltage unavailability, unplanned ³	min./year	17.89	17.89	17.89
SAIDI natural gas: Downtime/customer, unplanned ³	min./year	1.02	1.02	1.02
District heating: Supply availability, planned and unplanned	%	99.99	99.99	99.99

¹⁾ Output including proportional participations and procurement rights (including two-thirds proportion of biomass).

²⁾ This comprises losses for the primary and secondary grids.

³⁾ ASIDI and SAIDI values are reported from the 2019 financial year onwards. These are average values from three financial years. The presentation is valid for all publicly accessible publications and is approved by E-Control. These values are also published on the corporate website of Wiener Netze. Preliminary disclosure before ratification by the supervisory authority.

Products and services

	Unit	2019	2020	2021
Fleet				
Tram cars	Qty.	478	480	484
of which low-floor	Qty.	338	347	358
Tram trailer cars	Qty.	134	128	121
Underground train cars (all low-floor)	Qty.	882	878	878
Buses (all low-floor)	Qty.	427	425	423
Total vehicles – Wiener Linien	Qty.	1,921	1,911	1,906
Rail vehicles	Qty.	37	37	36
of which low-floor	Qty.	14	14	14
Buses	Qty.	24	26	24
of which low-floor	Qty.	20	26	24
Total vehicles – Wiener Lokalbahnen	Qty.	61	63	60
Fleet total	Qty.	1,982	1,974	1,966
 of which low-floor	Qty.	1,681	1,690	1,697
Proportion of accessible rail vehicles (trains, trams)	%	80.6	81.4	82.3
Proportion of accessible road vehicles (buses)	%	99.1	100.0	100.0
Proportion of accessible vehicles total	%	84.8	85.6	86.3
Modal split				
Public transport	%	38	27	30
Bicycle	%	7	9	9
Walking	%	28	37	35
Personal transport	%	27	27	26
Total	%	100	0	100
Passengers				
Tram	Million people	304.8	186.1	200.6
Underground	Million people	459.8	265.1	271.9
Bus	Million people	196.1	122.8	123.3
Total passengers – Wiener Linien	Million people	960.7	574.0	595.8

Products and services

	Unit	2019	2020	2021
Total passengers – Wiener Lokalbahnen	Million people	13.4	9.3	10.3
Total passengers overall	Million people	974.1	583.3	606.1
Regular customers				
Annual passes sold	Qty.	852,300	818,813	859,065
Key figures – distance				
Seat kilometres – Wiener Linien	Million km	20,850.2	20,367.0	20,744.2
Seat kilometres – Wiener Lokalbahnen	Million km	536.4	532.2	625.3
Total seat kilometres	Million km	21,386.6	20,899.2	21,369.5
Key figures – Wipark				
Parking spaces	Qty.	23,916	24,316	23,681
Key figures – Friedhöfe Wien				
Burials	Qty.	12,050	12,678	12,841

Energy use

	Unit	2019	2020	2021
Energy sources (combustibles used for electricity and heat generation – Wien Energie)				
Natural gas (natural gas total including biomass plants and heating systems including Energiecomfort)	GWh	12,241.8	11,842.2	11,319.5
Heating oil (oil total including heating systems and Pfaffenuau)	GWh	42.2	75.9	286.5
Waste (own energy-from-waste plants including Pfaffenuau)	GWh	2,893.8	2,799.5	2,675.2
Combustibles total	GWh	15,506.8	14,728.6	14,281.2
Proportion of renewable energy sources in electricity generation (including participations, in accordance with proportional breakdown of generation with biomass)	%	16.5	18.5	20.0
Proportion of renewable energy sources in heat generation (in accordance with proportional breakdown of generation with biomass)	%	19.0	22.3	19.5

Energy use

	Unit	2019	2020	2021
Proportion of fossil fuels	%	93.6	72.0	74.1
Proportion of nuclear power in combustibles use	%	0.0	0.0	0.0

Energy use within the organisation

Electricity demand	GWh	436.8	417.5	428.2
Heating demand	GWh	76.4	73.6	80.5
Cooling demand	GWh	0.7	3.6	0.7

Emissions

	Unit	2019	2020	2021
CO₂e emissions				
Electricity and heat generation ¹⁾	t	3,761,459.4	2,582,096.9	2,246,081.8
Fleet – Wiener Linien/Wiener Lokalbahnen	t	37,352.0	1,119.4	987.0
Group-wide fleet	t	n.a.	n.a.	2,164.9
Total CO₂e emissions	t	3,798,811.4	2,583,216.3	2,249,233.7

¹⁾ CO₂ from continual measurement in energy-from-waste plants (including EfW plant in Pfaffenau) with measurement of the fossil fuel proportion or through CO₂ audit in combined heat and power plants and heat plants and including CO₂ emissions from electricity procurement rights.

Business ethics and compliance

	Unit	2019	2020	2021
Number of staff employed in companies with a certified management system				
Management systems for quality and environment	%	94.2	93.9	93.7
Management systems for health and safety	%	90.2	90	89.9
Compliance training – total	Avg. FTE	2,594	3,200	3,000

Optimal working conditions

	Unit	2019	2020	2021
Headcount				
Active (excluding apprentices)	Avg. FTE	14,529.5	14,755.1	14,982.7
Workers – total	Avg. FTE	3,903.1	3,690.0	3,455.0
Female workers	Avg. FTE	260.5	243.9	231.3
Male workers	Avg. FTE	3,642.6	3,446.2	3,223.7
Staff members– total	Avg. FTE	10,626.4	11,065.1	11,527.7
Female staff members	Avg. FTE	2,157.2	2,264.1	2,392.4
Male staff members	Avg. FTE	8,469.2	8,800.9	9,135.3
Full-time – total	Avg. FTE	14,467.3	14,663.1	14,892.7
Full-time – female	Avg. FTE	2,192.9	2,275.3	2,386.8
Full-time – male	Avg. FTE	12,265.5	12,387.8	12,505.9
Part-time – total	Avg. FTE	420.8	468.3	485.5
Part-time – female	Avg. FTE	302.1	327.6	341.0
Part-time – male	Avg. FTE	118.8	140.7	144.5
Apprentices	Avg. FTE	358.7	376.3	395.5
Employees – total	Avg. FTE	14,888.2	15,131.3	15,378.2
Proportion of employees in the age range 0–19 – total	%	2.1	2.2	2.2
Proportion of employees in the age range 20–29 – total	%	12.9	13.3	13.6
Proportion of employees in the age range 30–39 – total	%	23.4	23.8	24.8
Proportion of employees in the age range 40–49 – total	%	23.2	22.4	21.7
Proportion of employees in the age range 50–54 – total	%	18.3	16.8	15.5
Proportion of employees in the age range 55–59 – total	%	16.3	17.5	17.4
Proportion of employees in the age range 60+ – total	%	3.8	4.2	4.8
Composition of the workforce				
Turnover rate	%	6.6	6.0	7.3
Proportion of women	%	18.1	18.6	19.2
Proportion of women in new hirings	%	26.2	24.1	28.7
Executives	Avg. FTE	17	15	19

Optimal working conditions

	Unit	2019	2020	2021
Female executives	Avg. FTE	5	5	5
Male executives	Avg. FTE	12	10	14
Proportion of executives in the age range 40–49 – total	%	53.15	46.97	21.05
Proportion of executives in the age range 50–54 – total	%	29.53	39.78	42.11
Proportion of executives in the age range 55–59 – total	%	5.91	6.63	26.32
Proportion of executives in the age range 60+ – total	%	11.41	6.63	10.53
Employees in first and second management levels (first to third levels from 2017)	Avg. headcount	286.64	290.12	294.79
Women in first and second management levels (first to third levels from 2017)	Avg. headcount	62.79	70.01	71.98
Proportion of women in first and second management levels (first to third levels from 2017)	%	21.9	24.1	24.4
Average length of service	Years	16.6	16.3	16.0
Favouring of employees with disabilities	Number	337	346	352
Favouring of employees with disabilities in % of avg. active headcount	%	2.2	2.2	2.2
Training days – total	Days	57,415	53,769	51,718
Training days per employee	Days per employee	3.88	3.57	3.38

Key figures – employees

Workplace accidents	Number	261	245	248
Work-related deaths	Number	0	0	0
Accident seriousness (lost days per reportable accident)	Days	20	23	21
Accident frequency (reportable accidents per 1,000 employees)	Number/1,000 employees	17	16	16

Sustainability programme 2021

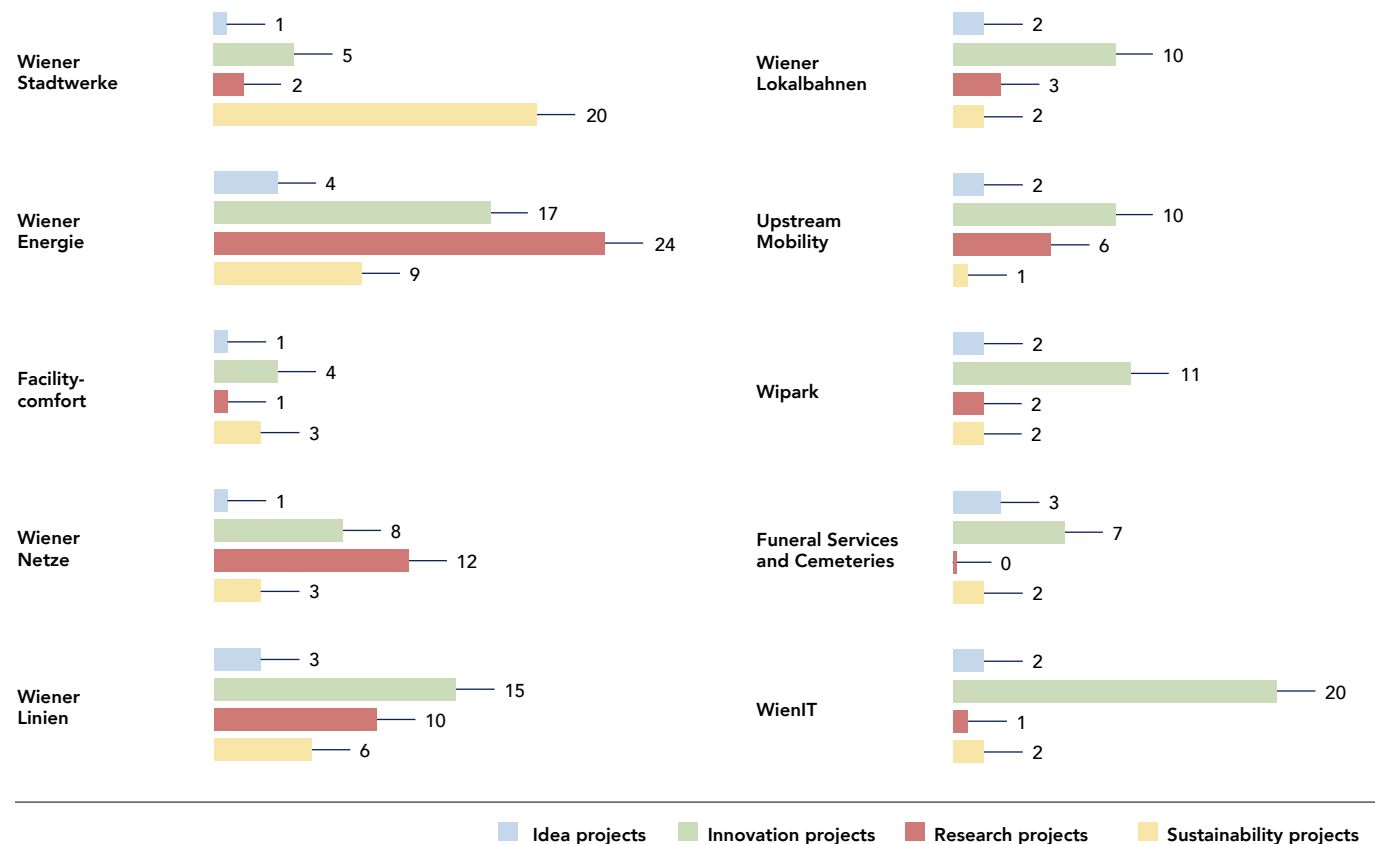
In the Wiener Stadtwerke Group, sustainability and innovation are inextricably linked. This is why the topic is addressed not only in specifically mentioned projects but, of course, also in our research and innovation projects.

The Group-wide innovation process has been split into the three project categories (idea projects, research projects and innovation projects) since 2016. In addition, since 2020, sustainability projects are also identified. These projects do not require an overriding research or innovation characteristic but rather focus on social or purely ecological initiatives.

Of all idea, research, innovation and sustainability projects, 33% are dedicated to issues of the future – sustainability and decarbonisation – and therefore fall under the Group's top areas of focus for the future. This underscores our proactive role in the fight against climate change.

In 2021, the focus was on completing projects, which is why the total number of running projects within the innovation process (239) is lower than the previous year (294). A total of 60 sustainability projects have been completed since 2020.

Total number of current idea, innovation, research and sustainability projects, by Group company



671

Projects in total
since 2016

118

Sustainability projects
since 2020

As at January 2022

Management systems

Integrated management systems

	Quality	Environment	Occupational health and safety	EEffG (Federal Energy Efficiency Act)	Compliance	IT security process	Energy	Railway safety	Quality requirements for gas grid operators	Technical security management for electricity	Maintenance of railway vehicles	Ground Based Augmentation Systems	Construction of steel and aluminium structures	Quality requirements for fusion welding of metallic materials	"Beruf und Familie" ("work and family") audit	Customer satisfaction	Network and Information Systems Security Act (NISG)
	9001/EN 13816	EMAS/14001	45001:2018	2014	192050	27001	50001	in accordance with EU Reg. 798/2016 or SMS EisbG	QS-GNB200	TSM P 100	ECM	PPP 80013C: 2020	EN1090 -1:2009 +A1:2011	ISO 3834-2:2005		ISO 10001: 2019	NISG/NISV
Group Management ¹	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wien Energie ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wiener Netze ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Facilitycomfort ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wiener Linien ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wiener Lokalbahnen ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wiener Lokalbahnen Cargo ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wiener Lokalbahnen Verkehrsdienste ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Bestattung und Friedhöfe Wien ¹	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Bestattung Wien ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Friedhöfe Wien ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
BFW Bestattungsservice ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
WienIT	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Upstream Mobility ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Wipark ²	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Group-wide coverage with certified management system	95.6%	91.8%	89.9%	89.9%	15.1%	58.3%	1.3%	58.4%	15.1%	15.1%	56.9%	15.1%	15.1%	15.1%	72.3%	15.5%	56.0%

Quality = Quality management system in accordance with ISO 9001 or EN 13816 | **Environment** = Environmental management system in accordance with ISO 14001 or EMAS III | **Safety** = Safety and health management system in accordance with ISO 45001:2018

¹) Management

²) Whole company

■ Introduction optional, no planning available

■ Plan available, initial activities started or some systems implemented

■ System comprehensively implemented and certified

■ Introduction not required

Wiener Stadtwerke transition table 2021

Material topic	GRI topic	UN Global Compact Principle	SDG	KPI	GRI Standards Code
Committed to the metropolitan region					
Products and services	Protecting customer data	-	SDG 10	Complaints relating to data protection	418-1
	Sector addition energy producer	-	SDG 7, SDG 9, SDG 13	Average electricity downtimes	EUSS-EU 29
	Specific topic – Accessibility	-	SDG 10	Accessibility at Wiener Linien and Wiener Lokalbahnen	No GRI indicator
	Specific topic – Customer satisfaction	-	SDG 9	Number of annual passes sold	No GRI indicator
Profitability and regional approach	Economic performance	-	SDG 8	Direct economic value generated and distributed	201-1
	Indirect economic impact	-	SDG 8, SDG 12	Investments	203-1
	Procurement practices	-	SDG 8, SDG 12	Proportion of spending on local suppliers	204-1
Workplace location	Indirect economic impact	-	SDG 8, SDG 12	Significant indirect economic impact	203-2
Committed to the environment					
Energy use	Energy	Environmental protection – Principle 7, 8, 9	SDG 7, SDG 13	Energy consumption within the organisation	302-1
	Sector addition energy producer	Environmental protection – Principle 7, 8, 9	SDG 9	Transmission and distribution losses as a percentage of total energy	EUSS-EU 12
Airborne emissions	Emissions	Environmental protection – Principle 7, 8, 9	SDG 13	Direct (Scope 1) GHG emissions	305-1
Committed to society					
Optimal working conditions	Occupational health and safety	Working standards – Principle 6	SDG 3	Occupational health and safety key figures and management approaches	403-1 to 8
	Training and education	Working standards – Principle 6	SDG 4	Programmes for upgrading employee skills and transition assistance programmes	404-2
	Diversity and equal opportunity	Working standards – Principle 6	SDG 5	Percentage of women at management level	405-1
Business ethics and compliance	Anti-corruption	Anti-corruption – Principle 10	SDG 15, SDG 16	Fines of all types	205-2 (partially reported)
	Socioeconomic compliance	Anti-corruption – Principle 10	SDG 15, SDG 16	Compliance training	419-1
	No corresponding topic	Anti-corruption – Principle 10	SDG 15, SDG 16	Percentage of employees in companies with management systems	No GRI indicator
Social cohesion	No corresponding topic	-	SDG 1, SDG 16	Number of consultations (ombudsman's office)	No GRI indicator
	No corresponding topic	-	SDG 1, SDG 16	Number of artworks in public spaces	No GRI indicator



Wiener Stadtwerke GRI index 2021

GRI standard	GRI disclosures	Page	Comments and remarks
GRI 101: Foundation 2016			
102: General Disclosures 2016			
Organisational profile			
GRI 102: General Disclosures 2016	102-1: Name of the organisation	61 (Contact and imprint)	
	102-2: Activities, brands, products, and services	5, 8-9, Financial Report pages 6-7	
	102-3: Location of headquarters	5	
	102-4: Location of operations	5, 8-9	
	102-5: Ownership and legal form	5, 61 (Contact and imprint)	
	102-6: Markets served	8-9, 17	
	102-7: Scale of the organisation	48, Financial Report page 16	
	102-8: Information on employees and other workers	53-54	
	102-9: Supply chain	8-9, 20-22	
	102-10: Significant changes to the organisation and its supply chain	-	No significant changes
	102-11: Precautionary Principle or approach	5-7, Financial Report page 38	
	102-12: External initiatives	19, 7	
	102-13: Membership of associations	19, 7	

GRI standard	GRI disclosures	Page	Comments and remarks
Strategy			
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker	3	
Ethics and integrity			
GRI 102: General Disclosures 2016	102-16: Values, principles, standards, and norms of behaviour	34	
Governance			
GRI 102: General Disclosures 2016	102-18: Governance structure	7, 11-12	
Stakeholder engagement			
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups	12	
	102-41: Collective bargaining agreements	44-45	
	102-42: Identifying and selecting stakeholders	12	
	102-43: Approach to stakeholder engagement	12	
	102-44: Key topics and concerns raised	13-14	

GRI standard	GRI disclosures	Page	Comments and remarks
Reporting practice			
GRI 102: General Disclosures 2016	102-45: Entities included in the consolidated financial statements	-	Financial Report page 64
	102-46: Defining report content and topic Boundaries	13-14	
	102-47: List of material topics	14, 57 (Transition table)	
	102-48: Restatements of information	-	
	102-49: Changes in reporting	46	
	102-50: Reporting period	46	
	102-51: Date of most recent report	46	
	102-52: Reporting cycle	46	
	102-53: Contact point for questions regarding the report	61 (Contact and imprint)	
	102-54: Claims of reporting in accordance with the GRI Standards	46	
	102-55: GRI content index	58-60	
	102-56: External assurance	-	No external assurance has been conducted
Material topics			
Products and services			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	8	
	103-2: The management approach and its components	8, 18	
	103-3: Evaluation of the management approach	18, 57	
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	35	

GRI standard	GRI disclosures	Page	Comments and remarks
GRI G4: Electric Utilities	EU 29: Average power outage duration	49	
Own indicator 1	Accessibility at Wiener Linien & Wiener Lokalbahnen	50	
Own indicator 2	Number of annual passes sold	51	
Profitability and regional approach			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	20	
	103-2: The management approach and its components	20-22	
	103-3: Evaluation of the management approach	22, 48, 57	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	48	
GRI 203: Indirect Economic Impacts 2016	203-1: Infrastructure investments and services supported	20, 48	
GRI 204: Procurement Practices 2016	204-1: Proportion of spending on local suppliers	22	
Workplace location			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	21	
	103-2: The management approach and its components	21	
	103-3: Evaluation of the management approach	21, 57	
GRI 203: Indirect Economic Impacts 2016	203-2: Significant indirect economic impact	21-22	
Energy use			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	26-28	
	103-2: The management approach and its components	26-30, 56	
	103-3: Evaluation of the management approach	51-52, 57	
GRI 302: Energy 2016	302-1: Energy consumption within the organisation	51-52	
GRI G4: Electric Utilities	EU 12: Transmission and distribution losses as a percentage of total energy	49	

GRI standard	GRI disclosures	Page	Comments and remarks
Airborne emissions			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	24-25	
	103-2: The management approach and its components	24-26	
	103-3: Evaluation of the management approach	24-26, 57	
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	26, 52	All Kyoto gases are included in the calculation. Calculation is based on international standards.
Optimal working conditions			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	36, 37	
	103-2: The management approach and its components	36-44	
	103-3: Evaluation of the management approach	36-44, 53-54, 57	
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	56, 41-42	
	403-2: Hazard identification, risk assessment, and incident investigation	41-42	
	403-3: Occupational health services	41-42	
	403-4: Worker participation, consultation, and communication on occupational health and safety	41-42	
	403-5: Worker training on occupational health and safety	41-42	
	403-6: Promotion of worker health	41-42	
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	41	
	403-8: Workers covered by an occupational health and safety management system	56	

GRI standard	GRI disclosures	Page	Comments and remarks
GRI 404: Training and Education 2016	404-2: Programmes for upgrading employee skills and transition assistance programmes	40	
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity in governance bodies and employees	53-54	
Own indicator 3	Workplace accidents, accident frequency, accident severity	54	
Business ethics and compliance			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	34	
	103-2: The management approach and its components	34	
	103-3: Evaluation of the management approach	34, 52, 57	
GRI 205: Anti-corruption 2016	205-2: Communication and training about anti-corruption policies and procedures	34	
GRI 419: Socioeconomic Compliance 2016	419-1: Non-compliance with laws and regulations in the social and economic area	34	
Own indicator 4	Percentage of employees in companies with management systems	52	
Social cohesion			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	43-45	
	103-2: The management approach and its components	43-45	
	103-3: Evaluation of the management approach	43, 57	
Own indicator 5	Number of consultations (ombudsman's office)	44	
Own indicator 6	Number of artworks in public spaces	45	

Contact and imprint

Imprint

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